Workforce Development and Partnership Team

Learning and Development Calendar

April 2017 – March 2018
Welcome to our Calendar

Dear Colleague,

This has been a year of change for our team over the last 12 months as we have restructured to become the Workforce Development Partnerships Team hosted by Integrated Accommodation and Commissioning. Despite the change of name and a short move to another part of the 2nd floor at Farnham house the team’s focus has not moved from supporting you to meet the learning needs within your organisation.

I am delighted to be able to offer you the latest copy of our calendar which always aims to deliver a comprehensive and cohesive offer of learning that has been designed to provide you / your service with up to date, engaging, versatile and relevant learning opportunities. For this edition we have increased the number and variety of courses for both LD services and Dementia Care and have new courses looking at Sexuality, Intimacy and Relationships in disability services.

We hope that you will find this edition of a high quality and would invite you to make comments on all aspects of your experience in accessing any of content of this calendar, whether good or bad, as your feedback is always welcome in making a contribution to further improving what we already have.

Mark Gwynne
Workforce Development and Partnership Manager
Workforce Development and Partnership Team
Hertfordshire County Council
SFAR201
Farnham House
Six Hills Way
Stevenage
Herts
SG1 2FQ
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>4</td>
</tr>
<tr>
<td>Key Contacts</td>
<td>5</td>
</tr>
<tr>
<td>Charges for Non Attendance on Courses</td>
<td>6</td>
</tr>
<tr>
<td>Health and Community Services</td>
<td>7</td>
</tr>
<tr>
<td>Event Booking Form</td>
<td>9</td>
</tr>
<tr>
<td>How To Book On A Course</td>
<td>11</td>
</tr>
<tr>
<td>Calendar Courses Index</td>
<td>12</td>
</tr>
<tr>
<td>Venues</td>
<td>83</td>
</tr>
<tr>
<td>Hertfordshire Care Providers Association</td>
<td>95</td>
</tr>
<tr>
<td>Hertfordshire Community Foundation</td>
<td>119</td>
</tr>
<tr>
<td>Druglink Training</td>
<td>123</td>
</tr>
<tr>
<td>Other Training Contacts</td>
<td>127</td>
</tr>
<tr>
<td>Carers in Hertfordshire</td>
<td>129</td>
</tr>
<tr>
<td>Viewpoint – Mental Health Training</td>
<td>130</td>
</tr>
<tr>
<td>Herts Aid</td>
<td>134</td>
</tr>
<tr>
<td>Social Care Institute for Excellence</td>
<td>136</td>
</tr>
<tr>
<td>Skills for Care</td>
<td>137</td>
</tr>
<tr>
<td>BILD</td>
<td>138</td>
</tr>
<tr>
<td>The Hospice of St Francis</td>
<td>139</td>
</tr>
<tr>
<td>Hertfordshire Mind Network Training</td>
<td>141</td>
</tr>
<tr>
<td>Useful Information</td>
<td>149</td>
</tr>
<tr>
<td>Money Advice Unit</td>
<td>151</td>
</tr>
<tr>
<td>Safeguarding Adults from Abuse</td>
<td>152</td>
</tr>
<tr>
<td>Dignity in Care</td>
<td>152</td>
</tr>
<tr>
<td>The Mental Capacity Act 2005</td>
<td>153</td>
</tr>
<tr>
<td>Deprivation of Liberty Safeguards</td>
<td>154</td>
</tr>
<tr>
<td>Challenging Behaviour Foundation</td>
<td>155</td>
</tr>
<tr>
<td>E-Learning and Twitter</td>
<td>156</td>
</tr>
<tr>
<td>Access to IT Basics</td>
<td>157</td>
</tr>
<tr>
<td>Qualifications and Credit Framework (QCF)</td>
<td>158</td>
</tr>
<tr>
<td>A-Z Index of Courses 2017 - 2018</td>
<td>161</td>
</tr>
</tbody>
</table>
Introduction

The Hertfordshire Training Initiative Partnership is represented by:
- Workforce Development and Partnership team – Hertfordshire County Council
- Hertfordshire Care Providers Association
- Hertfordshire Community Foundation Training
- Druglink Training

The purpose of the Partnership is to discuss learning and development issues and to develop and implement a workforce development plan for the Private, Voluntary and Independent Adult Social Care Workforce.

We are working to ensure that the needs of the sector are met whilst:
- Providing a consistent message to all care providers
- Signposting to appropriate resources when required
- Providing guidance on the changing world of social care with particular reference to national, regional and locally driven strategies

This calendar represents the work of the four partners and demonstrates all that is on offer to providers in Hertfordshire, the majority of which is fully funded.
# Key Contacts

**Workforce Development and Partnership Team (PVI Partnerships)**  
*Developing the Social Care Workforce in Hertfordshire*

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Phone</th>
<th>Email</th>
<th>Twitter</th>
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<tbody>
<tr>
<td>Mark Gwynne</td>
<td>Workforce Development and Partnership Manager</td>
<td>01438 843544</td>
<td><a href="mailto:mark.gwynne@hertfordshire.gov.uk">mark.gwynne@hertfordshire.gov.uk</a></td>
<td>@markygwynne</td>
</tr>
<tr>
<td>Robin Clifford</td>
<td>Senior Learning and Development Officer</td>
<td>01438 844463</td>
<td><a href="mailto:robin.clifford@hertfordshire.gov.uk">robin.clifford@hertfordshire.gov.uk</a></td>
<td>@RobinWClifford</td>
</tr>
<tr>
<td>Kirsty Sandford</td>
<td>Learning and Development Officer</td>
<td>01438 845420</td>
<td><a href="mailto:kirsty.sandford@hertfordshire.gov.uk">kirsty.sandford@hertfordshire.gov.uk</a></td>
<td></td>
</tr>
<tr>
<td>Kim Onyett</td>
<td>Business Support Officer</td>
<td>01438 845367</td>
<td><a href="mailto:kim.onyett@hertfordshire.gov.uk">kim.onyett@hertfordshire.gov.uk</a></td>
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**General Booking Enquiries:** pvi.learning@hertfordshire.gov.uk  
**HCS Enquiries:** 01438 843413  
**Mailing Address:** SFAR 201, Farnham House, Six Hills Way, Stevenage, Herts. SG1 2FQ

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## Herts Care Providers Association (HCPA)  
*Sharing Best Practice through Partnership*

| Website: www.hcpa.info  
| Tel: 01707 536020  
| Email: admin@hcpa.info  
| Mailing Address: Attimore Barns, Ridgeway, Welwyn Garden City, Herts, AL7 2AD |

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## Hertfordshire Community Foundation (HCF) Training and Development  
*Providing workforce development and capacity-building for the voluntary sector*

| Website: www.hcfttraining.org.uk  
| Tel: 01707 251351  
| Email: training@hertscf.org.uk  
| Mailing Address: c/o Hertfordshire Community Foundation, Foundation House, 2-4 Forum Place, Fiddlebridge Lane, Hatfield, Herts, AL10 0RN |

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## Druglink Training  
*Advancing education and training in the substance misuse sector.*

| Website: www.druglink.co.uk  
| Tel: 01923 260733  
| Email: training@druglink.ltd.uk  
| Mailing Address: Trefoil House, Red Lion Lane, Hemel Hempstead, Herts, HP3 9TE |
Charges for Non Attendance on Courses

The Hertfordshire Workforce Development and Partnership team facilitates mandatory and specialist training to staff that work in the private, voluntary and independent (PVI) social care sector. There is significant investment of resources in terms of time, planning and budget to deliver this service.

The following guidelines / procedure outline the requirements that you need to follow when booking and cancelling a confirmed place on a course.

1. ATTENDANCE

Delegates are required to attend the full course and be fully fit and well to actively participate. It is not acceptable to arrive late or leave early. It is expected that the Line Manager will support the delegate in ensuring full attendance. In incidences where full attendance has not occurred, a charge may be incurred dependent upon how much of the programme has been missed.

Delegates who arrive late may be turned away. The Workforce Development and Partnership team will report any instances of this to the delegate’s line manager. Delegates will be required to sign an attendance sheet on arrival for each of the days the course is run.

There will be occasions where delegates may need to be substituted at short notice. Please notify the Workforce Development and Partnership team as soon as possible confirming details of the replacement delegate, the department will then confirm if the change is possible.

2. NON ATTENDANCE

It is the responsibility of a delegate’s line manager to notify the Workforce Development and Partnership team that a delegate is no longer able to attend the course. Notice must be given within 5 working days of the first day of the course.

The Line manager can make contact with the department in the following manner:

1. Telephone contact with a member of the PVI Partnership team (Mark Gwynne, Robin Clifford) followed up by an email confirming cancelation to pvi.learning@hertfordshire.gov.uk
2. Emailing pvi.learning@hertfordshire.gov.uk giving full details of the reason for cancelation, the date and name of the course and the delegates name and contact details.

If a delegate does not attend and their line manager has not contacted the department under the above criteria to cancel the delegates place, then the PVI Employer will be charged.

3. COSTS FOR NON-ATTENDANCE

Non-attendance and cancellation of places without adequate notice will be charged back to the PVI Employer as follows:

- Non attendance without 5 working days notice will be charged at a rate of £50 for each full day or £25 for each half day course, per delegate.

In the event of inadequate notice being given, exceptional circumstances and ill health will be considered and upon further investigation charges may be rescinded at the discretion of the Adult and Children Service Workforce Development (PVI Partnership) department.
Health and Community Services (HCS)

Learning and Development
### User Guidance Notes

- Please fully complete this form in BLOCK CAPITALS.
- Attendees and their Line Managers should refer to course content information to ensure that the course is suitable.
- External Attendees must provide their full work address is provided on the form.
- Please note that failure to attend or cancel your course place beforehand may incur charges and may affect your selection for future courses.
- Places are not automatically provided upon completion of this form – confirmation of a place will be sent to the individual.
- Emailed forms will only be accepted if they have been forwarded to us by your Line Manager (confirming agreement and authorisation of attendance).

### EVENT DETAILS

#### Event Title

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### Attendee Details - Please complete ALL sections

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| Last Name | |
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| Company name | |
|--------------|

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<th>Fax number</th>
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| Email Address | |
|---------------|

### Notification of Non Attendance

Please note that by submitting an application for this course, you have accepted the terms of the 'Charges for Non Attendance on Courses' policy. Please contact pvi.learning@hertfordshire.gov.uk if you require a copy of this policy.
**Briefly Describe Your Role**


**What do you hope to get from this course?**


**To Help Us to Meet Your Needs**

<table>
<thead>
<tr>
<th>Please tick (✓) if you require any of the following to ensure you can play a full part and learn on the programme.</th>
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<tbody>
<tr>
<td>Disabled parking space</td>
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<td>Wheelchair access</td>
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<td>Sign language interpreter</td>
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<td>Lip Speaker</td>
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<td>Information on tape</td>
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<td>Information in Braille</td>
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<td>Helper attending</td>
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<td>Any other requirements, please specify:</td>
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**Are you interested in Car Sharing?**

HCC is committed to sustaining the environment by encouraging car sharing. To aid this process we can provide some basic details, which can be used to organise your own arrangements to car share.

If you are willing to car share, please complete the following:

Tell us where you are travelling from:

____________________________

Please provide a contact number that you would be happy for us to share with others (if different from your telephone number given above)

Internal | External

__________________________ | ________________________

**Attendee and Line Manager Agreement and Authorisation**

<table>
<thead>
<tr>
<th>Attendee</th>
<th>Line Manager</th>
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<tbody>
<tr>
<td>I confirm that I have read the course outline and meet any pre-attendance requirements of the course, where these are necessary and specified for participation.</td>
<td>I confirm that this course supports the attendee’s learning and development needs and that they will be supported in applying the learning in relation to their job responsibilities.</td>
</tr>
<tr>
<td>Signature</td>
<td>Signature</td>
</tr>
<tr>
<td>Print Name</td>
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<td>Date</td>
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</tr>
</tbody>
</table>

**Please return completed forms to:**

HCS Workforce Development and Partnership team
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
How To Book On A Course
Health & Community Services
Course Booking Details

Please complete a booking form for each course you wish to attend and return to:

Fax: 01438 843432
Email: pvi.learning@hertfordshire.gov.uk
Post: PVI Partnerships
Workforce Development and Partnership Team
SFAR201
Farnham House,
Six Hills Way,
Stevenage
SG1 2FQ

Before applying for a course, you should obtain authorisation from your manager.

If we are able to place you on your requested course, you will receive a confirmation of your booking well in advance of the course date.

If you have not received a confirmation from us within 10 days of the start date, please contact us.

If there are insufficient bookings 6 weeks prior to a course date then the event will be cancelled and delegates will be notified. All attempts to rebook delegates onto a suitable alternative date will be made.

***Please note that the term ‘All Staff’ listed in the target group refers to every employee of an organisation, irrespective of position, job role or grade. The term does not refer just to direct care workers or managers but encompasses all employees within an organisation, including support staff.***
### Calendar Courses Index

<table>
<thead>
<tr>
<th>Condition Specific Courses</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attention Deficit Hyperactivity Disorder in Adults</td>
<td>17</td>
</tr>
<tr>
<td>Autism: Introduction to Autistic Spectrum Conditions</td>
<td>18</td>
</tr>
<tr>
<td>Chronic Obstructive Pulmonary Disease (COPD)</td>
<td>19</td>
</tr>
<tr>
<td>Diabetes Awareness</td>
<td>20</td>
</tr>
<tr>
<td>Dysphagia</td>
<td>21</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dementia Courses</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dementia Awareness</td>
<td>25</td>
</tr>
<tr>
<td>Learning Disability and Dementia</td>
<td>26</td>
</tr>
<tr>
<td>Dementia: Person Centred Approaches</td>
<td>27</td>
</tr>
<tr>
<td>Dementia: Communication Skills</td>
<td>28</td>
</tr>
<tr>
<td>Fostering Dementia Capable Communities</td>
<td>29</td>
</tr>
<tr>
<td>Health and Wellbeing in Dementia</td>
<td>30</td>
</tr>
<tr>
<td>Medication and Dementia</td>
<td>31</td>
</tr>
<tr>
<td>Positive Interventions in Dementia Care</td>
<td>32</td>
</tr>
<tr>
<td>Sexuality and Intimacy in Dementia Care</td>
<td>33</td>
</tr>
<tr>
<td>The Dementia Environment</td>
<td>34</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Epilepsy</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Epilepsy and the Administration of Rectal Diazepam / Buccal Midazolam - Introduction</td>
<td>37</td>
</tr>
<tr>
<td>Epilepsy and the Administration of Rectal Diazepam / Buccal Midazolam - Refresher</td>
<td>38</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Health and Safety Courses</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Fire Safety</td>
<td>41</td>
</tr>
<tr>
<td>Basic First Aid Awareness</td>
<td>42</td>
</tr>
<tr>
<td>Food Hygiene Awareness</td>
<td>43</td>
</tr>
<tr>
<td>Food, Diet and Nutrition</td>
<td>44</td>
</tr>
<tr>
<td>Infection Control in Health and Social Care</td>
<td>45</td>
</tr>
<tr>
<td>Moving and Handling: Basic Back Awareness</td>
<td>46</td>
</tr>
<tr>
<td>Moving and Handling Basic &amp; Complex Load Assessment – Module 2&amp;3</td>
<td>47</td>
</tr>
</tbody>
</table>
## Leadership and Management Courses

<table>
<thead>
<tr>
<th>Course</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop Professional Supervision Practice</td>
<td>51</td>
</tr>
<tr>
<td>Equality, Diversity and Inclusion for Managers</td>
<td>52</td>
</tr>
<tr>
<td>Fundamentals of Management</td>
<td>53</td>
</tr>
<tr>
<td>Health and Safety - Managers Responsibilities</td>
<td>54</td>
</tr>
<tr>
<td>Leadership in Dementia Care</td>
<td>55</td>
</tr>
<tr>
<td>Moving and Handling - Managers Responsibilities</td>
<td>56</td>
</tr>
<tr>
<td>Risk Assessment for Managers</td>
<td>57</td>
</tr>
<tr>
<td>Safe Administration of Medication Managers Workshop</td>
<td>58</td>
</tr>
<tr>
<td>Safeguarding Adults for Managers</td>
<td>59</td>
</tr>
</tbody>
</table>

## Safe Administration of Medication

<table>
<thead>
<tr>
<th>Course</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safe Administration of Medication</td>
<td>63</td>
</tr>
<tr>
<td>Safe Administration of Medication (Refresher)</td>
<td>64</td>
</tr>
</tbody>
</table>

## Safeguarding Courses

<table>
<thead>
<tr>
<th>Course</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Capacity Act and Deprivation of Liberty Safeguards - combined course</td>
<td>67</td>
</tr>
<tr>
<td>Safeguarding - Basic Awareness</td>
<td>68</td>
</tr>
</tbody>
</table>

## Working with People with a Learning Disability

<table>
<thead>
<tr>
<th>Course</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare needs of People with a Learning Disabilities</td>
<td>71</td>
</tr>
<tr>
<td>Introduction to Learning Disabilities</td>
<td>72</td>
</tr>
<tr>
<td>Living with Risk; Risk Assessment &amp; Risk Management within Learning Disability Services</td>
<td>73</td>
</tr>
<tr>
<td>Managing Challenging Behaviour (MCB) for Learning disability – Module 1- Theory</td>
<td>74</td>
</tr>
<tr>
<td>MCB for Learning Disability - Module 2 - Breakaway</td>
<td>75</td>
</tr>
<tr>
<td>MCB for Learning Disability - Breakaway (Refresher)</td>
<td>76</td>
</tr>
<tr>
<td>Person Centred Communication and Support for people who have a Learning Disability</td>
<td>77</td>
</tr>
<tr>
<td>Sexuality, Relationships and Sexual Health in Learning Disability Services</td>
<td>78</td>
</tr>
<tr>
<td>Supporting Older People with a Learning Disability</td>
<td>79</td>
</tr>
<tr>
<td>Supporting People with Learning Disabilities and Mental Health Issues</td>
<td>80</td>
</tr>
<tr>
<td>Supporting People with Profound and Multiple Learning Disabilities</td>
<td>81</td>
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Condition
Specific Courses
## CONDITION SPECIFIC COURSES AT A GLANCE
(by date & area)

(For venue details & course descriptions, please see following pages)

<table>
<thead>
<tr>
<th>Course title</th>
<th>Apr 17</th>
<th>May 17</th>
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Attention Deficit Hyperactivity Disorder (ADHD) in Adults

Course Aim:

To increase understanding of ADHD in Adults and to increase your ability to better manage the impact of anger, anxiety and mental health issues associated with living with ADHD

Learning Outcomes

- To have a better understanding of ADHD and its impact on daily life.
- To be able to identify possible signs of ADHD.
- To develop, through better understanding, how to work with and support someone with ADHD.

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working with people with diagnosed or suspected ADHD

Time: 09:30 - 16:30

Duration: 1 day

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Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Autism: Introduction to Autistic Spectrum Conditions

Course Aim:

To consider the experience of people on the Autistic Spectrum in order to develop an awareness of how to support them more effectively

Learning Outcomes

- To develop participants awareness and understanding of Autistic Spectrum Conditions (ASC)
- To understand the development of thinking about autism and the current body of knowledge
- To introduce the Triad of Impairments and how they are likely to impact upon people with ASC
- To develop an understanding of how sensory differences can affect people on the autistic spectrum
- To consider person-centred practical strategies and approaches, such as S.P.E.L.L, and visual aids, that can be applied to support people on the autistic spectrum
- To encourage participants to place the individual at the centre of their thinking about autism, enabling people with autism to make choices about their lives

This session will also include a presentation: ‘My Story’ from the perspective of a trainer (one of our 3 trainers who are ‘experts by experience’) and a question and answer session with our expert by experience and a parent/carer from our team

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working with people with Autism

Time: 09:30 - 16:30

Duration: 1 day

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Chronic Obstructive Pulmonary Disease (COPD)

Course Aim:
This course is designed to promote an understanding of COPD which will give staff the knowledge required to support the individuals they are working with to manage their COPD.

Course Content
- What is COPD?
- Types of COPD
- Basic anatomy in relation to COPD
- The function of the lungs
- Statistics
- Symptoms
- Triggers for exacerbations
- Methods used to diagnose
- Treatments available
- Management and self-management options
- Assessment

Learning Outcomes
- After attending this course, learners will be able to:
  - Contribute to monitoring the health of individuals affected by health conditions
  - State what COPD means
  - Name types of COPD
  - Identify basic anatomy in relation to COPD
  - State the function of the lungs
  - Identify statistics
  - List COPD symptoms
  - List triggers for exacerbations
  - State methods of diagnosis
  - List treatments available
  - Identify management and self-management option

Target Group: All people supporting individuals with COPD

Time: 10:00 - 13:00 OR 13.30 - 16.30

Duration: 3 hours - AM or PM

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Diabetes Awareness

Course Aim:
For participants to increase their knowledge of diabetes, its treatment, and the care required for people with diabetes

Learning Outcomes:
- Identify and meet the needs of individual participants in terms of what they want to know about diabetes, non-specific medical/clinical
- Understand the different types of diabetes and why they occur
- Understand the personal care needs of people with diabetes
- Understand the practicalities of the day to day activities undertaken by people with diabetes
- Have a raised awareness of dietary recommendations for people with diabetes and how to optimise their food intake
- Identify when blood glucose monitoring will be useful
- Be able to identify and appropriately treat hypoglycaemia

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working with people with diabetes.

Time: 10:00 - 15:00

Duration: 1 day

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Page 20
Dysphagia

Course Aim:
To provide staff with an understanding of Dysphagia as a condition and how to support an individual to eat and drink.

Course Content

- What is Dysphagia
- The risks arising from lack of appropriate dysphagia management
- Multi-disciplinary assessments and team working
- Care planning and following professional recommendations
- Planning and preparation of meals, including following dietary needs
- Equipment and sitting positions to support comfortable and safe eating
- First aid response

Learning Outcomes:
After attending this course, learners will be able to:

- Prepare to provide support for eating and drinking
- Provide support for eating and drinking
- Monitor eating and drinking and the support provided

Target Group: All staff, volunteers, family carers, direct employers and their PA’s who work with people with Dysphagia

Time: 10:00 - 13:00 OR 13:30 - 16:30

Duration: 3 hours – AM or PM

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Dementia Courses
# DEMENTIA

## COURSES AT A GLANCE
(by date & area)

(For venue details & course descriptions, please see following pages)

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Dementia: Awareness
(supports units DEM 201/301 and Dementia Core Skills Education Framework – Standard 1)

This course is an introductory course to the types of dementia. It includes the potentially modifiable risk factors, the importance of timely diagnosis and the basic anatomy and physiology of the brain. The symptoms will be defined broadly and this will be related on a basic level to the types of dementia found in their setting. Other factors that cause confusion will also be covered such as delirium, depression and the environment.

Course Outcomes
By the end of the course candidate will be able to:
- State the different types and prevalence rates of dementia.
- State the key functions of the brain that are affected by dementia
- Describe the risk factors for the most common causes of dementia
- State common sign and symptoms
- Describe the experience of dementia, recognising it is unique to each individual person this will bring in different realities
- Identify reasons for a timely diagnosis
- Describe the possible impact upon having a diagnosis for a person and their family members.
- State other factors which can cause confusion / memory problems.
- Identify how individual behaviours and perceptions of dementia can impact on the quality of care experience of dementia

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working with people with dementia

Time: 09:30 - 16:30
Duration: 1 day

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Page 25
Learning Disability and Dementia
(alternative option to Dementia Awareness for LD Services)
(Links to Learning Disabilities Core Skills Education & Training Framework: Subject 15)

This session will introduce comparative prevalence rates between individuals with a learning disability and dementia and the rest of the population. Basic anatomy of the brain in dementia will be covered, and how this may differ within this client group. The session will raise awareness of the importance of taking a proactive approach to assessment and diagnosis suggesting tools to monitor changes. It will offer suggestions as to how to approach difficult conversations around diagnosis.

Course Outcomes
By the end of the course candidate will be able to:
- State the comparative prevalence rates, and risk factors of dementia for those with a learning disability
- State the key functions of the brain that are affected by dementia, and describe how this might differ to the non LD population
- State common signs and symptoms
- Describe the importance of timely diagnosis, and ways of communicating that diagnosis to an individual living with a learning disability
- Identify tools that can be used to monitor changes
- Outline both the medical and social models of dementia
- State other factors which can cause confusion / memory problems
- Describe how poor environments can make symptoms appear more pronounced

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working with people with dementia

Time: 09:30 - 16:30
Duration: 1 day

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Dementia: Person Centred Approaches
(supports unit DEM 202 & Dementia Core Skills Education Framework – Standard 4)

This course discusses how wellbeing may be influenced in dementia care services through proactive person centred planning. The concept of malignant social psychology is introduced and explored, considering the impact on individuals living with dementia. The course covers a number of person centred planning tools and considers how these may be utilised in different services.

This course is supported with a guest speaker; a family carer. This includes how to work with carers to ensure best outcomes for the individual.

Course Outcomes
By the end of the course candidate will be able to:

- Describe what is meant by a person centred planning
- Define concepts of wellbeing in relation to dementia care
- Describe the value of person-centred care in therapeutic relationships and communication
- Describe malignant social psychology and potential impact this may have on an individual
- Identify ways to use life history in delivery of support
- Identify a range of tools that can be used to support PCP
- Identify ways in which to work positively with family carers and significant others

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working with people with dementia

Time: 09:30 - 16:30

Duration: 1 day

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Dementia: Communication Skills
(supports unit DEM 205 /308 & Dementia Core Skills Education Framework –
Standard 5)

The course provides a basic overview of how internal and external factors influence communication in an individual with dementia. This session provides a range of communication tools to enable the candidates to work in creative ways to respond flexibly to the changing needs of the individual with dementia. This course also looks at specific communication problems such as dealing with different realities and challenging behaviour as communication.

At a basic level this course encourages participants to consider the importance of communication as a foundation for relationships which provide the platform for positive interventions.

Course Outcomes
By the end of the course candidate will be able to:

- Identify ways to assess the communication strengths and abilities of the individual with dementia
- State how dementia can impact on communication skills
- Identify other factors that might influence the individual’s ability to communicate
- Describe a range of communication strategies that could be adopted at different stages of dementia
- Describe techniques to overcome the barriers to communication
- Describe how information about an individual’s life history can strengthen communication
- Apply active listening skills
- Explain how assumptions and beliefs influence effective communication
- Explain how challenging behavior is a form of communication

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working with people with dementia

Time: 09:30 - 16:30

Duration: 1 day

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Fostering Dementia Capable Communities
(supports: Dementia Core Skills Education and Training Framework: Subject 8)

Seven years ago, the ‘Capable Communities and Active Citizens’ vision was published. Through a ‘Big Society’ it aimed to ‘unleash the creativity and enthusiasm of local communities to maintain independence and prevent dependency’. The vision was to work together to enable people through local support networks to reduce isolation and vulnerability. During this time the Dementia Declaration was published which gave birth to the National Dementia Alliance, their role to work at local level to make communities more enabling places for people with dementia.

Care providers have a pivotal role in working with our communities as advocates, as well as a responsibility to tackle stigma, prejudice, inaccessibility and fear. This course explores the challenges and benefits that people face living with dementia in our communities, and identifies ways in which care providers can work with communities to improve outcomes for their clients.

Course Outcomes
By the end of the course candidate will be able to:

- Identify the factors that impact on an individual’s wellbeing
- Explain the aims of ‘dementia friendly’ communities and describe how this links to your role
- Describe the four cornerstones of a dementia-capable communities
- Identify the role of your service in supporting the aims of dementia-capable communities
- Describe the role of technology in supporting dementia friendly communities

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working with people with dementia

Time: 09:30 - 16:30
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Health and Wellbeing in Dementia
(supports: Dementia Core Skills Education and Training Framework: Subject 6)

This course outlines the importance of maintaining physical and mental health in relation to someone living with dementia. This course provides information on how to tackle: nutrition, hydration, pain, continence care and sleep. Participants will develop a basic understanding of holistic approaches to health, but are provided with some practical information in supporting activities of daily living. This course is delivered in an engaging way, and participants get the opportunity to engage in experiential learning activities.

Course Outcomes
By the end of the course candidate will be able to:

- Explain why it is important to maintain good physical and mental health.
- Describe how to identify a person’s health needs including nutrition, hydration, risk of falls, sleep and pain
- List the signs of delirium and the signs of dementia, recognising delirium is a medical emergency
- Describe the possible impact, including psychological and social impact, of incontinence.
- Describe the potential causes of, and impact of loneliness and the importance of maintaining social engagement
- Describe possible ways to support ADL’s in a person centred manner.

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working with people with dementia

Time: 09:30 - 16:30

Duration: 1 day

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Medication and Dementia
(supports: DEM305 links to Dementia Core Skills Education & Training Framework: Subject 7)

The main aim of this course is to achieve a better understanding of common medications used to treat the symptoms of dementia. Participants will have opportunity to consider the potential effectiveness of medication and how to report side effects/adverse events. Participants will be given the opportunity to consider ways of improving person centred administration of medication whilst adhering to the Mental capacity Act 2005.

Course Outcomes
By the end of the course candidate will be able to:

- Identify the most common medications used to treat symptoms of dementia.
- Describe how these commonly used medications may affect individuals with dementia.
- Describe the risks and benefits of anti-psychotic medication for individuals with dementia.
- Identify how to assess for the effectiveness of medication.
- Explain why it is important to record and report side effects/adverse reactions to medication.
- Describe how 'as required' (PRN) medication may be used to support individuals with dementia who may be in pain.
- Identify potential reasons as to why a person may refuse medication.
- Describe person-centred ways of administering medication whilst adhering to Mental Capacity Act.

Target Group: All staff, volunteers, family carers, direct employers and their PA's working with people with dementia

Time: 09:30 - 16:30

Duration: 1 day

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<td>19th July 2017</td>
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Positive Interventions in Dementia Care

This course introduces participants to some of the main evidenced based positive interventions practiced in dementia care. The course aims to encourage participants to consider dementia care from a holistic perspective, where non-pharmacological interventions can be used alongside more traditional approaches to improve quality of life. The main therapies covered in the session are cognitive stimulation therapy, music therapy and sensory therapies.

Course Outcomes
By the end of the course candidate will be able to:

- Contrast medical and social models of support
- Explain the relationship between self-identity and self esteem
- Explain ways in which ‘excess disability’ can be minimised
- Describe the psychological needs of a person with dementia and explain ways in which these can be met
- Describe a range of non-pharmacological approaches which can be used at different stages of the dementia, as well as to support unmet needs
- Describe the principles of cognitive stimulation therapy
- Explain the impact music can have on a person with dementia
- Describe ways in which sensory stimulation can be used.

Target Group: All staff, volunteers, family carers, direct employers and their PA's working with people with dementia

Time: 09:30 - 16:30

Duration: 1 day

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To book please send a booking form to:
Workforce Development and Partnership Team
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Sexuality and Intimacy in Dementia Care
(supports: Dementia Core Skills Education and Training Framework: Subject 8)

The need for intimacy does not diminish when we are older, but instead often increases. However services are very rarely prepared for this. Poor attitudes towards ageing and sexuality has led to the restriction of human rights in many social care settings, and in some cases sexual activity has been inappropriately labelled, as ‘problem behaviour’. The legislative framework to support people without capacity around relationships is ambiguous, and many services lack the confidence to deal with these complex issues with good outcomes.

When an individual develops dementia and other physical conditions there may be changes to feelings about sex and intimacy. Services need to be informed about the facts, so that they can prepare their services to deliver care that encompasses the whole person. This course is aimed at staff working in a residential setting.

Course Outcomes
By the end of the course candidate will be able to:

- Define the terms ‘intimacy’ and ‘sexuality’.
- Explain how society’s attitudes towards sexuality, and ageing can lead to the restriction of human rights in the care setting
- Describe how dementia may impact on feelings of intimacy and sexual behaviour
- Identify conditions that may impact on sexual expression/activity in older people
- Identify the powers and limits of legislative frameworks in supporting capacity, consent and sexual relationships when a person has dementia
- Give examples of poor practice in your own organisation in relationship to intimacy, sexuality and dementia
- Describe different ways an individual can express sexuality and how individual preferences may be supported
- Explain how to support an individual to keep safe, to minimise sexual exploitation and instances of abuse
- Describe strategies for supporting sexuality, and intimacy for people with dementia living in services.

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working with people with dementia

Time: 09:30 - 16:30

Duration: 1 day

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The Dementia Environment

This course provides an introduction to dementia environments. It includes how changes to the brain and sensory skills impact on the way a person navigates the environment. Participants are given an opportunity to engage in a simulated activity to enhance their understanding of the challenges that individuals living with dementia face. Audit tools are introduced, which can be used in services to identify ways in which their services can be improved. A basic introduction to the types of assistive technologies available for people with dementia is also covered.

Course Outcomes
By the end of the course candidate will be able to:

- Describe how changes to the brain effect the way an individual navigates an environment
- Describe how to adapt the environment to minimise difficulties related to sensory impairment
- Explain how good design promotes self-identity and self esteem
- Identify what home means to a person
- State the factors associated to design that can support orientation
- Identify the tools and principles that can be used to audit the dementia environment
- Describe changes that can be made to minimise the risk of falls
- Describe the kinds of assistive technologies available to individuals with dementia

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working with people with dementia

Time: 09:30 - 16:30

Duration: 1 day

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Epilepsy Courses

The training is facilitated by designated highly skilled Community Learning Disability Nurses/Specialist Epilepsy Nurses who are currently working in clinical practice in Hertfordshire. The Epilepsy Trainers have attended accredited courses in the ‘Management of Epilepsy’ and all core components of our training pack are set against the Joint Epilepsy Council Guidelines (JEC) best practice principles.
### EPILEPSY COURSES AT A GLANCE (by date & area)

(For venue details & course descriptions, please see following pages)

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Epilepsy Awareness and the Administration of Rectal Diazepam / Buccal Midazolam: Introduction

Course Aim:
The course is designed to provide delegates with an understanding of Epilepsy, seizure types and the risks associated with this condition. Delegates will receive theoretical information on the Administration of Buccal Midazolam and Rectal Diazepam and be given the opportunity to practice the administration of rescue medication using an anatomical model and role play.

Learning Outcomes:
By the end of the course delegates will be able to:
- Develop an understanding of different seizure types, current terminology, record keeping and epilepsy care.
- An understanding of risk assessment in relation to epilepsy management.
- Develop an appreciation of the psychosocial implications of a diagnosis of epilepsy.
- Developed an understanding of the theory and best practice principles for Rectal Diazepam/Buccal Midazolam relevant to protocols/guidelines/JEC
- Opportunity to perform the practical skills of the administration of Rectal Diazepam and Buccal Midazolam using an anatomical model.

Target Group: All care/support staff that work with people with learning disabilities who have epilepsy where the use of Rectal Diazepam or Buccal Midazolam is prescribed

Time: 09.30 - 16:30
Duration: 1 day

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Epilepsy and the Administration of Rectal Diazepam / Buccal Midazolam: Refresher

Course Aim:
The course is designed to provide delegates with an update on new developments and refresh skills in the management and treatment of epilepsy. The course is a 2 year refresher course as recommended by the Joint Epilepsy Council.

Learning Outcomes:
By the end of the course delegates will be able to:
- Refresh your understanding of Epilepsy
- Refresh your knowledge of Sudep
- Refresh your understanding of the theory and practice in the administration of rescue medication

Target Group:
All care/support staff that work with people with learning disabilities who have epilepsy where the use of Rectal Diazepam/ Buccal Midazolam is prescribed. Delegates should have attended an Epilepsy Introduction course within the last two years before registering for this refresher course.

Time: 09:30 – 12:30
Duration: 1/2 day

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Page 38
Health and Safety Courses
# HEALTH AND SAFETY COURSES AT A GLANCE (by date & area)

(For venue details & course descriptions, please see following pages)

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Basic Fire Safety

Course Aim:
To raise awareness of basic fire safety and improve safe working procedures.

Learning Outcomes:
- Understanding of the importance of Fire Legislation and Fire Safety issues
- Identify causes of fire and good practice recommendations that inform safe practice
- Develop an appropriate response to fire situations.

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working in social care

Time: 10:00 - 13:00

Duration: 3 hours

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<th>Date</th>
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Please Note:
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Basic First Aid Awareness

Course Aim:
To develop awareness of an appropriate first aid response.

Learning Outcomes:
- Understand how to deal with first aid incidents and how to summon assistance
- Understand the principles of Airways, Breathing and Circulation (ABC);
- Be able to recognise and deal with shock symptoms
- Recognise types of wounds and bleeding
- Be able to demonstrate an understanding of resuscitation procedures.

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working in social care

Time: 10:00 - 13:00

Duration: 3 hours

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Food Hygiene Awareness

Course Aim:
To develop an understanding of the importance of Food Hygiene.

Course Content:
- Legislation, policies and procedures
- Food poisoning
- Vulnerable groups
- Bacteria and germs
- Food preparation
- Food storage
- Hygiene

Learning Outcomes:
After attending this course, learners will:
- Understand the importance of food safety measures when providing food and drink for individuals
- Be able to maintain hygiene when handling food and drink
- Be able to meet safety requirements when preparing and service food and drink for individuals
- Be able to meet safety requirements when clearing away food and drink
- Be able to store food and drink safety
- Know how to access additional advice or support about food safety
- Be able to prepare to provide support for eating and drinking
- Be able to reduce the spread of infection

Target Group: All staff, volunteers, family carers, direct employers and their PA’s who are involved in serving food and supporting the people they support to purchase, store, prepare and cook meals.

Time: 10:00 - 13:00 OR 13:30 - 16:30

Duration: 3 hours - AM or PM

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To book please send a booking form to:
Workforce Development and Partnership Team
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Food, Diet and Nutrition

Course Aim:
For learners to develop their knowledge and skills in nutritional requirements and to demonstrate an understanding of good nutritional requirements to support individuals to eat and drink well.

Course Content
- Safe handling and preparation of food
- Balanced diet
- The eat well plate
- The journey of food
- Medical conditions that could affect nutrition input and wellbeing
- Nutritional Assessments and Support
- Alternative feeding
- Dietary history
- Biochemical results
- Malnutrition – signs and symptoms
- Prevention of malnutrition
- Documentation
- Assisting individuals to eat and drink

Learning Outcomes:
- Describe how to safely handle and prepare food
- Define the term balanced diet and describe what a balanced diet contains
- Recognise and explain the concept of the eat well plate
- Describe the journey of food
- List medical conditions that could affect nutrition input and wellbeing
- List nutritional assessment tools and explain how to undertake nutritional assessment
- State alternative feeding routes
- Explain the importance of nutrition and hydration
- Describe the signs and symptoms of malnutrition and dehydration
- Give examples of how to prevent malnutrition
- Explain the documentation involved in relation to fluid and nutritional needs
- Give ideas about how to effectively assist individuals to eat and drink

Target Group:
All staff who support individuals with their nutritional and dietary needs, including safe handling of food.

Time:
10:00 - 16:00

Duration:
1 day

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Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Infection Control in Health and Social Care

Course Aim:
To introduce delegates to national and local policies in relation to infection control.

Course Content:
- Legislation in Relation to Infection Control
- Universal Procedures
- Chain of Infection and Transmission
- Dangerous Substances
- Disposal of Clinical Waste
- Accident Reporting
- Reporting of Infectious Diseases
- Risk Assessments
- Employer and Employee Responsibilities

Learning Outcomes:
After attending this course, learners will be able to:
- Understand roles and responsibilities in the prevention and control of infection
- Understand legislation and policies relating to prevention and control of infections
- Understand systems and procedures relating to the prevention and control of infections
- Understand the importance of risk assessment in relation to the prevention and control of infections
- Understand the importance of using personal protective equipment (PPE) in the prevention and control of infections
- Understand the importance of good personal hygiene in the prevention and control of infections
- Understand how to maintain a clean environment to prevent the spread of infection
- Understand the principles and steps of the decontamination process
- Understand the importance of good waste management practice in the prevention of the spread of infection
- Reduce the spread of infection

Target Group: All staff, volunteers, family carers, direct employers and their PA’s

Time: 10:00 - 13:00 OR 13.30 - 16.30

Duration: 3 hours – AM or PM

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# Moving and Handling: Basic Back Awareness

## Course Aim:

To enable staff to understand the importance of posture, back care and safe working practice in the moving and handling of objects.

## Learning Outcomes:

- Understand the current legislation related to moving and handling
- Understand basic spinal anatomy, biomechanics and principles of load assessment
- Observe and participate in relevant practical examples, having assessed a variety of loads with regard to their risk
- Understand the employers/employees responsibilities regarding Manual Handling Law

## Target Group:

All staff, volunteers, family carers, direct employers and their PA’s who move non-people loads

## Time:

09:30 - 12:30

## Duration:

3 hours

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Moving and Handling Modules 2 & 3  
Combined Basic and Complex Load Assessment

Course Aims:  
To introduce experienced staff to problems, techniques and strategies for moving and handling people with non-complex mobility problems (Day 1) and complex mobility problems (Day 2).

To attend this course you must have previously completed a Basic Back Awareness course, a People-Handling course and have a minimum 12-15months experience in an active Moving and Handling practitioner’s role.

Learning Outcomes:

Day 1:
- Be able to understand a Moving and Handling Risk Assessment using the agreed protocol and relevant documentation
- Be able to advise clients, carers and care workers on how to position and safely transfer clients with non complex mobility problems
- Be aware of what moves are not considered to be good practice
- Be familiar with and using small moving and handling equipment

Day 2:
- Explore and consider complex moving and handling needs and a variety of equipment that is used
- Discuss service user considerations e.g. non-compliance, spasms and pain and discuss the moving and handling of people with complex levels of disability.
- Experience using hoists, turntables and other equipment
- Identify times where more specialised advice is needed and understand how to access this
- Having practised completing relevant forms

Target Group:  
All staff, volunteers, family carers, direct employers and their PA’s who move people or commission services for people with moving and handling needs and/or staff who prescribe complex moving and handling equipment.

Time:  
09:30 - 16:30

Duration:  
2 days

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Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Leadership and Management
LEADERSHIP AND MANAGEMENT
COURSES AT A GLANCE
(by date & area)

(For venue details & course descriptions, please see following pages)

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Develop Professional Supervision Practice

Course Aim:
The aim of this course is to develop the learners’ knowledge, understanding and skills required to undertake professional supervision of others.

Course Content:
- Understand the principles, scope and purpose of supervision
- The role of the supervisor
- The performance management cycle
- Performance indicators and measuring practice
- Establishing the relationship
- Structuring sessions & supervision content
- Setting and reviewing targets and objectives
- Effective feedback
- Reflection
- Policies and procedures

Learning Outcomes:
After attending this course, learners will be able to:
- Understand the purpose of professional supervision
- Understand how the principles of professional supervision can be used to inform performance management
- Be able to undertake the preparation for professional supervision with supervisees
- Be able to provide professional supervision
- Be able to evaluate own practice when conducting professional supervision

Target Group: Managers, senior staff / volunteers and direct employers who supervise others

Time: 10:00 - 16:00

Duration: 1 day

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Equality, Diversity and Inclusion for Managers

Course Aim:

The aim of this course is to develop the learners’ knowledge, understanding and skills required to enable a while systems approach to equality, diversity and inclusion

Course Content:

- Underpinning models of practice in equality, diversity and inclusion
- Potential effects to barriers to equality, diversity and inclusion
- The impact of legislation and policy initiatives on the promotion of equality, diversity and inclusion
- Promoting equality, diversity and inclusion in policy and practice
- Challenging discrimination and exclusion in policy and practice
- Providing information to others on the effects of discrimination, the impact of inclusion and the value of diversity
- Supporting others to challenge discrimination and exclusion
- Analyse prejudice and discrimination
- Develop systems and processes that promote equality, diversity and inclusion

Learning Outcomes:

- Understand equality, diversity and inclusion in own area of responsibility
- Be able to champion diversity, equality and inclusion
- Understand how to develop systems and processes that promote equality, diversity and inclusion

Target Group: Managers, senior staff / volunteers and direct employers who wish to gain a greater understanding of equality and diversity

Time: 10:00 - 16:00

Duration: 1 day

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Fundamentals of Management

Course Aim:
For practicing or potential first line managers to develop a good all round knowledge of leadership and management and understand how to motivate and manage teams and individuals.

Course Content

- Understanding the managers role and responsibilities
- Leadership vs Management – the need for both of them
- Leadership models and behaviours
- Individual leadership styles
- Planning and organising
- Building the team
- Motivating and managing individuals
- Delegation skills
- Communication
- Issues and difficulties

Learning Outcomes –
After attending this course, delegates will be able to:

- Have an understanding of management and leadership
- Review their own leadership qualities and potential.
- know the importance of, and how to plan and organise successfully
- Communicate and delegate effectively with their team.
- Build, motivate and manage teams and individuals to ensure a high performing service.

Target Group: Managers, senior staff / volunteers and direct employers who have recently taken on a managerial position, or who are considering applying for promotion to a managerial position

Time: 10:00 - 16:00

Duration: 2 days

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Health and Safety
- Managers Responsibilities

Course Aim:

To develop knowledge of relevant health and safety legislation, policy and procedures and to recognise the manager’s role in an organisations health and safety management

Learning Outcomes:

By the end of the course delegates will be able to:

- Demonstrate knowledge of relevant health and safety legislation, policy and procedures
- Determine good health and safety practice
- Identify the principles of accident prevention
- Recognise how to report accidents with regards to legal compliance
- Identify the risks associated with poor welfare
- Recognise the benefits of risk assessment and how it can be used to promote and encourage good health and safety standards
- Identify reporting procedures linked to risk management
- Develop systems to communicate health and safety procedures to staff
- Adapt health and safety procedures to respond to specific risks associated to services users
- State the role and powers of the inspection/enforcement authorities
- Effectively plan for appropriate response to fire and other emergencies appropriately
- Recognise the need for accurate and effective record keeping

Target Group: Managers, senior staff / volunteers and direct employers of any care provision who are working in a management/supervisory role and who are responsible for managing risks and complying with health and safety requirements.

Time: 09:30 - 16:30

Duration: 1 day

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14th July 2017 | Box Moor Trust, Hemel Hempstead |
16th Nov 2017 | Robertson House, Stevenage |
13th March 2018 | Apsley 2, Hemel Hempstead |

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Leadership in Dementia Care
(Supports unit; DEM 501 and Dementia Core Skills Education Framework – Standard 14)

This course is suitable for individuals responsible for leadership in their organisation. The course provides information on current developments in policy and practice and enables participants to celebrate successes, together with identifying areas for improvements in their own service. Participants will be given the opportunity to explore the following domains: diagnosis, and post diagnostic support, promoting independence and enablement, developing therapeutic relationships, and working with family carers and the wider team.

Course Outcomes
By the end of the course candidate will be able to:

- Analyse how current policy and practice guidance underpins service provision in dementia care
- Identify evidence-based research, innovations and developments in dementia interventions and care
- Identify strengths and weaknesses in key areas of provision in own service
- State key priorities in developing a knowledge management strategy
- Lead practice which supports staff to involve unpaid carers in assessment and care planning

Target Group: Managers, senior staff / volunteers and direct employers who work with service users with dementia

Time: 09:30 - 16:30

Duration: 1 day

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<th>Date</th>
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<tr>
<td>9th August 2017</td>
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<td>7th February 2018</td>
<td>Robertson House, Stevenage</td>
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To book please send a booking form to:
Workforce Development and Partnership Team
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Moving and Handling: Managers Responsibilities

Course Aim:

To clarify the management responsibilities for staff and clients in regard to moving and handling

Learning Outcomes:

By the end of the course delegates will be able to:

- Recognise the legal framework including Health and Safety At Work Act 1974 Manual Handling Regulations 1992
- Consider the causes and incidents of back injury and how this relates to staff absenteeism
- State moving and handling protocol and its implications
- Explain the process and importance of recording staff moving and handling training needs

Target Group: Managers, senior staff / volunteers and direct employers who line manage others who move either loads or people or who commission services which move people.

Time: 09:30 - 12:30

Duration: ½ day

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Please Note:

Applicants must have previously attended at least a basic moving and handling training prior to this course.
Risk Assessing for Managers

This course has been designed for those who have responsibility for Health and Safety and Risk Management and looks at the balance of Health and safety and Positive Risk Taking.

Course Content
- Health and Safety Legislation
- How to comply
- 5 steps to risk assessment
- Assessing potential risks
- Records and reports
- Evaluating health, safety and risk management policies
- Links between risk taking, responsibility, empowerment and social inclusion
- Positive person-centred approach to risk assessment
- Balancing choice with own and others health and safety
- Handling conflict
- Recording decisions

Learning Outcomes:
By the end of the course delegates will be able to:
- Understand the current legislative framework
- Implement and monitor compliance with health, safety and risk management
- Promote a culture where needs and risks are balanced with health and safety practice
- Improve health, safety and risk management policies, procedures and practices
- Understand that individuals with disabilities have the same right as everyone else to take risk
- Understand the importance of a positive, person-centred approach to risk assessment
- Understand the importance of considering with an individual with disabilities the risks associated with the choices they make

Target Group: Managers, senior staff / volunteers and direct employers who are required to compile risk assessments

Time: 10:00 - 16:00

Duration: 1 day

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To book please send a booking form to:
Workforce Development and Partnership Team
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Safe Administration of Medication
Managers Workshop

Course Aim:

For managers to understand their role and responsibilities in supervising and monitoring staff in the administration of medication

Learning Outcomes:

By the end of the course delegates will be able to:

- Explain the legal and policy framework surrounding the safe administration of medication.
- Identify their own responsibility relating to error reporting
- Be able to recognise good practice in medication administration, including recognition of problems and how to deal with them
- Consideration of how competency is assessed within the workplace, including the Health & Social Care Unit 222-616 – Administer Medication to Individuals and Monitor the Effects (ASM34)
- Network with other Managers in relation to common issues arising in administration of medication

Target Group: Managers, senior staff / volunteers and direct employers or the designated person responsible for overseeing the administration of medication

Time: 09:30 - 16.00
Duration: 1 day

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To book please send a booking form to:
Workforce Development and Partnership Team
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Safeguarding Adults for Managers

The course will enable participants to understand key policy changes up to and including The Care Act 2014. This will include determining how the 6 key principles of safeguarding impact on their services. The training includes how to respond to incidences of abuse, at a strategic level, and explores what measures a service can take to prevent abuse. The participants will consider a range of safeguarding strategies that ensure individuals remain at the centre of their decision making. This course is suitable for managers and senior managers.

Course Outcomes

- State the political journey from Human Rights to The Care Act – with emphasis on the Mental Capacity Act
- Outline The Care Act and Statutory Guidance definition of abuse and aims of safeguarding, including the ten types of abuse
- Identify the 6 key principles
- Explain how to ‘Think Family’ and how to ‘Make Safeguarding Personal’.
- Explain the differences between the concepts of safeguarding and protection
- Describe how an enquiry takes place
- Explain how to ensure staff respond to abuse appropriately
- Describe a strategy for prevention
- Describe the role of the Safeguarding Board

Target Group: Managers, senior staff / volunteers and direct employers working in social care

Time: 09:30 - 16.30

Duration: 1 day

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Workforce Development and Partnership Team
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Safe Administration of Medication
**SAFE ADMINISTRATION OF MEDICATION COURSES AT A GLANCE**
(by date & area)

(For venue details & course descriptions, please see following pages)

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Safe Administration of Medication

Course Aim:

To understand the processes involved in administering medication including the legal implications of record keeping and personal accountability

Learning Outcomes:

- Understand the process by which medicines are prescribed, dispensed and obtained by the individual and your role within this as a member of staff
- Understand the roles and boundaries of all workers with regard to the safe handling of medication
- Understand the importance of recording and safe keeping of accurate records linked to administration of medication policies
- Have obtained an overview and understanding of the legislation and guidance that controls the prescribing, dispensing, administration, storage and disposal of medication

Target Group: All staff, volunteers, family carers, direct employers and their PA’s responsible for the administration of medication

Time: 09:30 - 16:30

Duration: 1 day

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Workforce Development and Partnership Team
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Safe Administration of Medication – Refresher

Course Aim:

For participants to update/refresh their understanding of the processes involved in administering medication

Learning Outcomes:

- To obtain support relating to difficulties in medication administration
- Updated knowledge on legislation and national guidance and standards the roles and boundaries of all workers with regard to the safe handling of medication
- Refresh skills and knowledge in medication administration, including recognition of problems and how to deal with them
- Test involving aspects of the skills for care knowledge set
- Action plan personal work issues as a result of the training

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working in social care who have completed the whole 1 day workshop and need a refresher

Time: 09:30 - 12.30

Duration: 3 hours

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Safeguarding Courses
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(For venue details & course descriptions, please see following pages)
Mental Capacity Act and Deprivation of Liberty Safeguards - Combined Course

Course Aim:
To increase participants’ understanding of the Mental Capacity Act 2005 and the DoLS process including understanding changes made following the Supreme Court ruling in the Cheshire West case.

Learning Outcomes:
By the end of the workshop, participants will have:

- Updated their knowledge of roles and responsibilities under the Act
- A better understanding of how and when to assess mental capacity
- A better understanding of the best interest decision making process
- Knowledge of when and how to apply for an authorisation under the Deprivation of Liberty Safeguards

Target Group: Managers and front line workers in Residential and Nursing care homes, Day Centres and Flexicare/Homecare where applicable.

Time: 09:30 – 12.30
Duration: 3 hours

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To book please send a booking form to:
Workforce Development and Partnership Team
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Safeguarding - Basic Awareness

Course Aim:

This one day course will give participants a basic understanding of Safeguarding Adults at Risk and their role and responsibilities within this.

Learning Outcomes:

At the end of the training you will:

- Be able to define abuse and identify an adult at risk.
- Be able to identify that an adult is being abused or exploited.
- Know what to do and who to talk to if you have a concern.
- Have knowledge of Hertfordshire’s whistle blowing policy.
- Be clear about your roles and responsibilities regarding Safeguarding Adults at Risk.
- Have knowledge of the Mental Capacity Act and The Care Act in relation to Safeguarding Adults at Risk.
- Have awareness of HCC multi-agency policy and understand your role and responsibilities in relation to this policy.

Target Group

All staff, volunteers, family carers, direct employers and their PA’s working in social care who have not attended a Safeguarding Adults course within the last two years

Time

09:30 - 12:30 or 13.30 – 16.30

Duration

1/2 day

Note: To book places on the training below please submit booking forms to: practice.development@hertfordshire.gov.uk

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SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Working with People with a Learning Disability
### WORKING WITH PEOPLE WITH LEARNING DISABILITIES

**COURSES AT A GLANCE**
(by date & area)

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Healthcare needs of People with a Learning Disability

Course Aim:

This course will provide a basic understanding of the healthcare needs of people with learning disabilities and how to maintain good physical health.

Learning Outcome:

- Be aware of the health inequalities experienced by people with learning disabilities
- Be aware of current legislation, policies and guidance relevant to people with learning disabilities
- Develop an understanding of health conditions prevalent to learning disabilities
- Understand how plans for healthcare and regular health checks underpin long term health and wellbeing for people with learning disabilities
- Be able to support people with learning disabilities to overcome barriers to accessing healthcare services
- Be able to advise on and implement reasonable adjustments to enable the health needs of people with learning disabilities to be met.

Target Group: All care/support staff that work with people with learning disabilities

Time 09:30 - 16:30

Duration: 1 day

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To book please send a booking form to:
Workforce Development and Partnership Team
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Introduction to Learning Disabilities

Course Aim:

To develop a basic understanding of Learning Disability

Learning Outcomes:

- To gain an understanding of the definition of learning disability
- To understand the causes of Learning Disability
- To be aware of the key legislation, policy and guidelines relating to Learning Disability
- To understand the common types and prevalence of Learning Disability
- Be aware of some of the barriers faced by people with Learning Disability

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working with people with a learning disability

Time

09:30 - 12:30

Duration: 1/2 day

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Living with Risk; Risk Assessment & Risk Management within Learning Disabilities Services

Course Aim:

To develop an understanding of the meaning of risk and the central role that it plays in our lives.

Learning Outcomes:

- Have an awareness of the legal framework that guides our approach to risk as professionals
- Be equipped with practice tools to enable a positive approach to risk
- Be aware of the process of risk assessment and risk management
- Have an understanding of how risk is an essential part of a full life

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working with people with a learning disability

Time 09:30 - 16:30

Duration: 1 day

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Managing Challenging Behaviour
Module 1 - Theory

Course Aims:
To support staff to develop knowledge and skills on how to manage behaviour that can be challenging.

Learning Outcomes:
- Understand the process of communication through behaviour
- Develop strategies to support people positively, including a range of tools for assessing behaviour which may challenge
- Understand the importance of staff support and your own responsibilities within the work context

Target Group: All staff working with people with a learning disability

Time: 09:30 - 16:30

Duration: 1 day

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Managing Challenging Behaviour
Module 2 - Breakaway

Course Aim:
To provide staff with physical and practical skills to keep themselves and others safe from harm.

Learning Outcomes:
- Develop physical skills to break away safely from an individual who has made physical contact, recognised by The General Services Association
- Understand de-escalation and diffusion techniques
- Gain an overview of Health & Community Services Policy and Procedure for the Management of Challenging Behaviour
- Gain an understanding of the Legal framework
- Understand the importance of recording and reporting incidents accurately
- Know what support systems are in place in Health & Community Services to support staff working with individuals whose behaviour can be challenging.
- Know how to complete a Risk Assessment & Behaviour Management Plan

Target Group: All staff working with people who challenge

Time: 09:30 - 16:30

Duration: 2 days

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Please Note:
You must have completed Health & Community Services Challenging Behaviour Theory Course before completing this module.

To book please send a booking form to:
Workforce Development and Partnership Team
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Managing Challenging Behaviour
Breakaway - Refresher

Course Aim:
To provide an opportunity to refresh their physical skills in breaking away from an individual who has made physical contact

Learning Outcomes:
- Refresh physical techniques and skills so that they are recognised by The General Service Association
- Refresh your de-escalation and diffusion techniques
- Be able to focus on specific techniques required in your place of work
- Update and refresh understanding of the legal framework
- Update understanding on the importance of recording and reporting incidents accurately
- Be aware of the support systems in place in Health & Community Services to support staff working with individuals whose behaviour may be challenging
- Discuss risk assessments and behaviour management plans

Target Group: All staff working with people who challenge who have completed the 2 day Breakaway Course within the past 15 months

Time: 09:30 - 16:30
Duration: 1 day

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Workforce Development and Partnership Team
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Person Centred Communication and Support for people who have a Learning Disability

Course Aim:

To develop the skills and understanding required to support people who have Learning Disabilities in a person centred way

Learning Outcomes:

- To consider the impact of learning disabilities on opportunities and quality of life
- To understand what it means to support people in a person-centred way
- To be equipped with tools and approaches for effective and sensitive person centred practice
- To understand the need for excellence in communication
- To be introduced to creative approaches to communicating with people who have learning disabilities

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working with people with a learning disability

Time: 09:30 - 16:30

Duration: 1 day

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Workforce Development and Partnership Team
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Sexuality, Relationships and Sexual Health in Learning Disability Services

Course Aim:
To provide the learner with the knowledge of how to support individuals to discover and express their own sexual identity and experience relationships of their own choosing.

Course Content:
- Definitions
- Legislation
- Supporting individuals with their sexual identity and sexual health
- Supporting individuals to establish and maintain positive relationships
- Statement of values
- Influences on supporting individuals
- Capacity and consent
- Safeguarding vulnerable individuals
- Empowerment
- Confidentiality
- Record keeping

Learning Objectives:
After attending this course, learners will be able to:
- Support individuals to discover and express their own sexual identity
- Outline the issues of sexual health and how these can be supported
- Explain factors affecting the capacity of individuals to develop and/or maintain relationships
- Support individuals to identify beneficial relationships
- Explain how the sexual development of individuals with a learning disability can differ
- Identify relevant legislation
- Have an understanding of confidentiality and accurate record keeping in relation to an individual’s choices around relationships

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working with people with a learning disability

Time 12:30 - 16:30

Duration: 4 hours

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Workforce Development and Partnership Team
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Supporting Older People with a Learning Disability

Course Aim:

This course will provide a basic understanding of the health and social care needs of older people with learning disabilities.

Learning Outcome:

- Understand the effects of human aging on older people with learning disabilities
- Understand the impact of age-related changes and activity on older people with learning disabilities
- Understand the impact of recognition and diagnosis of dementia for a person with learning disabilities
- Understand the health needs of older people with learning disabilities
- Be able to support people with learning disabilities to overcome barriers to accessing healthcare services
- Be able to initiate and support access to health, including screening and health checks

Target Group: All care/support staff that work with older people with learning disabilities

Time 09:30 - 16:30

Duration: 1 day

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Workforce Development and Partnership Team
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Supporting People with Learning Disabilities and Mental Health Issues

Course Aim:

To explore and understand the support needed for people with learning disabilities and mental health issues

Learning Outcomes:

- Examine depression, neurosis and psychosis, including treatments and preventative methods
- Participants will have carried out and understood the purpose of PAS-ADD (Psychiatric Assessment Schedule for Adults with Development Disabilities)
- Examine our professional roles within the lives of the people we support
- Understand the importance of staff support structures and consider ways in which staff people can remain healthy

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working with people with a learning disability and mental health issues.

Time 09:30 - 16:30

Duration: 2 days

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SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Supporting People with Profound and Multiple Learning Disabilities

Course Aim:

To raise awareness of the different areas of knowledge necessary, when supporting people with profound and multiple learning disabilities

Learning Outcomes:

- Be able to identify alternative ways of communicating with individuals with who have a profound and multiple learning disability
- Understand the roles and specific skills of a variety of professionals involved in supporting people with profound and multiple learning disabilities
- Consideration as to how to develop more person centred ways of providing support to individuals
- Be able to develop own role in supporting individuals

Target Group: All staff, volunteers, family carers, direct employers and their PA’s working with people with profound and multiple learning disabilities

Time 09:30 - 16:30

Duration: 2 days

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Workforce Development and Partnership Team
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk
Venues
Venues

Apsley 1 and 2  
Box Moor Trust  
Business Technology Centre  
HCPA Office  
HCS Workforce Development Suite  
Herts Development Centre – Robertson House  
Hertfordshire Fire and Rescue: Longfield  
Shendish Manor  
Unique Training Solutions  

Hemel Hempstead 85  
Hemel Hempstead 86  
Stevenage 87  
Welwyn Garden City 88  
Hatfield 89  
Stevenage 90  
Stevenage 92  
Hemel Hempstead 93  
St Albans 94
Apsley 1 and 2,- Brindley Way – Apsley - Hemel Hempstead – Herts - HP3 9BF

• From the M25: Exit at Junction 20 of the M25 Motorway. At the roundabout take the exit for Kings Langley A4251 and continue straight ahead through Kings Langley towards Hemel Hempstead. At the traffic lights just before the railway bridge, continue straight following the Hemel Hempstead signs past the Red Lion Pub on your right. At the next mini roundabout turn right, Apsley 1 is on your left.

• From the M1: Exit at Junction 8 of the M1 Motorway, signposted Hemel Hempstead A414 and follow the signs to Hemel Hempstead. Continue straight ahead over 4 roundabouts. At the junction of the ‘Magic Roundabout’, follow the signs for the M25, whilst on the roundabouts pick up the sign for Apsley. At the lights bear left onto the A4251 sign posted Kings Langley and continue straight, passing the shops. At the Apsley Retail Park roundabout continue straight ahead and go straight at the next set of traffic lights. At the mini roundabout turn left, Apsley 1 is on your left.
Box Moor Trust Centre

Hemel Hempstead

The Box Moor Trust Centre
London Road
Hemel Hempstead
Herts
HP1 2RE

Tel: 01442 253300

Box Moor Trust

‘Magic’ Roundabout

To M1 Junction 8
Directions by car - Junction 7
If leaving the A1(m) northbound at Junction 7, take the third exit off the roundabout onto Broadhall Way, signposted the A602 and Arlington Business Park. At the next roundabout, turn left onto Gunnels Wood Road. Follow the road into the underpass and continue along the dual carriageway for approx 100m until you come out of the underpass and reach Bessemer Drive. It is the first road on the left, just past the Mercedes building. Turn left into this road and the Business and Technology Centre (btc) is the first building on the right hand side. Free parking is available nearby.

Directions by car - Junction 8
If leaving the A1(m) southbound at Junction 8, you will need to take the second exit onto Hitchin Road. Follow the road ahead and when you reach the roundabout (nr Lister Hospital) go straight over. At the next roundabout turn, right into Gunnels Wood Road and go straight over the next two roundabouts. Take the exit for the next roundabout, and do a u-turn (do not go into the underpass). Continue along the dual carriageway for approx 100m until you reach Bessemer Drive, the first road on your left, just past the Mercedes building. Turn left into this road and the Business and Technology Centre (btc) is the first building on the right hand side. Free parking is available nearby.

By Train
When you come from Stevenage Station foyer turn right and continue until you are walking down the long ramp beside the railway line into Argyle Way. At the far end of Argyle Way (approx 5 min), walk down the steps and through the pedestrian underpass under Gunnels Wood Road and turn right into Bessemer. The Business and Technology Centre (BTC) is the first building on the right hand side.
HCPA Office

Welwyn Garden City

HCPA Office –
Attimore Barns,
Ridgeway,
Welwyn Garden City,
Herts.
AL7 2AD
The HCS Workforce Development Suite is above the Register Office on St Albans Road East, Hatfield. All Visitors should use the entrance on the left-hand side of the front of the building and not the side entrance.
Robertson House is located on Six Hills Way, just off Gunnels Wood Road, Stevenage and is served by mainline train routes, an extensive bus service and off-road cycle paths, as well as being adjacent to the A1M motorway.

There is a dedicated parking area for HDC delegates within easy walking distance of the Stevenage Campus.

**Hertfordshire Development Centre Robertson House**

**Six Hills Way Stevenage SG1 2FQ**

Tel: 01438 845111 Fax: 01438 845112
Directions to Hertfordshire Development Centre at Robertson House

By train
Stevenage Train Station is about 800 metres from the base and has regular trains to London from Peterborough. It also serves many Hertfordshire destinations. The mainline railway station runs regular services to London’s Kings Cross, with a fastest journey time of 19 minutes.

For train timetables and tickets: www.nationalrail.co.uk

By bus
Stevenage Bus Station is only a short walk away from Robertson House and is connected to routes which cover most of Hertfordshire.

For bus routes around Herts: www.intalink.org.uk

By car
From A1M Junction 7

- Coming northbound on the A1M exit at Junction 7.
- Turn right at the roundabout taking the 3rd exit onto Broadhall Way (sign posted Stevenage).
- At the next roundabout (near the GSK complex) turn left onto Gunnels Wood Road.
- Take the right-hand lane so that you go straight under the next roundabout using the underpass.
- Continue along the dual carriageway for a few hundred yards (you will pass Robertson House on your left) until you reach the first turning on your left into Bessemer Drive. Take the first turning on your left into the delegate car park.

From A1 (m) Junction 8

- Coming southbound on the A1M exit at Junction 8.
- Take the 2nd exit onto Hitchin Road and go straight on at the next roundabout (near Lister Hospital).
- At the next roundabout turn right onto Gunnels Wood Road and go straight across the next 2 roundabouts.
- At the next roundabout do a 'U' turn over the underpass.
- Continue along the dual carriageway (you will pass Robertson House on your left) for a few hundred yards until you reach the first turning on your left into Bessemer Drive.
- Take the first turning on your left into the delegate car park.
Hertfordshire Fire & Rescue – Longfield

Stevenage

Fire and Rescue Service Training Centre
Longfield
Hitchin Road
Stevenage
Herts.
SG1 4AE

Tel: 01438 847 321
Shendish Manor
Hemel Hempstead

Shendish Manor
London Road,
Apsley
Hemel Hempstead
HP3 0AA

Tel: 01442 232220
Unique Training Solutions Ltd
St Albans

10 Sandridge Park
Porters Wood
St Albans
Hertfordshire
AL3 6PH

Tel: 01727 733999
HCPA

Hertfordshire Care Providers Association
Sharing best practice in care through partnership
Who are HCPA and what do we do?

At Hertfordshire Care Providers Association (HCPA) we want to create a county where all adults who receive care are given a service of true quality, personalised to their needs. Everything we do is centred on helping Hertfordshire adult care providers raise their standards of quality by offering fully-funded training, network events and study days, discounted or low-cost business services, advice and tailored support.

We manage over £1 million of funding

On behalf of the government, the local authority, the NHS, and other funding agencies, we manage over £1 million of funding for adult social care training courses and qualifications for our members.

A collective voice for Hertfordshire care providers

We listen to feedback from our members to act as a collective voice for Herts care providers and work closely with our partners at Hertfordshire County Council (HCC), Care Quality Commission (CQC), Clinical Commissioning Groups (CCG’s), Skills for Care, and other public bodies, to make positive changes in the Herts adult social care sector.
Membership

Who can be a member of HCPA?

Anyone who provides adult social care in Hertfordshire can be a member. From Residential and Nursing Homes, Care at Home, Day Services, Nursing Agencies and Hospices, to Direct Employers and Supported Living; all are welcome to join HCPA as a member.

If your organisation isn’t based in Hertfordshire, over 50% of your service users must be Hertfordshire residents to qualify for membership. If neither you or your service users are based in Hertfordshire, you can join as an Associate member. For full details on Associate member benefits please visit our membership page on our website: www.hcpa.info/membership.

Standard, Silver and Gold

There are 3 levels of HCPA membership;

- **Standard** for subscribed members who regularly attend networking events, study days, forums and training opportunities for their staff.

- **Silver** for subscribed members who in addition to the Standard membership criteria also engage in Leadership training for their staff each year.

- **Gold** for subscribed members who in addition to the Silver membership criteria also undertake and complete the Impartial Feedback Service (including the action plan) and provide section 1 of the new PAMMS standard 1.
Benefits

Why become a HCPA member?

The majority of Hertfordshire care providers are HCPA members. For an overview of the benefits HCPA membership can offer please read below, but for more detailed information on all of the ways we can support your organisation please visit www.hcpa.info.

1 | HCPA membership is recognised as a quality mark by both HCC and CQC inspectors

Becoming a member demonstrates to HCC and CQC monitoring officers that your organisation is committed to continually improving your service and the standard of care you provide by actively engaging with the local Social Care Community, along with regional and national initiatives, and through training and educating your staff.

2 | Membership gives you access to fully-funded training courses and qualifications

Access fully-funded training courses and qualifications for you and your staff at all levels, including: care certificate training, specialist pathways, the complex care framework, accredited leadership courses, and many more.

3 | Access to discounted or low-cost business services

We offer a range of low-cost services to support your care organisation, including: Herts Good Care Recruitment, Herts Care Search (care finder system), Care Home Impartial Assessor, SMILE (specialist engagement activities), and our Impartial Feedback Service (IFS). On behalf of our members we also have a trusted network of third-party suppliers who offer low-cost services to help you run your service and attract new users, such as: free eye tests, insurance, business and HR experts, everyday equipment, and many more.
Benefits

4 | Advice and tailored support

We’re here to help you provide great quality care to your users whether you need an answer to a quick question or on-going support and guidance for your service and staff. Access specialised toolkits and learning materials to support your own knowledge in the private Member Zone on our website, or if you need more in-depth support and would like us to visit your site just give us a call on 01707 536020 and we’ll be happy to help.

5 | Silver and Gold HCPA members have extra benefits!

Any care provider can become a Silver or Gold member by completing a set criteria each year to acquire the next level of membership. To reward members who go the extra mile we have introduced added membership benefits in addition to the Standard membership benefits.

Silver and Gold members also receive:

Supervision Competencies Toolkit
- Concise, easy to use and legally compliant

Herts Rewards (for all staff members)*
- Discounts and/or cashback for over 800 retailers on:
  - Everyday shopping
  - Many well-known restaurant chains, entertainment, venues, gyms and leisure centres
  - Holiday and leisure activities in the UK and abroad

How can you join?
Becoming a member is easy.

Visit www.hcpa.info/membership to fill in a simple form online to get started.

*£1.21 +VAT per employee per year, plus a small one off set-up fee that varies according to the size of your organisation.
Rewarding care providers at the Hertfordshire Care Awards

Recognising the excellent care that Hertfordshire care providers deliver is something we are passionate about. So much so, we run the annual Hertfordshire Care Awards in partnership with HCC; a large scale event for all Hertfordshire Care Providers to nominate their colleagues or business and have everyone in the county recognise their effort.

The night is always hugely enjoyable and includes a four course meal, drinks, entertainment, celebrity guests, and a great chance to mingle with your peers and enjoy time with your hard-working team.

We urge all managers and team leaders working for Hertfordshire care providers to link the Care Awards in with staff training and Continual Professional Development to reward your staff and to raise the profile of your organisation within the county. Winning at the Hertfordshire Care Awards ceremony could also lead to a nomination for the Great British Care Awards!

Visit [www.hertfordshirecareawards.info](http://www.hertfordshirecareawards.info) for more details.

Visit our website to learn more

Here at HCPA our busy and dedicated team are always collaborating on lots of projects, so for more detail on all of the information in this brochure and to see the full range of benefits and training we can offer visit [www.hcpa.info](http://www.hcpa.info) or call 01707 536020. We'll be happy to help.
Support Me In Life Engagement (SMILE) is a service launched by HCPA, to provide support to everyone in the Health and Social Care sector to engage in meaningful activities and promote wellbeing, regardless of age or ability.

The SMILE team offer specialist prevention, intervention and engagement sessions delivered by qualified experts in either one-to-one or group sessions.

All SMILE sessions are adaptable to suit your needs and can be held at your residential, community, or social care setting, and include:

- Therapeutic Horticulture
- Garden Design
- Specialist classes
  - Otago, Chair Based Exercise, Postural Stability, Falls Prevention & Yoga
- Circuit training
  - Bespoke to your needs
- Bespoke events tailored to your needs
  - Cheese & wine evenings, race nights, themed events, quiz sessions, & everything in between
- Qualifications for your service users
  - Employability, personal & social skills, Horticulture skills, first aid, food safety, health & wellbeing
- Tailored engagement training for care practitioners via forums, development days and accredited modules, including: Level 2 Chair-Based Exercise qualifications, and Engagement Champion Pathways and mentoring.
Engaging with our members and sharing important information is a top priority. Some of the ways we do this is through member events and our regular eNews, which has the latest updates from us and our partners. You can easily sign-up to eNews by visiting hcpa.info and clicking in the bottom left corner.

**Members Network Events**

Our Network Events are free for members, and include presentations and talks from HCPA and external speakers about key topics for the Herts care sector, such as; latest legislation, industry updates, government initiatives and best practice, amongst others.

Announcements about the theme of upcoming Members Network Events are sent out to our database via email so make sure you are subscribed to receive updates and to book your place.

**Forums, Consultations and Study Days**

We also run smaller-scale subject-specific forums, consultations and study days to enable groups of care providers to discuss practical issues, attend workshops, and share best practice about local issues.

Our study days are based on either clinical or business topics and are aimed at managers and senior staff members. The subjects covered are based on the latest trends or news in the health and care sector, or in direct response to feedback from our members about what they would like to cover.

Email [contact@hcpa.info](mailto:contact@hcpa.info) if you have a suggestion for a forum, consultation or study day.

**Member Zone**

Our members have access to the Member Zone on our website, which is a useful online portal that provides access to learning materials, specialist toolkits and information on; Nutrition, Business Improvements, Health, Learning Disabilities, Guidelines, Monitoring and Contracts, Safeguarding, Engagement and Wellbeing, Dementia, and Health and Care Integration.
Herts Good Care Recruitment Service is a low-cost alternative to time consuming internal hiring and expensive high street recruitment agencies.

“Their communication and screening process is brilliant. You are always informed and kept up to date with new potential candidates and the training available for them. I would advertise my vacancies with HCPA before any other recruitment service. Reliable and very approachable and a very simple effective system to advertise and screen candidates.”

- By your side

Why use Herts Good Care Recruitment?

- Advertise your jobs and view candidate profiles quickly and easily on our website
- Free Care Certificate Training for newcomers to care - Must be requested at time of placement
- Values-based candidate reports
- Pre-interview screening - not available from a high-street agency
- Straightforward interview arrangements
- Referencing & rebate* service available - not available from a high-street agency

Our service costs just 2.5% of the successful candidate’s annual salary, which is a huge saving when compared with the average 10% - 15% commission charged by high-street agencies or the average three days of staff time & additional six days of training it takes for internal hiring.

| High Street Recruitment agency | Charge average 10% fee
| E.g. Successful candidate’s annual salary is £18,000  |
| Recruitment cost = £1,800 |
| Internal Hiring | Average 3 days of staff time per candidate = £480 average  |
| Plus 6 days of staff training = £960 |
| Total cost = £1,440 |
| Good Care Recruitment Service | Charge 2.5% fee
| E.g. Successful candidate’s annual salary is £18,000 |
| Recruitment cost = £450 |

*1-28 days = 50% fee rebate | 29 - 45 days = 15% rebate | 46 - 90 days = 10% fee rebate*
We offer many free, low-cost or discounted business services either through us directly, or via our trusted partner network to help you run your care organisation efficiently and cost-effectively.

Safeguarding Support Team (Free)
Our dedicated team can provide free assistance to you and your organisation if you find yourself in a ‘serious concerns’ or safeguarding situation. We’ll offer confidential support, help you achieve some of the objectives set by inspectors, and at your request we will also inform HCC that you are taking the first steps to fulfil your objectives.

There’s no need to wait until you’re in ‘serious concerns’ before asking for help. If you are worried about safeguarding issues developing, email safeguardingsupport@hcpa.info and we’ll help however we can.

Quality Audits, Mock Inspections and Reports (charges apply)
We can provide a full quality audit using current CQC methodology and, unlike the general CQC report, we can provide feedback under each of the Key Lines of Enquiry so it’s easy for you to identify where any non-compliance issues could arise.

After a one day site visit for care homes with less than 50 beds, or two day site visit for more than 50 beds, we’ll provide a full written report within 7 days of the visit. This can also be tailored to Support at Home services. Contact us on mockinspections@hcpa.info for more information.

Mentoring and Executive Coaching (£50 - £80 per hour)
We offer executive coaching on a face-to-face basis, which focuses on high performance, improvement, and specific skills and goals. We also offer manager support through remote one-to-one mentorship, including audits and action plans, and support to achieve set goals.

Care Supplies and Equipment
We can help you find the best deals and discounts on essential day-to-day care supplies, equipment, clinical and other supplies and services through our approved partnership network.
HR, Health & Safety, and Legal Services

We partner with HR, Health and Safety, and employment law experts to assist our members with queries or issues including, but not limited to; policies and procedures, employment law and tribunal assistance, HR mentoring & legal representation, and employee benefits. We can also help members to set-up their legally required pension scheme. Failure to set this up in time can result in a fine of £2,000 per day, so if you need help get in touch via services@hcpa.info today.

Herts Care Search (care booking system)

Herts Care Search is an online care booking system, and is free for members (residential and nursing care homes) to advertise their bed availability. HCC and NHS staff, members of the public, and self-funders are able to search the online system by location, postcode, care type and care home facilities for vacancies and to reserve beds. Contact us on support@hcpa.info for more information.

Optical Awareness and Eye Tests (Free)

Together with our partner Optician we can offer free eye tests to anybody receiving care in Hertfordshire, as well as free Optical Awareness training to care staff.

Business Savings and Investments

We partner with experts to offer you free advice and one-to-one sessions to help you identify how to keep your care organisation financially viable, save money on utility bills, and help with tax and HMRC.

Care Environments and Signage

We can offer advice to residential care homes regarding the care environment surrounding people living with Dementia, learning disabilities or sensory impairment, including; décor, carpeting, design and signage. Members can purchase unique signage designed specifically to suit the needs of people with a sensory impairment, Dementia, or Learning Disabilities, along with learning boards and stickers for people receiving care in their own home.

IT solutions and Innovation

We regularly work with companies to develop touch-screen software and apps to assist in care planning and schedules, along with other innovative solutions to help you offer better care. To get involved in a trial or for help and assistance in the area of IT solutions get in touch with us today.
IFS
Impartial Feedback Service

Capturing, analysing and acting on impartial feedback is hugely beneficial to your business and an excellent quality evaluation and improvement method to see how your organisation is performing.

The most effective way of gathering feedback and developing an appropriate action plan is via a consistent, measurable and closed-loop process. Our Impartial Feedback Service (IFS) offers just that.

The IFS:

- Part-funded by HCC
- 360° feedback from staff, service users, family members of service users and professionals
- All evaluation forms and pre-paid return envelopes are included
- Uses evaluation questions aligned directly to the CQC Key Lines of Enquiry
- Includes comprehensive consultation, analysis, report, action plan, review and support
- The final report is welcomed by CQC, HCC and CCG monitoring officers (shared at your request)
- Completing the IFS (including action plans) leads to Gold HCPA membership and extra perks for you and your staff
- Must be completed every 2 years if you have a contract with HCC

“Following the same format as the regulatory inspections makes the feedback service very relevant and pertinent to our service.”
- Walsingham Support

<table>
<thead>
<tr>
<th>Number of Service Users</th>
<th>Non-members cost</th>
<th>HCPA members cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 - 30 people</td>
<td>£200 - £220</td>
<td>£100 - £110</td>
</tr>
<tr>
<td>31 - 80 people</td>
<td>£230 - £270</td>
<td>£115 - £135</td>
</tr>
<tr>
<td>81 - 150 people</td>
<td>£290 - £340</td>
<td>£145 - £170</td>
</tr>
<tr>
<td>151 - 400 people</td>
<td>£390 - £590</td>
<td>£195 - £295</td>
</tr>
</tbody>
</table>

If you want to proceed with IFS or have any questions email ifs@hcpa.info for more information or give us a call on 01707 536020 and we'll be happy to help.
Join the Network

Here in Hertfordshire we are lucky to have a thriving network of local care providers, the local authority, and the health sector working in partnership to deliver high quality care services.

To maintain this valuable partnership network we are asking all local care providers to join Herts Care Partners.

The Herts Care Partners shared values are:

- Build resilience in Health and Social Care
- Raise the profile of Health and Social Care using ‘Good Care Campaign’
- Work together, keeping people and carers in mind

By becoming a Herts Care Partner you commit to providing excellent customer service and great quality adult health and social care, and demonstrate this to the public using the Herts Care Partners logo, staff lanyards and pens within your organisation, along with making a commitment to carry out the following:

1. Carry out 2 self-assessments:
   - A resilience toolkit
   - A safeguarding toolkit

2. Sign up to the ‘Social Care Commitment’ and the ‘Good Care Campaign’
3. Write a Partnership and Quality Statement

Demonstrate your organisation’s commitment to putting people at the centre of adult health and social care by joining today!
We manage over £1million of funding for social care training courses and qualifications on behalf of the government, local authority, the NHS and other funding agencies.

We offer a broad range of training and qualifications to enable private, voluntary and independent care providers, at all levels of their career, to keep up-to-date with local and national drivers and continually improve their knowledge and skills.

At HCPA we:

- Offer fully-funded mandatory training, specialist courses, qualifications, unique advanced champion pathways, and the complex care framework
- Offer over 40 open courses
- Deliver tailored training specific to care and Hertfordshire
- Provide access to funding for courses and qualifications
- Approve external training providers so you can book training with a reputable company at your own workplace
- Can quality assure your in-house training to allow you access to funding for the internal costs incurred

It’s easy for members to book onto any of our courses using our quick and simple online booking system. We’ve listed some of the courses and qualifications in this leaflet, but for a full list of courses, descriptions, costs and booking forms just visit www.hcpa.info/Training_Events.
Make your claim for training funding

If you use a HCPA approved training provider for your mandatory and specialist staff training for any of the subjects listed below, you are eligible to claim £40 funding per delegate for a full day course, or £20 per delegate for a half-day course. Visit www.hcpa.info/funding for claim forms, a list of approved training providers and more information.

*Please note:* There are caps on the amount of funding you can claim and we cannot guarantee funding claims.

- Administration of Medication
- Autism
- Care of the Dying / Palliative Care
- Catheter Care
- Challenging Behaviour
- Communication Skills
- Continence Care
- Dementia Care
- Deprivation of Liberty
- Diabetes
- Dignity into Care
- Epilepsy & Epilepsy Medication
- Equality & Diversity
- Falls & Fragility
- Fire Safety
- First Aid
- Food Safety
- Health & Safety
- Infection Control
- Mental Capacity Act Awareness
- Mental Health Awareness
- Motor Neurone Disease
- Moving & Handling
- Multipile Sclerosis
- Neurological Conditions
- Nutrition & Diet
- Parkinson’s
- Person-Centred Care Planning
- Report Writing Skills
- Safeguarding of Adults at Risk
- Sensory Impairment
- Staff Supervision
- Strokes & Stroke Care
- Syringe Drivers
- Venepuncture
- Wound Care

Qualification and Apprenticeship Funding

Funding for adult social care qualifications or apprenticeships may be available to you from a number of funding sources. Care Providers can access funding of £15 per credit (an average Level 2 is 46 credits). Find out if you can access the right qualifications for your staff by emailing enquiries@hcpa.info.

SCILS: A brilliant supervision aid (Free to members)

We’ve purchased the Social Care Information and Learning Services (SCILS) licence to provide our members with a wealth of distance learning materials through the SCILS online portal. Ideal for providing additional top-up training and continual professional development for your staff. Email us on enquiries@hcpa.info for your unique login details.
The Care Certificate, which has been developed by Skills for Care, Health Education England and Skills for Health as part of the Cavendish Review, is an identified set of standards that health and social care practitioners adhere to in their daily working life.

The Care Certificate is designed with the non-regulated workforce in mind, and aims to give newcomers to the care sector the introductory skills, knowledge and behaviours required to deliver compassionate, safe, high quality care and support.

The Care Certificate:
- Applies across health and social care
- Links to National Occupational Standards and units in qualifications
- Covers what is required to be caring, giving practitioners a good basis from which to develop their knowledge and skills

Monthly open courses
We run Care Certificate courses each month for your staff members who are new to working in the care sector. As an employer, you will need to complete the competency elements to allow full sign-off.

The 6 day training includes a 1 day awareness and practical session on moving and assisting, a half day awareness and practical session on basic First Aid (including basic life support), and covers the following subjects:

- Understand your role
- Communication
- Safeguarding Children
- Your personal development
- Privacy & Dignity
- Basic Life Support
- Duty of Care
- Fluids & Nutrition
- Health & Safety
- Equality & Diversity
- Awareness of Mental Health, Dementia & Learning Disabilities
- Handling Information
- Work in a Person-Centred way
- Safeguarding Adults
- Infection Prevention & Control

(£60 per person for a 6 day course)
Training

Continuing Professional Development (CPD) for Leaders
We offer a variety of CPD workshops for managers who have attended our Leadership courses and / or an Advanced Champion Pathway, and are designed to provide continuing professional development in areas of leadership, focusing on subjects such as; Motivating Staff, Retention, Gaining ‘Outstanding’ Inspections, Supervision, Appraisals and Competencies.

Education for Trainers

Level 3 Award in Education & Training (AET)
Suitable for newly appointed trainers (£350 per person)

**Covers:** Skills to deliver effective and informative training sessions, understanding the teaching role and responsibilities, how to facilitate learning and development in groups, and a micro-teach session to demonstrate training skills.

Fully-Funded Train the Trainer Courses

Duration: 5 days if the delegate has not completed the AET qualification (as above), or 3 days if the delegate holds a current teaching qualification (PTLLS equivalent or above).

Positive Approaches to Dementia Challenges: Train the Trainer
Suitable for care practitioners who work closely to support people living with Dementia

**Covers:** Practical skills and tools to help develop a deeper understanding of Dementia care and how to respond in a crisis situation.

Support at Home: Train the Trainer

- Medication (Sept - Nov)
- Care Planning (May - June)
- End of Life (June to July)
- Safeguarding, MCA (May - June)

enquiries@hcpa.info  www.hcpa.info  01707 536020
We offer a range of fully-funded training courses and qualifications designed for those new to management positions, and for senior managers, to help develop their skills and continually develop their knowledge as part of our Assured Gateway Qualification Courses.

### Assured Gateway Qualification Courses

<table>
<thead>
<tr>
<th>Course</th>
<th>Suitable for</th>
<th>Covers</th>
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</thead>
<tbody>
<tr>
<td><strong>Effective Leadership: Leading for Success</strong></td>
<td>Those new to, or aspiring to, management</td>
<td>Skills and techniques to lead teams, including learning one minute management techniques and how effective supervision enables you to make immediate, positive changes.</td>
</tr>
<tr>
<td><strong>Training Management</strong></td>
<td>Senior staff training managers</td>
<td>Skills to manage workplace training in a structured and professional manner to manage the learning and development of staff to ensure your organisation is compliant.</td>
</tr>
<tr>
<td><strong>Quality Assurance and Inspections: Leading and Recognising Excellence in Care</strong></td>
<td>Senior managers working within a CQC regulated organisation</td>
<td>Identifying and rewarding good practice and attitudes, easily documenting and evidencing soft outcomes to prepare for and facilitate CQC and local authority inspections, and going beyond the minimum standards.</td>
</tr>
<tr>
<td><strong>Solution-focused Supervision: Leading a Workplace Coaching Strategy</strong></td>
<td>Senior managers and HR or training professionals</td>
<td>How to embed a coaching culture within the workplace, effective coaching skills and techniques, productive and effective supervision, how to help staff become solution-focused.</td>
</tr>
<tr>
<td><strong>Recruitment and Retention: Leading a Compassionate Care Service</strong></td>
<td>Senior managers or those in charge of HR</td>
<td>How to reflect, review and make changes to the workplace culture and practice, the skills and techniques for creating a culture of compassion, using values and behaviours based interviewing techniques, and tailoring a behaviour framework for your staff.</td>
</tr>
</tbody>
</table>

Dates for Leadership Courses are available throughout the year. Check [www.hcpa.info/training_events](http://www.hcpa.info/training_events) for the latest information and to book onto a course.
Fully-funded: Advanced Champion Pathways

The Advanced Champion Pathway Model is fully-funded and has been developed to help you build prevention strategies to ensure that ‘crisis’ incidents do not occur in your care organisation. The pathways provide advanced knowledge of a specific subject, which enables the Champion to be proactively responsible for that area of your organisation and mentor your other staff members regarding their chosen specialist subject.

The Champion will progress through a series of qualifications, courses and one day workshops. Additionally, the delegate’s manager will need to complete several modules to support the Advanced Champion’s progress during the course and ensure facilitation of action plans are implemented.

<table>
<thead>
<tr>
<th><strong>Dementia</strong> (July - November)</th>
<th><strong>Wound Management</strong> (April - July)</th>
<th><strong>Engagement</strong> (October - June)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dementia Awareness Level 3</td>
<td>Tissue Viability Risk Assessment Level 3</td>
<td>Engagement Practice in the Care Setting</td>
</tr>
<tr>
<td>End of Life (Blended Learning)</td>
<td>Wound Formulary</td>
<td>Life Wellbeing &amp; Positive Risk Taking</td>
</tr>
<tr>
<td>Intimacy &amp; Dementia</td>
<td>Wound Healing</td>
<td>Community Engagement</td>
</tr>
<tr>
<td>Making Connections</td>
<td>Wound Management &amp; Prevention</td>
<td>Creating &amp; Using Life Stories</td>
</tr>
<tr>
<td>Goods Practice Psych Meds</td>
<td>Equipment &amp; M&amp;H Wheelchairs</td>
<td>Level 2 Chair-Based Exercise</td>
</tr>
<tr>
<td>Positive Interventions</td>
<td>Podiatry</td>
<td></td>
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<tr>
<td>Dementia Environment</td>
<td>Skin Integrity</td>
<td></td>
</tr>
<tr>
<td>MCA / DoLS</td>
<td>Continence Issues Related to Wounds</td>
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<tr>
<td>Working Challenge</td>
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<tr>
<th><strong>Nutrition</strong> (November - February)</th>
<th><strong>Safeguarding</strong> (November - January)</th>
<th><strong>Falls</strong> (April - July)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promote Nutrition &amp; Hydration Level 3</td>
<td>Supporting Risk in Everyday Life</td>
<td>Support Risk in Everyday Life</td>
</tr>
<tr>
<td>Eating for Health in Old Age</td>
<td>Care Act &amp; Legislation</td>
<td>Falls Prevention</td>
</tr>
<tr>
<td>Nutritional Problems</td>
<td>Dignity &amp; Medication</td>
<td>Rehabilitation, Medication, &amp; Positive Risk Taking</td>
</tr>
<tr>
<td>Provision of Nutritional Support</td>
<td>MCA / DoLS</td>
<td>Supporting Limb Weakness Interventions &amp; Safe Handling</td>
</tr>
<tr>
<td>Special Diets</td>
<td>Communicating</td>
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</table>
About Us

HCF Training and Development is a project led by Hertfordshire Community Foundation (HCF). We were previously known as Hertfordshire Training & Development Consortium (HTDC) – which was established in 2008.

HCF Training and Development provides workforce development and capacity-building for the voluntary and community organisations. We also support VCS Training Providers and Housing Associations to tackle social and financial exclusion via learning and employability skills within the county’s most disadvantaged communities.

Sign-up For News

Hertfordshire Community Foundation provides regular newsletters for the voluntary and community sector about grants, events and other news. There will also be regular e-bulletins about training opportunities from HCF Training and Development. Organisations can sign up to receive these via www.hcftraining.org.uk

HCF Training and Development - Support for Adult Social Care Providers

Thanks to funding from Hertfordshire County Council Adult Care Services and other funders, HCF Training and Development is able to provide a range of support. The types of organisations that can benefit from our support include:

- Specialist frontline organisations providing residential or non-residential social care (NB some services are restricted to voluntary sector providers only)
- Frontline organisations providing services in the community that can demonstrate they provide an on-going benefit for adults with a social care need, and that this forms the majority of their client base.
- Infrastructure organisations that provide advice, support and services to the voluntary sector including CVS’s, Volunteer Centres, Umbrella Groups, Community Centres

The support that HCF Training and Development can provide includes:

Advice & Guidance for Organisations - one of HCF’s team of qualified advisors will work with your senior management and/or trustees to undertake an analysis of your organisation and identify ways in which you can improve performance and/or achieve your goals and objectives. Potential solutions could include identifying the development needs of your staff, volunteers and trustees, but broader issues may be considered as well.

Training Courses – our VCS Training Programme for voluntary and community organisations provides courses in community venues across the county. These are short practically based courses for frontline workers, managers, volunteers and trustees. The aim of the programme is to support organisations to be well run, operate legally and safely and to be sustainable. Once set-up the programme will be downloadable from the website and details of each course will be in the Courses Directory - visit www.hcftraining.org.uk.
Teacher Training – ever since the new adult teaching qualifications were introduced in 2008, over 600 tutors have been trained via our courses. Formerly known as PTLLS, the foundation course in adult teaching practice is now called the Level 3 Award in Education and Training, and has improved progression opportunities. We regularly run courses – these last for 8-12 weeks, and have an excellent range of providers who achieve impressive completion rates. Subsidised places on Level 3 Award courses are available for private and voluntary providers and eligible staff of Hertfordshire County Council. To find out more about this and/or to be on our waiting list please contact training@hertscf.org.uk

Workforce Development Grants – HCF Training and Development manages a small grants programme on behalf of HCC Health and Community Services. Voluntary and community organisations providing adult social care can apply for grants of up to £2,000. The funding can be used for either:

- Learning and development of the organisation’s workforce
  
  Or

- Development of the capacity of the organisation to deliver training and skills to its workforce, to carers or to service users/clients

Applicants will initially conduct an Organisational Needs Analysis with one of our advisors, who will also assist groups to complete and submit the grant application. Contact training@hertscf.org.uk for further information about how to apply.

Safeguarding Adults at Risk – HCF Training and Development has established a team of trainers - accredited to deliver Safeguarding Adults at Risk training aligned to Hertfordshire County Council’s multi-agency procedures and the requirements of the new Care Act. Our Level 1 and refresher courses have been designed to be relevant for voluntary and community groups. We also deliver a half-day course for Safeguarding Designated Persons.

www.hcftraining.org.uk – The original HTDC site was launched in December 2010 and has become established as a valuable training portal for Hertfordshire’s voluntary sector. Use it to help you find a training provider, a course or access information and resources. There are categorised sections for specialist training and e-learning where you will be able to find out about a range of training programmes that can be accessed by the voluntary sector. Training providers who wish to promote their services to organisations can do this via our website (the site now has over 5,000 users annually and an average of 800 visits per month) – contact sarah.elliott@hertscf.org.uk for more information about the options available.

Building Effectiveness Programme
A new Hertfordshire Community Foundation project – funded initially for 2 years by the Garfield Weston Foundation and Will Hobhouse, High Sheriff for 2017-18. Ten organisations a year will be selected to benefit from a tailored improvement programme supported by HCF advisors and business mentors. Click here for more info.

Contact Us
Sarah Elliott, Project Manager, HCF Training and Development
Tel: 01707 251351 E-mail: sarah.elliott@hertscf.org.uk
Foundation House, 2-4 Forum Place, Fiddlebridge Lane, Hatfield, AL10 0RN
Druglink Training
Who we are

Druglink was set up in 1984 as a Charity to meet the increasing need for support services to individuals, family members and the general community affected by substance misuse. Part of our work is providing training to the workforce in substance misuse topics to raise awareness of current issues and trends. By doing this we are achieving our aim of advancing the education and training of persons who operate in the field of substance misuse.

Training

Druglink offer a blended learning approach across a range of topics. We have 15 years’ experience of delivering training to organisations and schools, across the country.

Face to face courses
Druglink offers training to the workforce on substance misuse topics such as:

- Alcohol Awareness
- Drug Awareness
- NPS (Legal High) Awareness
- Understanding Steroid Use

We also offer a variety of drug specific courses, such as cocaine or cannabis, and can tailor our courses to specific company requirements.

BOOKING ON A COURSE
To see the courses that we are running, please visit [www.druglink.co.uk](http://www.druglink.co.uk) or email training@druglink.ltd.uk to request dates, prices and more information.

ARRANGING AN IN-HOUSE SESSION
Sometimes, it may be more cost effective to your organisation to book an in-house training session, and we are happy to do this.

If you provide the venue and delegates, we are happy to provide the training and expertise! To find out more about this service, or to book an in-house training session, please contact us on training@druglink.ltd.uk.

eLearning
Druglink can provide access to eLearning courses, which complement the face to face courses, either to provide an introduction to a topic such as Drug and Alcohol Awareness – An Introduction, or as a next step after completing face to face course such as Motivational Interviewing.

Some of the eLearning courses we offer are listed below:

- Drug and Alcohol Awareness
- Introduction to Cognitive Behavioural Therapy (CBT)
- Introduction to Post Traumatic Stress Disorder
- Life Story Work
- Motivational Interviewing

**SIGNING UP TO eLEARNING**

To sign up to an eLearning course, please visit [www.druglink.co.uk](http://www.druglink.co.uk) and complete the contact us form or email [training@druglink.ltd.uk](mailto:training@druglink.ltd.uk) to find out more information and prices.

**About Us**

As substance misuse becomes increasingly problematic in the community, Druglink has taken the strategic decision to reduce the impact by delivering services to a broader customer base. The Government’s Alcohol Harm Strategy highlights the need to educate and deliver services to the wider public, not just those directly affected by substance misuse, thereby reducing the incidence of alcohol and drug related harm.

These are targeted at three main areas: Prevention, Recovery and Reintegration. With these objectives, Druglink take an active role in education and currently run scheduled and bespoke training courses both locally and nationally. In addition to our programme of substance misuse training held at schools, colleges, universities and businesses, we also facilitate community training sessions in partnership with UK Police Forces. Druglink view education as the key to prevention. For those who have already been affected by substance misuse, whether their own or a family members’, we also run a number of projects aimed at easing and supporting recovery.

“Reducing the harm caused by Substance Abuse, and rebuilding lives through Prevention, Recovery and Re-integration”
Other Training
Contacts
Carers in Hertfordshire: Carer Trainer Unit

Carers in Hertfordshire are a Charity that provides free support, advice and information to unpaid carers looking after a family member or friend.

The Carer Trainer Unit (CTU) within Carers in Hertfordshire welcomes opportunities for carers to be actively involved in the planning and delivery of training to Health and Social Care Professionals. This includes induction training, development training, awareness training, role play exercises, interview skills practice and involvement with values based staff and student recruitment.

Including carers in training and development activities is a powerful teaching technique. Carers provide great insight and can help organisations to recognise how they can support and deliver more carer friendly services.

Carers as trainers

The CTU trains carers as Carer Trainers to be confident to speak to paid staff primarily in Health and Social care.

The Unit works with professionals to:
- provide opportunities for Carer Trainers in their training programs
- enable carers to have an influence on the services of those they care for
- seek and promote improved relationships between carers and workers in health and social care
- promote best practice

Trainers in the health and social care environment are increasingly aware of the need to have carer and service user contributions in their training and are enthusiastic about involving carers in the planning and delivery of training. They see carers sharing their personal stories as an unparalleled and enlightening teaching method, which has great impact to those listening. Where carers communicate their own experience in relation to a specific topic and evidence examples of good practice, or explain what they would see as good practice, this can be particularly beneficial, memorable and demonstrate great insight.

Who we work with:

- University of Hertfordshire
- Care Homes
- HCC Adult and Children’s Services
- Hertfordshire Partnership University NHS Foundation Trust
- NHS Trusts
- Hertfordshire Community NHS Trust
- General Practice

Fees for services are charged to cover the carer trainers time and travel expenses. No charge is made for Carers in Hertfordshire staff time.

To discuss your training needs, contact Judith Kitch, Carer Trainer Project Worker on tel: **01992 586969** email: Judith.kitch@carersinherts.org.uk
PURPOSE
Viewpoint’s purpose is to use the views and expertise of people who use mental health and drug and alcohol services in Hertfordshire to bring about change for the better. It started as a project run by the local Mind associations and gained independent status as a charity in 2003. With 9 members of staff and 600 members, Viewpoint has considerable influence over the development and monitoring of services.

USERS’ VIEWS
Forums are held across the county to gather service users’ views which are fed to the appropriate service providers. Viewpoint members also contribute to focus and steering groups and consultations. For example, users of drug and alcohol services have been involved at the onset and throughout the process of the redesign of the treatment system. Mental health service users are contributing to the redesign of their services as well as being involved in the review of Hertfordshire’s Accommodation Strategy.

TRAINING
Viewpoint designs confidence building and presentation skills courses which lead to service users providing training on courses for the police, probation staff, housing associations, mental health professionals, clergy, schools and drug and alcohol agencies. Viewpoint has also produced a DVD, ‘Dealing with mental illness’, for employers.

NEWSLETTER
A newsletter is produced seasonally containing service users’ stories of recovery, artwork and poetry as well as items of support and opportunities to get involved. Copies are sent to Viewpoint members as well as every mental health and drug and alcohol service provider in the county, GPs, libraries and Citizen Advice Bureau.
‘Service user involvement has to be meaningful and not just a tick box exercise,’ says Chief Executive, Leslie Billy. ‘By maintaining our independence we can facilitate a range of pathways to enable this to happen.’

FOR MORE INFORMATION PLEASE CONTACT

VIEWPOINT
56 Bridge Road East
Welwyn Garden City
Herts
AL7 1JU

01707 328014
info@hertsviewpoint.co.uk
www.hertsviewpoint.co.uk
Training Portfolio

Most Viewpoint training courses are designed and delivered by those with a lived experience of mental ill health / drug & alcohol misuse. This puts us in a unique position as we offer training that is reflective, authentic and experiential.

We are able to provide in house training, whole days, half days or short sessions of most of the courses we provide. Prices on application. Course outlines on application.

Bipolar Disorder / Depression / post natal illness / Psychosis / Self Harm
We have delivered training sessions to various professional staff, including college staff, charity workers, pastoral workers and housing support staff.

Confidence Building Courses (6 – 8 sessions)
Viewpoint has delivered confidence building courses to service users of mental health and drug/ alcohol services. We have also worked with NHS Enhanced Primary Mental Health Services (EPMHS) clients and volunteers from local organisations.

Impact of substance misuse on the whole family
We have led short sessions on this topic to staff affiliated with the Herts Safeguarding Children’s Board.

Involvement Training
This was developed to help support service users to engage meaningfully at statutory / third sector meetings, panels and groups. It is also to help people to develop self-organised service user groups.

Lived experiences & recovery
We have service user trainers that can talk about their own experiences of self-harm, suicidal ideation, depression, OCD, drug & alcohol misuse, post natal depression, personality disorder, gender identity disorder, psychosis, bipolar disorder, bullying and socio-cultural factors.
Our service user trainers also work with mental health nursing students at the University of Herts and Approved Mental Health Practitioners to deliver training from the user perspective.

Mental Health & Spirituality
Viewpoint designed a day conference for pastoral workers of Churches Together in Stevenage / Hitchin. We have also delivered shorter sessions to clergy members from various churches.

Mental Health Awareness
This is the most popular request we get and we have trained police staff, housing support staff, school students and school / college staff, carers, charity workers and volunteers.
Mental Health First Aid
This is a two day nationally recognised course teaching techniques and awareness to staff / service users or carers who may come into contact with people who could become acutely mentally unwell. We can run the course at Viewpoint or in house for organisations.

Pre Peer Mentoring courses
Viewpoint is committed to running courses which offer support and training for service users considering undertaking a mentoring or volunteering role.

Presentation Skills
This was developed for service users. We can run a day’s training or a short course on how to talk in public about your lived experience of mental ill health / drug & alcohol addiction. Techniques for public speaking with confidence.

Relaxation
We have run sessions on breathing, gentle exercise, meditation, visualisation and positive affirmations for service users.

Suicide & Risk
Viewpoint trainers have worked with the University of Herts to deliver sessions on suicide risk and awareness for staff of Herts Partnership NHS Foundation Trust (HPFT).

Transgender Journey
Day and short sessions delivered to a wide variety of staff wanting to understand and support those who are transitioning and to gain knowledge of the process and journey of such individuals.

“I thought the training was great and apart from helping to remove stigma it’s made me feel more capable and comfortable when dealing with people who experience mental illness”
(Police officer)

“Much more relevant than listening to experts. Service users are the experts. Engaging and thought provoking, would have liked a longer session!”
(College staff)
Herts Aid strives for an inclusive society where HIV and Sexual Health are understood and accepted.

We have been providing services in Hertfordshire since 1992. Our services include:

- **HIV support:** for people living with HIV (including just diagnosed), their families and carers
- **Educational services:** training programmes covering HIV and sexual health at all levels (sometimes available outside of Hertfordshire)
- **Clinical services:** Rapid HIV testing, chlamydia screens (16-24 only) and providing condoms

**Training Opportunities and Events for Service Users**

We run many events to support our service users, to improve skills, wellbeing and to make friends with other people living with HIV. These will continue in 2017/18. These have included:

- Nutrition for your Immune System
- Time to Shine: Personal Development
- What’s Stopping You? Workshop
- Pottery
- Shiatsu Massage
- Yoga

**Bespoke Training with Herts Aid**

Herts Aid has been providing HIV and sexual health services to people living with HIV, LGBT+ people and the general population across Hertfordshire for 25 years this December, and we offer training to share our expertise in these subjects.

Your workplace can be more accessible to everyone, and you can learn best practice to prevent unintentional discrimination based on outdated myths.

We combine the subjects you wish to suit your organisation’s needs following a free consultation. You can choose modules to suit you such as:

- HIV Awareness
- HIV Transmission and Prevention
- HIV Stigma and Discrimination
- HIV and the Law
- HIV and Housing
- HIV and Employment
- HIV and Care
- HIV Treatments
- HIV Point of Care Testing training
- Sexual health today
- LGBTQ awareness (independently or in combination with HIV topics)

Please do not hesitate to contact us with any queries or if you require free training quotations.

**Other Herts Aid Services**

We are always happy to discuss the free support our charity can offer people living with HIV and the people close to them. We may also be able to run pop-up Rapid HIV testing and similar awareness activities if you feel it would be beneficial to your staff or clients.
Learn How to Adapt to HIV’s Changes to Social Care

1 in 3 people accessing HIV care is 50+ years old.

82% of over 50s living with HIV are concerned about access to social care.

Over 100,000 people live with HIV in the UK, (88,769 of them accessing care).

1 in 3 people living with HIV has experienced discrimination.

and half of that discrimination is in healthcare.


HIV: Modern Essentials for Professionals

Help maintain the Care Certificate standard on privacy and dignity, and on equality and diversity. Our training morning for professionals supporting people living with HIV includes:

- HIV Awareness
  - What is HIV/AIDS? Myth busting and modern prevention
  - Relevance in Hertfordshire
  - Aging with HIV
- HIV treatment and adherence
- Accommodating clients living with HIV
  - Health considerations in housing and care
  - How do you talk about sex and safeguarding with HIV?
- Infection control and transmission
- HIV stigma and discrimination
- HIV and the Law – what are your legal obligations?

Current 2017/2018 dates:

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Individual cost</th>
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</thead>
<tbody>
<tr>
<td>Wednesday 19 April</td>
<td>Wellbeing Centre</td>
<td>£30pp for a half</td>
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<tr>
<td>Tuesday 7 November</td>
<td>501 St Albans Road</td>
<td>day (9:30 to 13:00)</td>
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<tr>
<td>Wednesday 26 July</td>
<td>501 St Albans Road</td>
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<tr>
<td>Tuesday 16 January</td>
<td>501 St Albans Road</td>
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<tr>
<td>Wednesday 20 September</td>
<td>Wellbeing Centre</td>
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<tr>
<td>Wednesday 14 March</td>
<td>501 St Albans Road</td>
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Location: Wellbeing Centre, 501 St Albans Road, Watford, WD24 7RE

Individual cost: £30pp for a half day (9:30 to 13:00)

Find out more and contact Herts Aid today:

HertsAid.co.uk/training  01920 484 784  admin@hertsaid.co.uk
Social Care Institute for Excellence (SCIE)

The Social Care Institute for Excellence’s (SCIE) mission is to identify and spread knowledge about good practice to the large and diverse social care workforce and support the delivery of transformed, personalised social care services.

They provide online resources such as e-learning programmes, good practice frameworks and videos of innovation in practice.

For more information go to: www.scie.org.uk

You can also visit Social Care Online. This is a portal to the UK’s largest collection of information on social work and social care and is a product of SCIE
For more information go to: www.scie-socialcareonline.org.uk
Skills for Care

Skills for Care is the strategic body for workforce development in adult social care in England. They are an employer led authority on the training standards and development needs of more than 1.6 million adult social care staff in England providing over £25 million in funding to support improved training and qualifications for managers and staff.

The vision - 'creating expertise in social care'

Skills for Care will do this through our mission of:

- Supporting employers
- Engaging people
- Setting standards
- Developing skills
- Building careers
- Gathering evidence
- Influencing policy

Skills for Care provide information on:

- Common Induction Standards
- Management Induction Standards
- Apprenticeships
- QCF
- National Occupational Standards
- Care Ambassadors
- Continuing Professional Development
- New Types of worker

The National Minimum Training Standards cover:

- The roles of the Healthcare Support worker and Adult Social Care Worker
- Your Personal Development
- Effective Communication
- Equality, diversity and inclusion
- Duty of Care
- Safeguarding
- Person-centred care and support
- Health and Safety
- Handling Information
- Infection prevention and control

They also provide resources and reports supporting national strategies such as the National Dementia Strategy.

For more information go to: www.skillsforcare.org.uk
To contact the regional office please call 01582 834691 or email eastern@skillsforcare.org.uk

NMDS-SC Online Helpdesk
To contact the NMDS-SC online helpdesk please call 0845 873 0129 or email nmds@skillsforcare.org.uk
**About BILD**

BILD is the British Institute of Learning Disabilities. We want people with learning disabilities to be valued equally, participate fully in their communities and be treated with dignity and respect.

Our services help develop the organisations who provide services, and the people who give support.

That way we play a part in making sure people are supported with dignity and respect and can make choices and decisions about their lives.

We make sure BILD members get the latest news in learning disabilities.

We also campaign for proper funding for support for people with learning disabilities and their family carers, and against bad practice as witnessed at Winterbourne View.

**BILD Services:**

Whether you are an organisation or an individual, our services - and our experience in learning disabilities - can help support your development.

Like you, we want people with learning disabilities to be valued equally, participate fully in their communities and be treated with dignity and respect.

We use our training and qualifications, our events and conferences, our books and journals, as well as the information we provide to our members, to help spread good practice. We put people with learning disabilities and family carers at the centre in all our work.

That way we play a part in making sure people are supported with dignity and respect and can make choices and decisions about their lives.

**Contact BILD**

Below are contact details for everyone at BILD. You can contact BILD staff on the main telephone number: 0121 415 6960 or their direct line if they have one - see below. All BILD staff can be contacted by email, just click on their name.

**By post:**

BILD
Birmingham Research Park
97, Vincent Drive
Edgbaston
Birmingham B15 2SQ

**By telephone:** 0121 415 6960
**By email:** enquiries@bild.org.uk
**By fax:** 0121 415 6999
**For More information go to:** www.bild.org.uk
European Certificate in Essential Palliative Care
Eight-week distance learning programme for health care professionals who regularly work with palliative care patients in any setting or who are new to specialist palliative care.
Spring Course: 10th Apr-7th Jun
Autumn Course: 18th Sep-15th Nov

In-house Professional Development:
The Art and Science of Palliative Care Nursing
Day 1 10th Oct 0930-1630
Day 2 11th Oct 0930-1630

Athens Training
8th Aug 1000-1200
17th Jan 2018 1000-1200

Case Reflections
18th Apr 1430-1530
16th May 1430-1530
18th Jul 1430-1530
19th Sep 1430-1530
21st Nov 1430-1530

Journal Club
27th Apr 1230-1330
15th Jun 1330-1430
13th Sep 1230-1330
16th Nov 1430-1530
9th Jan 2018 1230-1330
8th Mar 2018 1430-1530

Schwartz Center Rounds®
3rd May 1430-1530
6th Jul 1230-1330
9th Nov 1230-1330
6th Sep 1430-1530
30th Jan 2018 1430-1530

Clinical Practice Placements
We offer clinical placements for qualified doctors, nurses, allied health care professionals, student nurses and medical students wanting to find out more about hospice care. Email education@stfrancis.org.uk for application details.

ABC End of Life Care Education
We offer a practice based end of life education for care homes and domiciliary care agencies. Please contact us for more details.

ABC 2 Day End of Life Care Training
(for Care Home Staff & Domiciliary Care Agencies)
Course 1
Day 1 22nd Jun 0930-1600
Day 2 23rd Jun 0930-1600

Course 2
Day 1 2nd Nov 0930-1600
Day 2 3rd Nov 0930-1600

Chargeable Clinical Education:
Advanced Communication Skills Training  Fee £350
Day 1 21st Jun 0900-1700
Day 2 22nd Jun 0900-1700

Venue: The Peace Hospice

Challenges at the End of Life  Fee £80
7th Feb 2018 0930-1630

Creative Arts in Palliative Care  Fee £40
30th Nov 1330-1630

Dementia and End of Life Care  Fee £80
6th Mar 2018 0930-1600

Ethics Masterclass  Fee £40
14th Jun 0930-1300
6th Dec 0930-1300

Everyday CBT at the Bedside  Fee £80
(Cognitive Behavioural Therapy)
27th Jun 0930-1630

GP Masterclass (Advanced)  Fee £40
19th Sep 1830-2030

Pain and Symptom Control Workshop  Fee £80
(Advanced)
7th Dec 0930-1630

The Hospice of St Francis, Spring Garden Lane, Off Shootersway, Berkhamsted, Hertfordshire, HP4 3GW.
T: 01442 869566 or 01442 869550
E: education@stfrancis.org.uk
@Hospicestfrancis
Charity No: 280825 Company Number: 1507474

 Proud to be part of the West Herts Palliative and End of Life Care Education Group (The Hospice of St Francis, Peace Hospice Care, Rennie Grove Hospice Care, Hertfordshire Specialist Palliative Care Team)

Bookings:
E: education@stfrancis.org.uk
T: 01442 869566 or 01442 869550
stfrancis.org.uk/education
Welcome
Welcome to The Hospice of St Francis 2017-18 Clinical Education Programme. We provide relevant, accessible quality end of life care education to our staff, our volunteers and our colleagues in health and social care across the hospital, community, home and care home settings. In addition to our planned programme we can also provide bespoke sessions in your work setting. For more details, or to make a booking, please email education@stfrancis.org.uk.

All training takes place at The Hospice of St Francis unless otherwise stated. For more details about content, target audience, timings and venue please contact education@stfrancis.org.uk or visit stfrancis.org.uk

### Free Core Clinical Education:

<table>
<thead>
<tr>
<th>Topic</th>
<th>Date</th>
<th>Times</th>
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<tbody>
<tr>
<td><strong>Advance Care Planning and DNACPR</strong></td>
<td>12th Oct</td>
<td>0930-1300</td>
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<tr>
<td><strong>Allied Healthcare Professional Masterclasses</strong></td>
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<tr>
<td>Free of charge – thanks to the kind support of Macmillan Cancer Support</td>
<td>1730-2000</td>
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<tr>
<td><strong>Vocational Rehabilitation</strong></td>
<td>10th May</td>
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<tr>
<td><strong>Cognitive Impairment and the Impact on Rehabilitation</strong></td>
<td>19th Jul</td>
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<tr>
<td><strong>Side Effects of Treatment and the Impact on Rehabilitation</strong></td>
<td>18th Oct</td>
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<tr>
<td><strong>Bereavement Awareness</strong></td>
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<tr>
<td>Level 1 (an introduction - open to all)</td>
<td>4th Jul</td>
<td>0930-1300</td>
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<tr>
<td>Level 2 (for generalist staff who assess and work with bereavement occasionally)</td>
<td>6th Sep</td>
<td>0930-1300</td>
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<tr>
<td>Level 3 (for specialist staff dealing with bereavement on a regular basis)</td>
<td>11th May</td>
<td>0930-1300</td>
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<tr>
<td><strong>Breaking Taboos: Sex, Religion and Death</strong></td>
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<td>13th Dec</td>
<td>0930-1600</td>
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<td><strong>Care in the Last Days of Life</strong></td>
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<td>12th Dec</td>
<td>0930-1300</td>
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<tr>
<td><strong>Pain and Symptom Control Workshop</strong> (Essentials)</td>
<td>14th Nov</td>
<td>0930-1630</td>
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<td><strong>Compassionate Communication</strong></td>
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<td>(Foundation Level)</td>
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<td>26th Apr</td>
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<td>15th Jun</td>
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<td>22nd Nov</td>
<td>1730-2100</td>
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<td>6th Feb 2018</td>
<td>0930-1300</td>
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<tr>
<td>(The Hospice of St Francis staff only)</td>
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<tr>
<td><strong>Dementia Friends Awareness</strong></td>
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<tr>
<td>(An Alzheimer’s Society Initiative)</td>
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<td>27th Apr</td>
<td>1400-1500</td>
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<td>5th Jun</td>
<td>1830-1930</td>
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<td>19th Jul</td>
<td>1400-1500</td>
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<td>21st Sep</td>
<td>1400-1500</td>
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<td>7th Nov</td>
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<td>21st Feb 2018</td>
<td>1200-1300</td>
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<tr>
<td><strong>Difficult Conversations for Experienced Staff</strong></td>
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<tr>
<td>(Intermediate Level)</td>
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<td>2nd May</td>
<td>0930-1600</td>
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<td>12th Sep</td>
<td>0930-1600</td>
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<tr>
<td><strong>GP Masterclass</strong> (Essentials)</td>
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<td>5th Sep</td>
<td>1830-2030</td>
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<tr>
<td><strong>“Have I got what it takes?”</strong></td>
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<tr>
<td>An evening for prospective medical students and health care students</td>
<td>20th Jun</td>
<td>1830-2100</td>
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<tr>
<td><strong>I can do that: Teaching and Presenting</strong></td>
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<tr>
<td><strong>Course 1</strong></td>
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<tr>
<td><strong>Venue:</strong> Stanborough Centre, Garston</td>
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<tr>
<td><strong>Day 1</strong></td>
<td>0930-1630</td>
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<tr>
<td><strong>Day 2</strong></td>
<td>0930-1630</td>
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<tr>
<td><strong>Course 2</strong></td>
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<tr>
<td><strong>Venue:</strong> The Hospice of St Francis</td>
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<tr>
<td><strong>Day 1</strong></td>
<td>0930-1630</td>
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<tr>
<td><strong>Day 2</strong></td>
<td>0930-1630</td>
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<tr>
<td><strong>Introduction to Palliative Care</strong></td>
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<tr>
<td>21st Apr</td>
<td>1330-1630</td>
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<tr>
<td>15th Sep</td>
<td>1330-1630</td>
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<tr>
<td><strong>Introduction to Palliative Rehabilitation and Self-Management in Life-Limiting Illness</strong></td>
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<tr>
<td>21st Apr</td>
<td>0930-1230</td>
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<td>15th Sep</td>
<td>0930-1230</td>
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<tr>
<td><strong>Living &amp; Dying with Long-Term Conditions</strong></td>
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<tr>
<td>5th Jul</td>
<td>0930-1300</td>
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<tr>
<td>5th Oct</td>
<td>0930-1300</td>
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<tr>
<td>23rd Jan 2018</td>
<td>0930-1300</td>
<td></td>
</tr>
<tr>
<td><strong>Palliative Care Competency Programme 2018</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>6.5 days</strong></td>
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<tr>
<td><strong>Day 1</strong></td>
<td>18th Jan</td>
<td>0930-1630</td>
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<tr>
<td><strong>Day 2</strong></td>
<td>22nd Feb</td>
<td>0930-1630</td>
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<tr>
<td><strong>Day 3</strong></td>
<td>22nd Mar</td>
<td>0930-1630</td>
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<tr>
<td><strong>Day 4</strong></td>
<td>24th May</td>
<td>0930-1630</td>
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<tr>
<td><strong>Day 5</strong></td>
<td>21st Jun</td>
<td>0930-1630</td>
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<tr>
<td><strong>Day 6</strong></td>
<td>19th Jul</td>
<td>0930-1630</td>
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<tr>
<td><strong>Impact Day</strong></td>
<td>13th Sep</td>
<td>0930-1300</td>
</tr>
<tr>
<td><strong>Psychological Skills Level 2</strong></td>
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<tr>
<td><strong>Course 1</strong></td>
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<tr>
<td><strong>Day 1</strong></td>
<td>11th Jul</td>
<td>0930-1630</td>
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<tr>
<td><strong>Day 2</strong></td>
<td>13th Jul</td>
<td>0930-1630</td>
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<tr>
<td><strong>Course 2</strong></td>
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<tr>
<td><strong>Day 1</strong></td>
<td>28th Nov</td>
<td>0930-1630</td>
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<tr>
<td><strong>Day 2</strong></td>
<td>5th Dec</td>
<td>0930-1630</td>
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<tr>
<td><strong>Sage and Thyme Communication Skills</strong> (Foundation Level)</td>
<td></td>
<td></td>
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<tr>
<td>22nd Sep</td>
<td>0930-1230</td>
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<tr>
<td><strong>Study Skills Toolkit</strong></td>
<td></td>
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<tr>
<td>30th Mar (Literature Searching)</td>
<td>0930-1300</td>
<td></td>
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<tr>
<td>25th Apr (Critical Analysis)</td>
<td>0930-1300</td>
<td></td>
</tr>
<tr>
<td>5th Sep (Literature Searching)</td>
<td>0930-1300</td>
<td></td>
</tr>
<tr>
<td>4th Oct (Critical Analysis)</td>
<td>0930-1300</td>
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<tr>
<td><strong>Syringe Pumps at the End of Life:</strong></td>
<td></td>
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<tr>
<td><strong>Drugs and Conversions</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14th Sep</td>
<td>0930-1300</td>
<td></td>
</tr>
<tr>
<td><strong>Think Tanks</strong></td>
<td></td>
<td></td>
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<tr>
<td>On a variety of palliative care topics, open to all!</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4th Apr</td>
<td>1230-1330</td>
<td>12th Jun</td>
</tr>
<tr>
<td>3rd Oct</td>
<td>1430-1530</td>
<td>14th Dec</td>
</tr>
<tr>
<td>8th Feb 2018</td>
<td>1430-1530</td>
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</tbody>
</table>
Hertfordshire Mind Network Training

Organisation name: Hertfordshire Mind Network

Organisation Type: Registered Charity, Social Enterprise

Description: Hertfordshire Mind Network employs a range of skilled individuals who are able to deliver innovative training in a range of specialist areas of mental health. The ethos of Hertfordshire Mind Network training is to work towards increasing individual’s awareness and knowledge of mental health and understand the role that they can play in promoting good mental health. Bespoke training courses are provided in response to organisational requirements.

Types of Training Offered:
- Mental Health Awareness
- Stress Management
- Managing Mental Health in the Workplace (for employees and managers)
- Suicide Awareness
- Clinical Risk Management
- Awareness of Specific Mental Health Conditions
- Mindfulness
- Managing Change
- Work-life Balance and Wellbeing
- Introduction to Motivational Interviewing
- Bespoke courses dependent on needs

Client groups to whom training is offered: Front line staff including clinicians, managers, support workers, tutors, public and voluntary sector organisations, businesses and the general public.

Address: Watford Well-Being Centre
501 St Albans Road
Watford
Hertfordshire
WD24 7RZ

Telephone: 02037 273600
E-mail: training@hertsmindnetwork.org
District Served: Hertfordshire- Countywide
Main Contact: Sabrina Robinson
Head of Health and Wellbeing
02037 273600
sabrina.robinson@hertsmindnetwork.org

Website: www.hertsmindnetwork.org
Beneficiaries: Anyone looking to increase their knowledge of mental health.
Training Costs: Average of £350 per half day (3 hours) dependent on requirements. Costs for bespoke sessions can be discussed.
Sample Training Specifications

MENTAL HEALTH AWARENESS

Training Summary

This course will provide an overview of a range of mental health issues including their prevalence, signs and symptoms, causes and how they can affect people. The aim of the course is to help participant’s recognise the impact that mental health issues can have on individuals. The course will help participants to consider how they can protect their own mental health and wellbeing and that of others. Participants will be made aware of the importance of challenging stereotypes, myths and stigma surrounding mental health issues and championing inclusion.

Learning Outcomes:

By the end of the course candidates will be expected to:

- Have an increased knowledge and broad understanding of a range of mental health issues and the impact that they can have on individuals and understand some of the most common signs and symptoms of mental health conditions.
- Identify ways in which they can support their own and others mental health and wellbeing.
- Have an awareness of best practice and improved confidence when engaging with individuals experiencing mental health issues.
- Have an awareness of the range of services and interventions available for those experiencing mental health issues.
- Recognise that everyone has a role in promoting inclusion and challenging stigma of mental health issues.

Target Audience: This course is suitable for staff, managers and volunteers working within health, social care and related areas, who have contact with those who have mental health issues and anyone no matter the profession who has an interest in increasing their knowledge of mental health.

Duration: Half day or full day dependent on needs.
MANAGING MENTAL HEALTH IN THE WORKPLACE
(FOR MANAGERS)

Course Summary:

This course will provide an overview of a range of mental health issues including their prevalence, signs and symptoms, causes and how they can affect people. Exploring issues around improving the mental health and wellbeing of staff, how as an organisation you can go about reducing staff turnover and sickness absence and how to effectively support a member of staff who is dealing with a mental health issue. The session will cover relevant legislation in regards to making appropriate adjustments for people with mental health conditions in the workplace i.e. the Equality Act 2010. Helping managers to consider how they can promote a healthy working environment which champions inclusion and challenges stereotypes, myths and stigma of mental health issues.

Learning Outcomes:

By the end of the course candidates will be expected to:

- Have an increased knowledge and broad understanding of a range of mental health issues and the impact that they can have on individuals and understand some of the most common sign and symptoms of mental health conditions.
- Identify ways in which they can help to support their own and others mental health and wellbeing within the working environment and understand the benefits of work and supporting people back into work.
- Understand the impact that mental health issues can have on individuals within their team and the wider organisation.
- Understand an employer’s duty to make reasonable adjustments for people with mental health conditions in order to ensure they have the same access to everything that involves gaining or keeping employment as someone without a mental health condition.
- Recognise that everyone in the workplace has a role in promoting a healthy working environment.

Target Audience: This course is suitable for managers working in all sectors who wish to increase their awareness of how to manage mental health within the work environment.

Duration: Half day or full day dependent on needs.
STRESS MANAGEMENT

Course Summary:

The aim of this course is to improve participant’s stress management and make individual’s more resilient. Participants will develop greater awareness of stress and gain personal stress management abilities through; clarifying the personal meaning of stress, identifying personal sources of stress, becoming aware of personal coping strategies and developing new coping strategies. The course will help participants to be aware of the differences between pressure and stress, be better equipped to recognise and manage the symptoms of stress and develop effective stress management techniques. In turn this will support individual’s in building resilience, managing their stress levels and improve their personal mental health and wellbeing.

Learning Outcomes:

By the end of the course candidates will be expected to:

- Be able to recognise stress, understand its impact, consider how much stress is too much stress and be aware of how to recognise personal stressors.
- Know how to take appropriate action in response to stress, lessening the risk of stress having an adverse effect on emotional health and general wellbeing.
- Develop positive responses to situations that cannot be changed and strategies to prevent feeling overwhelmed.
- Understand how to stand up to stress and how to see it as an opportunity for personal growth and development and not a threat.

Target Audience: This course is suitable for anyone who wishes to improve the management of their stress levels and subsequently their health and wellbeing.

Duration: Half day or full day dependent on needs.
MANAGING STRESS IN THE WORKPLACE
(FOR MANAGERS)

Course Summary:

This course will enable participants to consider the management of work-related stress at an individual and organisational level, and will help participants develop and implement effective strategies to prevent and manage adverse stress within the work environment. The aim of the course is to support managers in controlling the risk of work-related stress and have increased confidence in effectively supporting others. Ultimately helping managers to foster a more productive and calm working environment in order to get the best from their team.

Learning Outcomes:

By the end of the course candidates will be expected to:

- Have a broad understanding of impact of stress including its symptoms and the impact on individuals.
- Understand the impact of adverse stress within the working environment and how too much stress can have a negative impact on individual staff members and the wider team.
- Have an awareness of their role in supporting staff and implementing strategies for stress reduction in the workplace.
- Understand the duty of care responsibilities for managers.
- Identify areas of action in order to effectively manage stress within their working environment.

Target Audience: This course is suitable for managers working in all sectors who wish to increase their awareness of the impact of stress within the work environment and how to appropriately support staff.

Duration: Half day or full day dependent on needs.
INTRODUCTORY SUICIDE INTERVENTION

Training Summary

The aim of this training is to look at improving how you work with service users and support them in staying safe. The session will explore the topic of suicide increasing your awareness and knowledge of the subject. You will be provided the latest information and statistics in regards to suicide. You will be introduced to basic practical steps in supporting someone who is having thoughts of suicide using a suicide intervention model approach, including information on what support is available for those who are suicidal or at risk and how to signpost them to appropriate services. The training will help staff to feel more confident in recognising and intervening effectively to help individuals at risk of suicide. The session will give staff the opportunity to practice their skills within this area and share good practice.

Learning Outcomes

By the end of this training it is expected that you will be able to:

- Have a broad understanding of suicide including being able to recognise the latest statistics in relation to suicide.
- Feel more confident to explore the signs of suicide and be able to identify those that might be at risk, review the risk and have the ability to signpost them to appropriate help and support.
- Be aware of individual accountability and shared responsibility in regards to risk management within your service.
- Demonstrate your ability to respond to risk based on good practice and working in collaboration with other staff members and services.

Target Audience: This course is suitable for staff, managers and volunteers working within health, social care and related areas, who have contact with those who have mental health issues; all those who may come into contact with someone at risk of suicide and anyone who has an interest in increasing their knowledge on suicide and risk.

Duration: Half day or full day dependent on needs
WORK-LIFE BALANCE AND WELLBEING

Course Summary:

This course will explore the area of work-life balance and its relationship to emotional wellbeing and health. When looking at work-life balance the work component consists of being in a position of employment whether paid or unpaid, in contrast the life component includes aspects such as family life, leisure activities, and demands from multiple roles such as community and religious obligations. This course will help participants to explore how they can effectively balance their work and home life and improve their emotional wellbeing and health. The course will also help participants to recognise how looking after their own wellbeing can help them to be more effective within the workplace and other areas of their lives.

Learning Outcomes:

By the end of the course candidates will be expected to:

- Understand what is meant by the concept of work-life balance and the effect that conflict between work and home life can have on emotional wellbeing and health.
- Have an understanding of their own levels of balance and understand the benefits of making positive changes.
- Be able to better manage personal stress levels and manage their time more effectively.
- Have an increased awareness of boundaries, recovery strategies and ways to improve emotional health and wellbeing.
- Understand how finding a better personal balance between work and home life can help them to be more productive in their work role and at home.

Target Audience: This course is suitable for anyone who wishes to improve their work-life balance.

Duration: Half day or full day dependent on needs.
MANAGING CHANGE WITHIN THE WORKPLACE

Course Summary:

Change occurs continuously around us. One of the key concerns of staff working in healthcare settings is centred on the management of change. Healthcare professionals are expected to acquire and maintain the expertise needed to undertake their roles within ever changing working environments. Change management is a structured approach for ensuring that changes are thoroughly and smoothly implemented, and that the lasting benefits of change are achieved. Managing change is about handling the complexity of the process whilst at the same time supporting those enduring this change. This training is therefore focussed on helping those who are managing change to feel that they are equipped to manage this process and the impact it can have on individuals, teams and organisations. It will consider how individuals can help themselves to feel motivated through the process of change so that they feel they play an active and important role in this development.

Learning Outcomes:

By the end of the course it is expected that candidates will be able to:

- Have an increased knowledge and broad understanding of change management.
- Be aware of how change can impact on individuals, teams and organisations.
- Be aware of how you can positively lead and motivate yourself and other individuals within the workplace through the process of organisational change.
- Consider the impact of communication on the change management process and be aware of the importance of maintaining good lines of communication.
- Recognise your own personal response to change and have the ability to identify ways to practically cope with change on both a personal and wider level.
- Be aware of the importance of protecting individual wellbeing during the process of change in order to prevent issues such as sickness absence, staff burnout and heightened levels of stress.

Target Audience: This course is suitable for staff (including managers) across all sectors.

Duration: Half day or full day dependent on needs.
Useful Information
Money Advice Unit

Quality training from the Money Advice Unit

Our trainers are experienced advisers who aim to deliver high quality training courses, packs and materials.

All our courses are accredited with the Solicitors Regulation Authority (SRA) and carry Continuing Professional Development (CPD) hours.

We ask participants for feedback after each course. We use this to develop and improve future courses.

We monitor and review our training provision to ensure that we meet consistently high standards. Please tell us how you think we can improve our training.

The Money Advice Unit can provide training on:--

- Universal Credit
- Introduction to benefits
- Personal independence payment
- Housing benefit
- Employment and Support Allowance
- Benefit updates
- Young people and benefits
- Older people and benefits
- Dealing with debt

Contact the Money Advice Unit on moneyadvice.unit@hertfordshire.gov.uk or 01438 843456 for full details and to discuss your requirements.
Safeguarding Adults from Abuse

An adult at risk is an adult who:

has needs for care and support (whether or not the authority is meeting any of those needs)

and

is experiencing, or is at risk of, abuse or neglect

and

as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

The main categories of abuse in adults are:

- Physical
- Emotional
- Sexual
- Neglect
- Financial
- Psychological
- Organisational
- Self-neglect
- Discriminatory
- Modern Slavery

Details of the types of abuse are set out in Appendix 2 Hertfordshire Safeguarding Adults from Abuse in Hertfordshire Procedure

If you are unsure if a referral is appropriate, you should discuss your concerns with your manager or the Safeguarding Adults lead within your organisation.

If the adult at risk needs immediate protection you should inform the Police (999).

All safeguarding concerns must be referred to the Health and Community Services.

Practitioners should refer for further guidance in Appendix 2 Hertfordshire Safeguarding Adults from Abuse Procedure

This is available electronically on Herts Direct. www.hertsdirect.org/your-council/hcc/healthcomservices/acspolicies/safeadults/

Reporting abuse

If you have reason to believe an adult may be at risk of suffering abuse or neglect you should contact Health and Community Services by calling the customer service centre on 0300 123 4042

If you have reason to believe an adult receiving mental health services in Hertfordshire may be at risk of suffering abuse or neglect then a safeguarding referral can be made to HPFT on 0300 777 0707

And complete the Hertfordshire Safeguarding Adults concern form located at; http://www.hertsdirect.org/your-council/hcc/healthcomservices/acspolicies/safeadults/

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Dignity in Care

The Dignity Challenge: “A clear statement of what people can expect from a service that respects dignity”

1. Have zero tolerance of all forms of abuse
2. Support people with the same respect you would want for yourself or a member of your family
3. Treat each person as an individual by offering a personalised service
4. Enable people to maintain the maximum possible level of independence, choice and control
5. Listen and support people to express their needs and wants
6. Respects people’s right to privacy
7. Ensure people feel able to complain without fear of retribution
8. Engage with family members and carers as care partners
9. Assist people to maintain confidence and a positive self esteem
10. Act to alleviate people’s loneliness and isolation

For more information visit: www.dignityincare.org.uk
The Mental Capacity Act 2005

The Mental Capacity Act 2005 (MCA) applies to everyone who works with, treats or cares for anyone over 18 who is unable to make some or all of their own decisions.

The Act is supported by a Code of Practice. You can get a copy of this from:

www.justice.gov.uk/protecting-the-vulnerable/mental-capacity-act

Everyone working in health or social care must comply with the MCA and have regard to the Code of Practice.

The 5 Statutory Principles

1. All adults are deemed to have capacity unless the fail the test for capacity.
2. Take all practical steps to help the person make their own decision.
3. An unwise decision does not necessarily mean the person lacks capacity.
4. Any decision made or action taken on behalf of someone who lacks capacity must be done in their best interest.
5. Any decision made or action taken on behalf of someone who lacks capacity must be the least restrictive option.

Definition and test of incapacity

- Does the person have an impairment of, or disturbance in, the functioning of the mind or brain?
- Is the impairment affecting the person's ability to make this decision?

Can the person:

- Understand the information relevant to the decision?
- Retain that information?
- Use or weigh that information as part of the process of decision-making?
- Communicate their decision?

Capacity is decision specific

For further information, why not undertake the MCA e-learning programme on iLearn:

www.learningpool.com/hertssocialcare
Deprivation of Liberty Safeguards

The MCA DOL safeguards apply to anyone aged 18 and over:

- who suffers from a mental disorder or disability of the mind – such as dementia or a severe learning disability
- who lacks the capacity to give informed consent to the arrangements made for their care and / or treatment and
- for whom deprivation of liberty is considered after an independent assessment to be necessary in their best interests to protect them from harm.

The safeguards cover patients in hospitals, and people in care homes registered under the Care Standards Act 2000, whether placed under public or private arrangements

They are designed to protect the interests of vulnerable adults and to:

- ensure people can be given the care they need in the least restrictive regimes
- prevent arbitrary decisions that deprive vulnerable people of their liberty
- provide safeguards for vulnerable people
- provide them with rights of challenge against unlawful detention
- avoid unnecessary bureaucracy

For every person living in the hospital or care home who lacks capacity, you need to ask:

- Does the care and/or treatment being provided take away the person’s freedom to do what they want to do to the extent that they are being deprived of their liberty?
- Do you believe that the care and/or treatment is in the person’s best interests

If the answer is yes, you need to ask yourself if the care/treatment could be given in a way that does not take away the person’s liberty.

If the answer is no and the person cannot be cared for in any other way the primary care trust or local authority must be asked to carry out an assessment to decide if it is right to take away the person’s liberty.

The contact within Hertfordshire County Council is:

Hertfordshire Supervisory Body / DOLS Team
Tel: 01438 843800
Email: dolsteam@hertfordshire.gov.uk

“All adults are deemed to have capacity unless they fail the test of capacity”
About Us
The Challenging Behaviour Foundation (CBF) was founded in 1997 by Vivien Cooper OBE, the parent of a child with severe learning disabilities and behaviour described as challenging.

We are the only charity for people with severe learning disabilities who display behaviour described as challenging.

We are making a difference to the lives of children and adults across the UK by providing information and support, running workshops and speaking up for families on a national level.

Why we’re here
Our vision is for all people with severe learning disabilities who display challenging behaviour to have the same life opportunities as everyone else and, with the right support, to live full and active lives in their community.

Our mission is to improve understanding of challenging behaviour, empower families with information and support, and help others to provide better services and more opportunities to people with severe learning disabilities who display behaviours that challenge.

We know there are at least 30,000 families in the UK supporting someone with a severe learning disability whose behaviour can challenge.

What we do

Information
We provide practical information for families and professionals about understanding and supporting children and adults whose behaviour challenges.

Support
Our Family Support Worker can offer individual support and information over the phone and by email. We also offer a family linking scheme and email and online networks for family carers and for professionals.

Workshops
We offer workshops to families and professionals led by a professional trainer and a family carer trainer jointly. Our workshops have been found to reduce challenging behaviour and have positive outcomes for families and professionals who attend.

Driving Change
We listen to the experiences of families and use these to highlight the needs of individuals whose behaviour challenges and their families. We set up and now chair the Challenging Behaviour National Strategy Group working to promote high quality support for people whose behaviour challenges.

Contact CBF
- General Enquiries info@thecbf.org.uk 01634 838739
- Information and Support support@thecbf.org.uk 0300 666 0126

For more information visit: http://www.challengingbehaviour.org.uk
Create an account today: http://hertfordshire.learningpool.com
Need a little help getting started with computers and the internet?

Online basics is a great way for you to get started online, helping you to gain the skills and confidence you need to start using computers and the internet. Online basics will help you learn how to:

- Use a mouse and keyboard
- Search online
- Stay safe online
- Send emails.

Whether you’re looking to develop internet skills for a new job or simply save time and money by using the internet to pay your bills – Online basics can help you get the skills you need to get online.

To find out just how easy it is to get started with Online basics, visit us at:

www.learnmyway.com
Qualifications and Credit Framework (QCF)

The QCF is the new way of recognising achievement - through the award of credit for units and qualifications - across England, Wales and Northern Ireland. This replaces NVQ and LDQ.

It provides more flexible routes to gaining full qualifications and enables progression to be achieved in smaller steps through the accumulation of credit.

The intention is to make both the system and the qualifications offered far more relevant to the needs of employers and more flexible and accessible for learners.

There will be specialist pathways for care workers working in learning disability and dementia care services.

**Key terms**

Credit awarded for the completion of a unit

Unit or Module learning outcomes (what a learner needs to know, understand or do) and assessment criteria (which specify if the learner has met the outcomes to a defined level

Level complexity (challenge) and depth of learning ranges from Entry to level 8

**Qualification types**

- Award = 1-12 credits
- Certificate = 13-36 credits
- Diploma = 37 credits or more.

The different types of qualification relate to the volume of work the candidate is required to complete.

**How does it work?**

- Every qualification will require a number of units to be completed.
- These units will have credits assigned to them.
- The more credits gained, the higher the type of qualification. This means you could gain a level 2 award / certificate or diploma in dementia care
This chart shows how different qualifications and levels can work.

<table>
<thead>
<tr>
<th>Level (difficulty)</th>
<th>Qualification Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Entry</td>
</tr>
<tr>
<td>7</td>
<td>Award 1-12 credits</td>
</tr>
<tr>
<td>6</td>
<td>Certificate 13-36 credits</td>
</tr>
<tr>
<td>5</td>
<td>Level 2 diploma in...</td>
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<tr>
<td>4</td>
<td>Level 3 diploma in...</td>
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<tr>
<td>3</td>
<td>Level 5 award in...</td>
</tr>
<tr>
<td>2</td>
<td>Level 2 certificate in...</td>
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<tr>
<td>1</td>
<td>Entry</td>
</tr>
<tr>
<td>1</td>
<td>Entry</td>
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</tbody>
</table>

**Current qualifications**

- NVQ 2 and 3 will be replaced with **QCF level 2 and 3 Diplomas** in Health and Social Care.

- NVQ level 4 in Health and Social Care will be replaced by **QCF level 5 Diploma** in Leadership in Health and Social Care.

**Skills for Care** will be providing case studies showing how candidates can tailor their learning to their job role.

For more information go to: [www.skillsforcare.org.uk/qcf](http://www.skillsforcare.org.uk/qcf)
Levels indicate complexity - but how complex is it?!
The grid below shows how QCF compares to other qualifications. However, if the candidate achieves QCF level 7, it **does not** mean they have gained a masters degree!

![Table of Qualification Levels and Equivalency]

**QUALIFICATION LEVELS AND EQUIVALENCY**

<table>
<thead>
<tr>
<th>NQF/QCF level</th>
<th>Current City &amp; Guilds qualifications include</th>
<th>Other qualifications (approximate comparability in level)</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Fellowship (ECGI)</td>
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Contact:

Mark Gwynne: 01438 843544  
Robin Clifford: 01438 844463  
Kirsty Sandford: 01438 843413  
Kim Onyett: 01438 845367

Email: pvi.learning@hertfordshire.gov.uk  
Fax: 01438 843432
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