

HCPA Training 2018/19

In partnership with...



NHS



Contents

4 - 9

Introduction

How to book onto training.....	4
Training Policy.....	6
Cancellation Policy.....	7
A letter from our Chief Executive.....	8
Regulation 18 - Staffing.....	9

10 - 49

Open Courses

Advanced Enablement.....	12
Advocacy Training.....	13
Basic Health Observations.....	14
Best Practice in Continence Care.....	15
Catheterisation.....	16
Catheter Care.....	17
Colostomy Care.....	18
Dementia - Strategies to support behaviours of distress	19
Diabetes and Insulin Awareness.....	20
Duty of Candour.....	21
Dysphagia.....	22
Effective Complaints Management.....	23
Emergency First Aid at Work.....	24
End of Life ABC.....	25
Epilepsy Awareness.....	26
Fire Warden.....	27
First Aid at Work.....	28
Food Hygiene Awareness.....	29
Health and Wellbeing in Dementia.....	30
Hearing Aider.....	31
Law, Ethics and Safeguarding in Dementia.....	32
Mental Capacity Act and DoLS.....	33
Mental Capacity Act and DoLS - Managers.....	34
Moving and Handling - Single-Handed Care.....	35
Moving and Handling Bariatric Clients.....	36
Neurological Conditions including Stroke, Parkinson's and MND.....	37
Nutrition (Learning Disability Focus).....	38
Nutrition MUST.....	39
Pressure Ulcer - Prevention & Treatment.....	40
Professional Boundaries.....	41
Respiratory Conditions - Including COPD.....	42
Sensory Impairment.....	43
Supporting Clients on the Autism Spectrum.....	44
Syringe Pump use during and at the End of Life...45	
Tracheostomy Care.....	46
Urinary Tract Infection and Hydration.....	47
Wound Management.....	48
Approved Training Providers.....	49

50 - 61

Leadership Courses

An Introduction to Care Leadership.....	52
Gaining Outstanding in Inspections.....	53
Managing People: Proactively Raising Productivity Through Performance Management.....	54
Quality Assurance and Inspections: Leading and Recognising Excellence in Care.....	55
Recruitment and Retention: Leading a Compassionate Care Service.....	56
Solution Focused Supervision: Leading a Workforce Coaching Strategy.....	57
Strategies for Retaining a Competent, Skilled Workforce.....	58
Supervision, Appraisals and Competencies.....	59
Training Management.....	60
Feedback from Leadership Courses.....	61

62 - 71

Education for Trainers

Worktime Learning Facilitator Skills in Care Planning for Support at Home Services.....	64
Worktime Learning Facilitator Skills in Safeguarding.....	65
Worktime Learning Facilitator Skills in Stroke for Support at Home Services.....	66
Level 3 Award in Delivering Training.....	67
Level 3 Award in Education and Training.....	68
Level 3 in Assessing Competencies in the Workplace.....	69
Level 3 Award in Education and Training.....	68
Feedback from Education for Trainers Courses....	70

72 - 77

Care Certificate

Care Certificate.....	72
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How to book onto training

It's easy to book onto a course online. Just follow the **5 simple steps** below to book onto any HCPA training course through the HCPA website: www.hcpa.info/training.

1. Visit the Training Zone on the HCPA website and select the course category you are interested in.



2. Scroll through the course list within the category and select the course you wish to book.

Dementia – strategies to support behaviours of distress – for Homecare Services

20 September - 10:00 am - 4:00 pm

HCPA, Attimore Barns

Welwyn Garden City

Hertfordshire

AL7 2AD

+ Google Map

Fully funded

9 spaces left

Book now!

Click the course title to see the course description.

3. Read the course description page carefully. It is important you check if the course is suitable for you or the people you are booking on. Also check the course summary and the required attendance dates.

HCPA Training

4. Scroll to the **Book your place** section of the course page, check to see if there are places available, and enter the number of learners you wish to book onto the course.

Use the arrows to increase or decrease number of learners

Book your place

9 out of 15 available

Standard Please note: If the course you are attending is on more than one date, all dates must be attended. Registration is 15 minutes before the start time. Delegates who are more than 30 minutes late will not be admitted into the training and a cost will occur.

Booking

Number of spaces available to book

5. Once you enter the number of learners you wish to book, you will be prompted to fill in information for each learner. Please ensure you fill in all the mandatory fields.

Send booking confirmation to:

Full Name: *

E-mail: *

Confirm booking

Once all learner information is complete, click 'Confirm Booking'

After you click 'Confirm Booking', we will send booking confirmation to the email address you have provided. Please email **enquiries@hcpa.info** or call **01707 536020** if you experience any issues with your booking.

Training Policy

HCPA facilitates mandatory and specialist training for staff who work in the private, voluntary and independent social care sector. We invest a significant amount of resource into delivering this service, including time, planning and budget. As a result, to ensure members use this service effectively and appropriately, we ask all learners to agree to the policy outlined below when booking, attending or cancelling a course.

1. ATTENDANCE

- 1.1 Delegates are required to attend the **full** course and to actively participate. It is expected that the delegate's Line Manager will support the delegate in ensuring full attendance. If the course is not attended in full, a cost will be charged to the delegates employer.
- 1.2 It is **not** acceptable to arrive late or leave early. Delegates who are **more than 30 minutes late** may not be admitted into the training or may not receive a full certificate and will incur a cost for non-attendance. HCPA will report any instances of lateness to the delegate's Line Manager. Delegates will be required to sign an attendance sheet on arrival for each day of the course.
- 1.3 There may be occasions when a delegate may need to be substituted at short notice. Please notify HCPA as soon as possible to confirm the details of the replacement delegate. **HCPA will then confirm if the change is possible.** There is no charge to change delegates.
- 1.4 It is the delegate's responsibility to make sure they have signed in on the course register when they arrive. If the delegate's signature is not on the register HCPA is entitled to charge the employer with a non-attendance fee.
- 1.5 It is the delegate's responsibility to ensure their name is spelt correctly on the register on the first day of training, as the same name will appear on the certificate. If the name is misspelt and not corrected on the first day of training, before it is registered with the awarding body, any requested changes will incur a cost to the delegate's employer.
- 1.6 It is the delegate's responsibility to inform HCPA at the time of the booking or **no later than 5 days before the course if they have any special requirements** or if they will be accompanied by an interpreter.
- 1.7 HCPA will send updates and booking confirmations to the email address supplied during booking. It is the delegates responsibility to ensure the information and contact details are correct. HCPA accept no liability for any incorrect information entered into the booking forms by the delegate.

2. NON-ATTENDANCE

- 2.1 It is the responsibility of a delegate's Line Manager to notify HCPA if a delegate is no longer able to attend a course. Notice must be given in accordance to clauses 3.
- 2.2 The Line Manager can cancel by emailing **enquiries@hcpa.info**.
- 2.3 If a delegate does not attend and their Line Manager has not contacted HCPA in accordance to the Non-attendance section of the training policy, then the employer will be charged.
- 2.4 If the booked delegate cannot attend, a substitute delegate can be named as late as the day before the course. HCPA must be informed about this by emailing **enquiries@hcpa.info**.

Cancellation Policy

3. COSTS FOR NON-ATTENDANCE OR LATE CANCELLATION

Non-attendance and cancellation of places without adequate notice will be charged back to the delegate's employer as follows:

- 3.1 **Open Courses and Short Qualifications:** Non-attendance or cancellation within 5 working days of the start of the course will be charged at a rate of **£50 for each full day** or **£25 for each half day** of the course missed, per delegate.
- 3.2 **Leadership Courses and Education for Trainer Courses:** Non-attendance or cancellation within **15 working days** of the start of the course will be charged at a rate of **£100 for each day of the course**, per delegate. The full charge of **£100 per day** of the course will be made for any delegate starting, but not completing the course, and for delegates who fail to complete and submit coursework on time (if required within the course).
- 3.3 **Champion Pathway:** Non-attendance or cancellation within 15 working days of the start of the course will be charged at a rate of **£100 for each day the course is scheduled to run**, per delegate. If a Champion starts, but does not complete the pathway, all remaining pathway sessions will be charged to the delegate's employer.

4. PAYMENT / REFUND

- 4.1 The delegate's employer will be invoiced via email for the cost of the course (only non-funded courses) or for non-attendance, late-cancellation or non-completion reasons. The invoice email will be sent out to the email address provided in the booking form.
- 4.2 If a delegate's employer has overdue invoices (our payment terms are 30 days) the site's HCPA membership status may be suspended until such invoices are paid. As a result of suspension members may not, for example, make claims under the Mandatory and Specialist Grant.
- 4.3 If a course has already been paid for and a cancellation occurs, a full refund will be issued only if the necessary notice has been given by the delegate or their employer via email, to **enquiries@hcpa.info** (see section 3 for notice periods).
- 4.4 No refund will be paid for non-attendance or when cancellations have been made outside the necessary notice period.
- 4.5 HCPA reserves the right to cancel a course up to and including the start date of the course if insufficient bookings have been received. We will strive to give as much notice as possible in such an event. In all cases, delegates who have registered to attend a cancelled course will be given the option of a full refund (**only for paid courses**) or the option to attend a future course date.
- 4.6 Changing of course content, timing, date, or venue may be necessary at times. If this occurs, the delegates or/and their employer will be notified via an email sent to the email address provided on the booking form.

Dear Member,

We have taken some time to try to pull together all the many training opportunities HCPA have to offer our members in one place so that it can act as a 'one stop shop' when you are searching for the right course for either yourself or your staff.

Our offer is continually changing depending on (1) your needs (2) the funding available (3) our ability to offer courses that you need. This is why this training brochure is in electronic format so we can keep it updated.

We understand that it is vital for your staff to be fully up to date because it is a CQC requirement and we will always do our best to support you or to signpost you to the best options. This may be with HCPA or our partners.

We feel it is really useful to show you regulation 18 (see page 9) which helps us explain to providers when they ask "can you tell me what training I NEED to do with my staff?" The answer is simply – the training must enable your staff to provide care for the particular service users they support. This means the requirements may change with the needs of your service users.

At HCPA, we don't believe in a one size fits all approach, so we aim to give our members a pick and mix offer. Do please email or call us if you are at all unsure or you need any questions answered.

Our offer covers everything from induction (Care Certificate knowledge) right up to leadership, so there should be something for everyone. If we do not have what you need, we will always do our best to find a way to support you.

We are very excited about the new Herts Care Professional Standards Academy which is launching in September 2018 which will enable your staff to sign up and track their own learning and development. The Herts Care Professional Standards Academy will also include an incentive discount scheme for anyone who signs up and tracks their development. If you want to be one of the trailblazer sites and get your staff signed up please contact academy@hcpa.info. The Herts Care Professional Standards Academy will support you as a provider, whilst supporting your individual staff members to remain compliant.



Sharon Davies

Regulation 18: Staffing

The intention of this regulation is to make sure that providers deploy enough suitably qualified, competent and experienced staff to enable them to meet all other regulatory requirements described in this part of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. To meet the regulation, providers must provide sufficient numbers of **suitably qualified, competent, skilled and experienced staff to meet the needs of the people using the service at all times** and the other regulatory requirements set out in this part of the above regulations. **Staff must receive the support, training, professional development, supervision and appraisals that are necessary for them to carry out their role and responsibilities.** They should be supported to obtain further qualifications and provide evidence, where required, to the appropriate regulator to show that they meet the professional standards needed to continue to practise.

18(1) Sufficient numbers of suitably **qualified, competent, skilled** and experienced persons must be deployed in order to meet the requirements of this Part.

- Providers must deploy sufficient numbers of **suitably qualified, competent, skilled and experienced staff to make sure that they can meet people's care and treatment needs** and therefore meet the requirements of Section 2 of these regulations (the fundamental standards).
- Providers should have a systematic approach to determine the number of staff and **range of skills required in order to meet the needs of people using the service and keep them safe at all times**. The approach they use must reflect current legislation and guidance where it is available. In determining the number of staff and range of skills required to meet people's needs, they should **consider the different levels of skills and competence required to meet those needs, the registered professional and support workers needed**, supervision needs and leadership requirements.
- Staffing levels and skill mix must be **reviewed continuously and adapted to respond to the changing needs** and circumstances of people using the service.
- There should be procedures to follow in an emergency that make sure sufficient and suitable people are deployed to cover both the emergency and the routine work of the service.

18(2) Persons employed by the service provider in the provision of a regulated activity must—

18(2)(a) receive such appropriate support, training, professional development, supervision and appraisal as is necessary to enable them to carry out the duties they are employed to perform,

- Providers must **ensure that they have an induction programme that prepares staff for their role**. It is expected that providers that employ healthcare assistants and social care support workers **should follow the Care Certificate standards** to make sure new staff are supported, skilled and assessed as competent to carry out their roles.
- **Training, learning and development needs of individual staff members must be carried out at the start of employment and reviewed at appropriate intervals** during the course of employment. **Staff must be supported to undertake training, learning and development** to enable them to fulfil the requirements of their role.
- Where appropriate, staff must be supervised until they **can demonstrate required/acceptable levels of competence** to carry out their role unsupervised.
- Staff should receive **appropriate ongoing or periodic supervision in their role to make sure competence is maintained**.
- Staff should be supported to make sure they can participate in:
 - » **Statutory training.**
 - » **Other mandatory training, as defined by the provider for their role.**
 - » **Any additional training identified as necessary to carry out regulated activities** as part of their job duties and, in particular, to maintain necessary skills to meet the needs of the people they care for and support.
 - » **Other learning and development opportunities required to enable them to fulfil their role. This includes first aid training for people working in the adult social care sector.**
- All learning and development and required training completed should be **monitored and appropriate action taken quickly when training requirements are not being met**.
- Staff should receive regular **appraisal of their performance in their role from an appropriately skilled and experienced person and any training, learning and development needs should be identified, planned for and supported**.
- Health, social and other care professionals must have **access to clinical or professional supervision as required**, in line with the requirements of the relevant professional regulator.

18(2)(b) be enabled where appropriate to **obtain further qualifications appropriate to the work they perform**, and

- Providers must support staff to **obtain appropriate further qualifications** that would enable them to continue to perform their role.
- **Providers must not act in a way that prevents or limits staff from obtaining further qualifications** that are appropriate to their role.

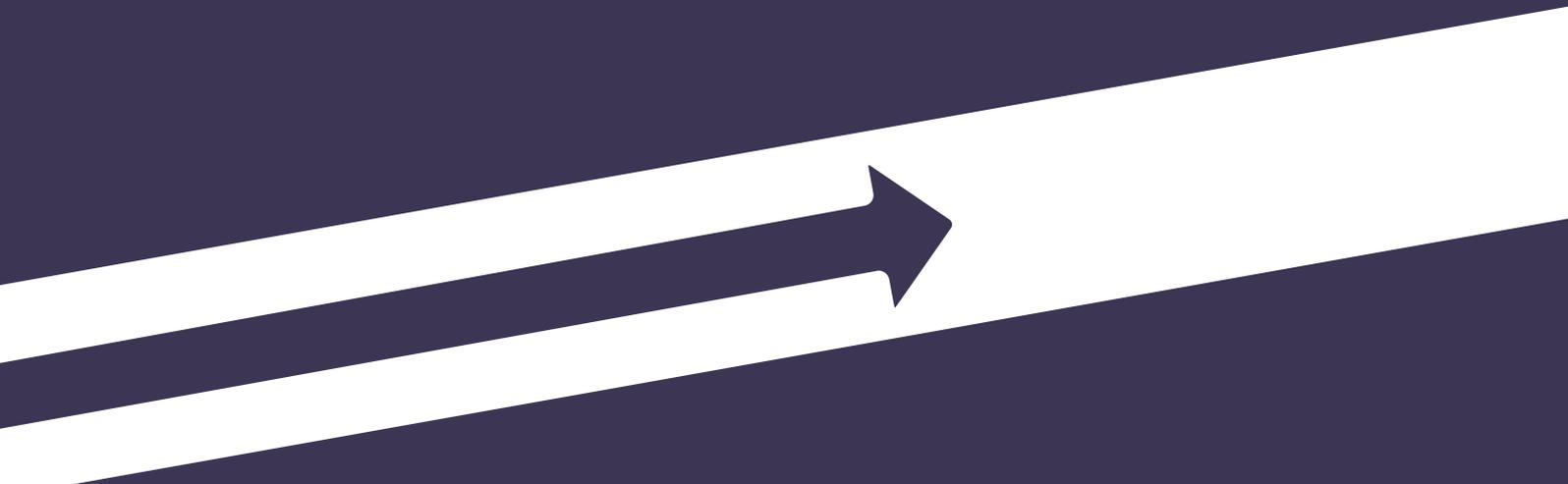
18(2)(c) where such persons are health care professionals, social workers or other professionals registered with a health care or social care regulator, be enabled to provide evidence to the regulator in question demonstrating, where it is possible to do so, that they **continue to meet the professional standards** which are a condition of their ability to practise or a requirement of their role.

- Where **registration with a professional body is a requirement of the role, providers must make sure that staff are able to meet the requirements of the relevant professional regulator** throughout their employment, such as requirements for continuing professional development.
- **Staff should be supported to join Accredited Voluntary Registers if they wish**. Providers must have appropriate systems in place to support this, such as **revalidation and meeting codes of practice**.
- **Providers must not act in a way that prevents, limits or would result in staff not meeting requirements** required by professional regulators.

Welcome to...

**Open Courses
and
Short Qualifications**

www.hcpa.info/open-courses



HCPA has a number of open courses running this year. Many are aimed at providing clinical skills, with some courses aimed at Nurses, and others suited to different types of care practitioners.

We look for subject experts to deliver training to care staff in a way that is engaging and practical. Open Courses and Short Qualifications also provide the opportunity for delegates to learn from their peers, many of whom may be experiencing similar challenges within the workplace.

The sharing of knowledge in this sector is vital and our feedback from learners who come to open courses often highlights how much more they have learned by being off-site and sharing a learning space with other organisations.

Advanced Enablement

Duration: 1 day

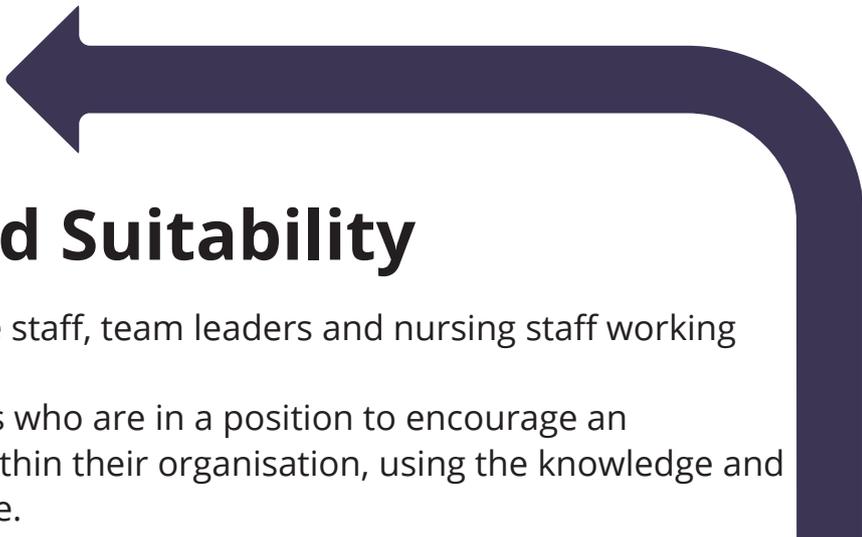
Course Description

This course focuses on 'enablement' and what this means in practice and in relation to the Mental Capacity Act. This course teaches advanced practical skills that enhance moving and handling and promote functional independence, empowerment and wellbeing.

Learning Outcomes

By the end of this course, learners will understand:

- How to apply the Mental Capacity Act in everyday situations, with specific reference to a service user's choices involving posture, activity, independence, moving & handling, seating, and positioning.
- The physical and emotional benefits of good posture, activity and functional independence, and the development skills needed to achieve this.



Requirements and Suitability

This course is suitable for senior care staff, team leaders and nursing staff working within any type of adult care service.

This course is most suited to learners who are in a position to encourage an enablement approach and culture within their organisation, using the knowledge and practical skills gained from the course.

Open Courses
and Short Qualifications

Advocacy Workshop

Duration: Half-day

Course Description

During this workshop, learners will discuss current practices on the concept and regulations related to person-centred care and understand the importance of welcoming advocacy. Learners will also be taught how to act in accordance with regulations and how to educate front-line staff on how they should work together when an advocate is in place. The training will help staff to minimise conflicts or misunderstandings that could happen due to a lack of understanding or awareness of who represents the person being cared for.

Learning Outcomes

By the end of this course, learners will understand:

- Different health & social care acts that relate to the work of an advocate
- Requirements of engaging with an advocate
- Who can appoint an advocate
- The difference between non-instructed and instructed advocate
- The role of an advocate who will take instruction from clients

Requirements and Suitability

This course is suitable for Managers, Deputy Managers or anyone in a senior role working within a service looking to gain knowledge on advocacy services, or whose clientele may require advocate support. Learners should come with previous knowledge of the Mental Capacity Act.



Open Courses
and Short Qualifications

Basic Health Observations

Duration: 1 day

Course Description

This course covers physical observations, understanding vital signs, such as: respiratory rate, oxygen saturations and blood pressure, and what affects these measurements. Learners will also have a chance to practice these observations. The course also covers care of the unconscious patient, track and trigger systems National Early Warning Scores (NEWS), and record tracking.

Learning Outcomes

By the end of this course, learners will:

- Understand physical observations – look, listen, feel and smell
- Have a basic understanding of vital signs, such as temperature, pulse, respiration, blood pressure, SPO2, BM and Glasgow Coma Scale
- Be able to conduct vital sign measurements
- Have a basic understanding of specimens, such as urine, stools and vomit
- Have an understanding of documentation of health observations
- Have an awareness of track and trigger systems

Requirements and Suitability

This course is suitable for all care and nursing staff working within any type of adult care service.



Best Practice in Continence Care

Duration: 1 day

Course Description

This course covers the different types, common causes, and the possible social and psychological impact of incontinence in older people, along with how to provide proactive and best practice continence care.

Learning Outcomes

By the end of this course, learners will be able to:

- Define incontinence
- Describe the psychological and social impact of incontinence on an older person, and understanding it is unique to each individual person
- Develop a very basic awareness of the anatomy and physiology of the bladder, bowel and urinary tract
- Identify the types of urinary incontinence
- Describe the common causes of urinary and faecal incontinence
- Understand how to conduct holistic assessment to identify causative factors of incontinence
- Describe strategies to improve continence using a person-centred approach
- Identify the relationship between dignity and continence

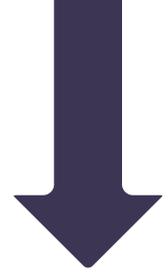
Requirements and Suitability

This course is suitable for all levels of staff working within any type of adult care service. Learners are required to engage with the course material and complete the impact assessment included within the course.



Open Courses
and Short Qualifications

Catheterisation



Duration: Half-day

Course Description

This course is designed for nursing staff to update their theory and practical skills in catheterisation by discussing responsibilities, suitable equipment, and the processes involved.

Learning Outcomes

By the end of this course, learners will understand:

- Definitions and methods of catheterisation
- Equipment selection and the processes involved in catheterisation
- Differences between supra-pubic and urethra catheters
- Advantages and disadvantages of urinary catheters
- Reasons for catheterisation
- Male and Female anatomy
- Male and Female catheterisation procedure (theory and practical session)
- Post-procedure catheter positioning
- Post-procedure check list
- Record keeping
- Ethical and legal responsibilities
- Simulated practical assessments and practical workstations
- The competency framework and theory test

Requirements and Suitability

This course is suitable for Registered General Nurses working within any type of adult care service.

Open Courses
and Short Qualifications

Catheter Care

Duration: Half-day

Course Description

Good catheter care involves good hygiene, observation, monitoring well-being and prevention of common issues associated with catheterisation. The course covers these points to help care staff to maximise the benefits and minimise the problems of catheterisation.

Learning Outcomes

By the end of this course, learners will understand:

- Reasons for catheterisation
- Equipment selection
- Male and Female anatomy
- Differences between supra-pubic and urethra catheters
- Advantages and disadvantages of urinary catheters
- Advantages and risks associated with catheterisation
- Risk of infection and infection control
- Catheter drainage options and attachment methods
- Catheter maintenance solutions
- Obtaining specimens
- Catheter removal (theory)
- Catheter positioning (post-procedure)

Requirements and Suitability

This course is suitable for all levels of staff working within any type of adult care service.



Open Courses
and Short Qualifications

Fully funded

Colostomy Care

Duration: Half-day

Course Description

This course has been developed to support all healthcare workers and particularly those who work with service users who require colostomy care. The course covers the need for colostomy, the process involved, and how to support those living with a colostomy.

This course follows best practice guidelines, ensuring all attendees are capable of delivering care to service users requiring colostomy care.

Learning Outcomes

By the end of this course, learners will understand:

- The basics of colostomy care
- Types of colostomies: ascending, transverse, descending and sigmoid
- The stoma and how to assess the stoma and skin
- How colostomy affects: work, social life, clothing, showering & bathing, exercise & sports, travel, sexual life and diet
- How diet can control excessive gas, odour, diarrhoea & constipation
- Medicines and colostomy
- Examples of colostomy bags
- How to select an appropriate colostomy bag
- When to call a doctor

Requirements and Suitability

This course is suitable for all levels of staff working within any type of adult care service.

Open Courses
and Short Qualifications

Dementia – strategies to support behaviours of distress

Duration: 2 days (both dates must be attended)

Course Description

Previously known as Developing a Positive and Proactive Dementia Workforce, this course has been designed for those who work closely with people living with dementia and may find themselves in a situation where the service is challenged by certain behaviours. During the course you will learn practical skills and tools to develop a deeper understanding of dementia care and how to respond in a crisis situation. This course focuses on the professional practice of working staff and how you can change your organisation's culture in order to provide more positive ways of working.

Learning Outcomes

By the end of this course, learners will understand:

- The least restrictive practice and the theory of abilities-based care
- Maslow's Gold Standard of Dementia Care
- How dementia affects cognitive functions
- The 'Best Ability To Function' model by Claudia Allen
- Communication and dementia
- How to respond to a crisis, including how to debrief and use ABC charts

Requirements and Suitability

This course is available for residential and home care services and is suitable for any staff member who provides support to people living with dementia. This includes leadership/senior staff who want to gain a better understanding of their current organisational culture and are keen to make improvements. Learners must meet the objectives by the end of the course and share good practice in the sessions.

Open Courses
and Short Qualifications

Diabetes and Insulin Awareness

Duration: Half-day

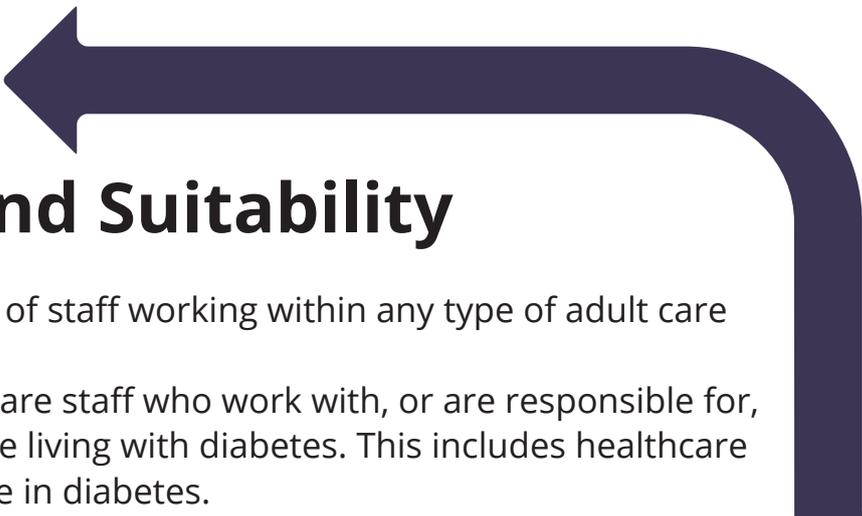
Course Description

The course aims to teach learners how to recognise the symptoms of diabetes, the signs of complications, to raise awareness of treatments, and to build confidence in staff who support and care for people living with diabetes.

Learning Outcomes

By the end of this course, learners will understand:

- All aspects of what diabetes is
- The short and long term effects of diabetes
- Diet (food & diabetes)
- Weight management and physical activity
- Insulin administration, blood testing and medication
- Legal aspects of giving or supervising injections
- Monitoring the impact of diabetes
- How to ensure staff feel confident about supporting clients with diabetes



Requirements and Suitability

This course is suitable for all levels of staff working within any type of adult care service.

This course caters for all levels of care staff who work with, or are responsible for, the welfare and wellbeing of people living with diabetes. This includes healthcare professionals who do not specialise in diabetes.

Open Courses
and Short Qualifications

Duty of Candour

Duration: Half-day

Course Description

During this course, attendees will learn what Duty of Candour means and how to embed a transparent culture within their organisation. Learners will be taught the skills needed to report mistakes and who they should report to. Through sharing their experiences and troubleshooting with others, delegates will be able to analyse the current trends and culture of their organisation to help them make improvements.

Learning Outcomes

By the end of this course, learners will be able to:

- Recognise where transparency is required and why
- Describe the impact that clear reporting procedures have on their organisation
- Understand the need for 'lessons learned' and clear improvement structures
- Understand the requirements of Duty of Candour under CQC registration

Requirements and Suitability

This course is suitable for any regulated service wanting to improve their knowledge of Duty of Candour, and are able to share best practice examples.

Before attending this course, learners should already be responsible or knowledgeable of organisational and national reporting procedure and be willing and able to implement necessary changes to their policies.



Open Courses
and Short Qualifications

Fully funded

Dysphagia



Duration: 1 day

Course Description

This course covers the definition, symptoms and incidences of dysphagia, focusing on: menu planning for clients with dysphagia, hydration and malnutrition, and the stages of normal swallowing. This course also includes a practical session that teaches learners how to make a thickened drink, prepare a soaking solution, and demonstrate safe feeding techniques.

Learning Outcomes

By the end of this course, learners will be able to:

- Describe the stages of a normal swallow and recognise an abnormal swallow
- Recognise the symptoms of dysphagia
- Prepare a thickened drink and a soaking solution correctly
- Describe the different texture descriptors for modified diets
- Refer clients with dysphagia using the local referral criteria and protocol
- Critique and improve the current menu provision for clients with dysphagia
- Use a screening tool to assess the risk of dehydration
- Introduce food fortification for clients with dysphagia who are malnourished or at risk of malnutrition

Requirements and Suitability

This course is suitable for all levels of staff working within any type of adult care service.

Open Courses
and Short Qualifications

Effective Complaints Management

Duration: 1 day

Course Description

This course covers complaints and the procedure around complaints, including positive and negative experiences of complaining. Other topics include how to create a level playing field and a learning culture through effective complaints handling by combining complaints, compliments and queries.

Learning Outcomes

By the end of this course, learners will:

- Understand the value of an open, learning culture without fear and blame
- Understand how to create a level playing field so that vulnerable clients are empowered to voice concerns and know they will be supported
- Understand regulatory requirements and good practice in administering and managing complaints processes
- Be able to describe the six practical steps to follow in handling a complaint
- Be confident in a personal role within the providers response to a complaint

Requirements and Suitability

This course is suitable for all levels of staff working within any type of adult care service.

Learners should be willing to participate in small group work and wider discussions. Feel free to bring your own employers complaints policy, procedure and any other relevant forms. Learners will be able to ask questions relevant to their own situations and apply learning directly to their paperwork.



Open Courses
and Short Qualifications

Emergency First Aid at Work

Duration: 1 day

Course Description

This national Award in Emergency First Aid at Work satisfies the requirements of the regulatory body for First Aid - the Health and Safety Executive (HSE).

All learners will gain the skills and knowledge to provide their organisation with Emergency First Aiders that can provide treatment to casualties in a prompt, safe, and effective manner.

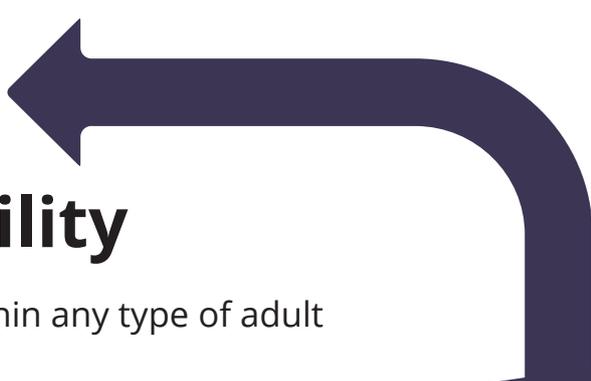
Learning Outcomes

By the end of this course, learners will understand:

- Responsibilities, reporting, and assessment of the emergency situation
- Resuscitation and Automated External Defibrillator (AED) awareness
- How to deal with burns, anatomy, and choking
- How to deal with an unresponsive casualty
- How to deal with epilepsy and shock
- Basic hygiene in First Aid and minor injuries
- Bleeding control

Requirements and Suitability

This course is suitable for all levels of staff working within any type of adult care service.



Open Courses
and Short Qualifications

End of Life ABC

Duration: 2 days (both dates must be attended)

Course Description

This course contains the 7 modules of the End of Life, East of England ABC Education programme, including: understanding complaints procedure, communication, comfort and well-being, assessment and care planning, advanced care planning, End of Life tools, case studies, and creating your own action plan.

Learning Outcomes

By the end of this course, learners will understand:

- The overarching principles to End of Life care
- The key elements of good End of Life care
- Key comfort and well-being principles
- Components of the Hertfordshire End of Life care anticipatory prescribing guidance
- Key End of Life assessment principles
- Advance care planning principle and tools
- The recognition and care required during the dying phase
- How to implement principles of good End of Life care to individual cases
- How to identify your own action plan

Requirements and Suitability

This course is suitable for all levels of adult care staff and is available for both residential and home care services.

Please note: this course may not be suitable for candidates who have had a recent bereavement.



Open Courses
and Short Qualifications

Fully funded

Epilepsy Awareness



Duration: Half-day

Course Description

This course will cover topics such as: causes of epilepsy, types of seizures, how these are triggered, and how these can be managed.

Learning Outcomes

By the end of this course, learners will be able to:

- Define the term epilepsy and list the causes
- Describe how epilepsy can be diagnosed
- Describe what a seizure is
- List documentation required
- List triggers and types of seizures
- Describe seizure management (including first aid)
- List the medication that is used
- Explain the principles of risk management
- Describe what is meant by Sudden Unexpected Death in Epilepsy (SUDEP)
- Describe the importance of a person centred approach when supporting an individual with epilepsy

Requirements and Suitability

This course is suitable for care and support staff, managers, deputy managers and nurses working within any type of adult care service.

Learners are required to share their experiences of working with epilepsy, to get involved with activities and to provide feedback to the rest of the group.

Open Courses
and Short Qualifications

Fire Warden

Duration: Half-day

Course Description

The objective of this qualification is to support those involved in the management of fire safety within the workplace.

Learning Outcomes

By the end of this course, learners will understand:

- Causes of fire and common hazards
- Steps within a fire risk assessment
- How to reduce the likelihood of fires
- Why fire safety is the responsibility of everyone within the workplace

Requirements and Suitability

This course is suitable for all levels of staff involved in fire safety, within any type of adult care service. This includes managers, supervisors, team leaders, fire wardens/marshals, and any staff working in an area with a potential fire risk.

Fully funded

First Aid at Work

Duration: 3 days (all dates must be attended)

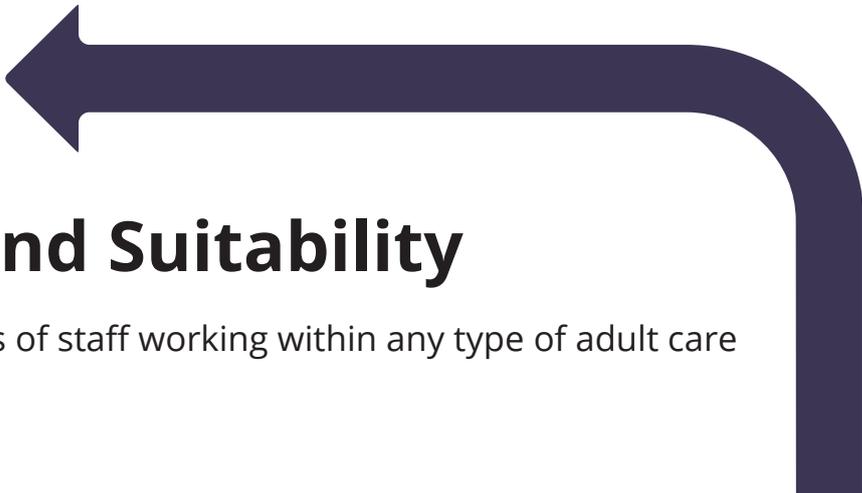
Course Description

This Level 3 Qualification teaches delegates how to apply first aid within the workplace.

Learning Outcomes

By the end of this course, learners will be able to:

- Understand the role and responsibilities of an Emergency First Aider
- Assess a first aid incident
- Manage an unresponsive casualty who is breathing normally
- Manage an unresponsive casualty who is not breathing normally
- Recognise and assist a casualty who is choking
- Manage a casualty with external bleeding
- Manage a casualty who is in shock
- Manage a casualty with a minor injury



Requirements and Suitability

This course is suitable for all levels of staff working within any type of adult care service.

Open Courses
and Short Qualifications

Food Hygiene Awareness

Duration: 1 day

Course Description

This course will help delegates identify the facts about food hygiene and how to practice and maintain good infection control to reduce risk of food borne illnesses.

Learning Outcomes

By the end of this course, learners will understand:

- What is meant by food hygiene
- The legislation around food hygiene
- Food borne illnesses
- High and low risk foods
- How to prevent food poisoning
- Temperature monitoring
- Food preparation
- Food waste
- General precautions and information

Requirements and Suitability

This course is suitable for carers and kitchen staff working within any type of adult care service.



Open Courses
and Short Qualifications

Health and Well-being in Dementia

Duration: 1 day

Course Description

This course covers topics including well-being, loneliness, sleep, nutrition, falls, dehydration, delirium, continence, environment, and exercise.

Learning Outcomes

By the end of this course, learners 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, such as; nutrition, hydration, risk of falls, sleep, and pain
- List the signs of delirium and the signs of dementia
- Recognise delirium as a medical emergency
- Describe the possible psychological and social impact of incontinence
- Describe the potential causes/impact of loneliness and the importance of maintaining social engagement
- Describe possible ways to support Activities of Daily Living (ADL) in a person centred manner

Requirements and Suitability

This course is suitable for all levels of staff working within any type of adult care service.



Open Courses
and Short Qualifications

Hearing Aider

Duration: 1 day

Course Description

This course will provide advice and information about hearing aids and will cover practical aspects such as: replacing/exchanging batteries, cleaning and re-tubing NHS hearing aids, demonstrating hearing aid functions, and equipment to assist hearing impaired residents.

Learning Outcomes

By the end of this course, learners will be able to maintain NHS hearing aids.

Requirements and Suitability

This course is designed for front line care staff who provide care on a one to one basis and aim to provide the best quality of life for residents. Delegates will need to have good manual dexterity for certain practical elements of the course.

Law, Ethics and Safeguarding in Dementia

Duration: 1 day

Course Description

This course focuses on duty of care and the legislation around dementia, as well as broader topic of ethics and the common ethical dilemmas.

Learning Outcomes

By the end of this course, learners will be able to:

- Describe how duty of care contributes to safe practices
- Describe possible dilemmas between duty of care, rights and carers wishes
- Identify ways to communicate effectively about proposed treatment or care, enabling people with dementia to make informed choices
- Explain protocols regarding consent to care and treatment
- Describe how best interest decisions are made
- Explain how advanced directives can be used to provide information about the wishes of individuals
- Identify different factors which may indicate neglect, abuse, or exploitative practice
- Explain how to raise safeguarding concerns and whistle blowing
- Identify the legislation relevant to the Mental Capacity Act (MCA), Deprivation of Liberty Safeguards (DoLS), and Human Rights

Requirements and Suitability

This course is suitable for all levels of staff working within any type of adult care service. Delegates are expected to complete an impact assessment.



Open Courses
and Short Qualifications

Mental Capacity Act and DoLS

Duration: 1 day

Course Description

This course covers the responsibility to individuals around the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS). It will also cover the expected changes in the DoLS, specifically what their legal duties are and how this applies to their day to day role around supported decision making.

Learning Outcomes

By the end of this course, learners will be able to:

- Describe how duty of care contributes to safe practices
- Define the term 'mental capacity'
- State who is affected by the provisions of the act
- Identify when it is appropriate to undertake assessment of capacity
- Describe key roles in the assessment process
- Adopt appropriate recording techniques to support main principles
- State the purpose, and limits of the DoL Safeguards
- Identify what procedures to put into place to document decisions
- Describe how relevant agencies play a role in the DoL Safeguards
- Describe how DoLS referrals can be avoided by adopting the correct culture
- Define the role of the supervisory body, managing authority and inspectorate
- State the threshold of DoLS applications
- State how key issues; risk, consent and capacity influence working practices and reporting procedures

Requirements and Suitability

This course is suitable for front line care staff working within any type of adult care service. Delegates are expected to complete an impact assessment.



Open Courses
and Short Qualifications

Mental Capacity Act and DoLS for Managers

Duration: 1 day

Course Description

This course focuses on recording and carrying out mental capacity assessments, working pro-actively with the multidisciplinary team (MDT).

Learning Outcomes

By the end of this course, learners will be able to:

- Describe the main principles of the Mental Capacity Act (MCA)
- Identify when it is appropriate to undertake assessment of capacity
- Describe how to complete an in-house capacity assessment
- Explain best practice principles in recording capacity assessments
- Describe key multi agency roles in the assessment process
- State the purpose, limits and threshold of DoLS
- Define the role of the managing authority and the supervisory body
- Describe the expected updates to DoLS from the Mental Capacity (amendment) Bill 2017
- Describe how to make a 7 day urgent application for DoLS
- Describe how to make a 28 day standard application for DoLS

Requirements and Suitability

This course is suitable for managers of care staff working within any type of adult care service. Delegates are expected to complete an impact assessment.



Open Courses
and Short Qualifications

Moving and Handling Single Handed Care

Duration: 1 day

Course Description

The aim of this course is to provide care staff with an understanding of the legal implications and practical strategies for managing care with one carer. Equipment and strategies will be demonstrated and practised to allow staff to work in a safer way.

Learning Outcomes

By the end of this course, learners will have:

- Reviewed the legal implications for moving and handling risk assessment and considered the origins of the myths that may surround such assessments
- Evaluated the advantages and disadvantages of single handed care
- Considered the factors that will affect the selection of specific equipment and relate this to the issues of single handed care packages
- Observed and practised with a variety of techniques and equipment that could enable single handed care
- Analysed the importance of robust documentation which will have been emphasised in case studies/group work
- Reviewed local policies and procedures and completed local paperwork in small group workshops

Requirements and Suitability

This course is suitable for experienced carers working within any type of service. It is presumed that all delegates will have an understanding of recognised techniques for the safer handling of people, including skills using small handling aids, transfer aids and hoists.



Open Courses
and Short Qualifications

Moving and Handling Bariatric Clients

Duration: 1 day

Course Description

This course will raise awareness of the implications of size on mobility, risk assessment and safer handling practices.

Learning Outcomes

By the end of this course, learners will understand:

- Problems, techniques and strategies when moving and handling a bariatric person
- Special factors of co-morbidities, and the impact on their selected method of transfer
- Issues around equality and dignity
- Special equipment and information about the environment
- Ergonomic requirements for moving and handling bariatric clients
- How to assist in transferring larger people through demonstration and practice, with an opportunity to work with the 'bariatric suit'

Requirements and Suitability

This course is designed for staff who work in a care setting with bariatric people who have mobility issues, both short and long term. This course will be tailored to the needs of the delegates, therefore is appropriate for staff working in any type of adult care service.

Delegates must have been trained in the moving and handling of people within the last year.



Open Courses
and Short Qualifications

Neurological Conditions including Stroke, Parkinson's and MND

Duration: 1 day

Course Description

This course will teach delegates about the neurological anatomy, including functions of the brain and spinal cord, and how damage to the central nervous system can affect a service user e.g. speech and language, cognition, pain, smell, and taste.

The course will also cover neuroplasticity in terms of helping service users improve their function and prevention of deterioration. Practical handling elements will also be involved, such as handling of the hemiplegic arm and positioning in bed.

Learning Outcomes

By the end of this course, learners will:

- Have an awareness of the most common neurological conditions
- Have an understanding of the complexities involved in caring for people with a neurological condition including: physical, sensory, behavioural, cognitive and emotional needs
- Be able to recognise signs of deterioration or complications and to signpost to an appropriate professional where necessary

Requirements and Suitability

This course is suitable for all levels of care and nursing staff within any type of adult care service.



Open Courses
and Short Qualifications

Fully funded



Nutrition (Learning Disability Focus)

Duration: 1 day

Course Description

This course will help delegates identify clients with a learning disability (LD) at nutritional risk and the medication that impacts nutritional status. The course will also cover areas such as: principles of a healthy and balanced diet, menu planning, overcoming barriers to healthy eating, cooking clubs, and nutrition themed activities.

Learning Outcomes

By the end of this course, learners will be able to:

- Critique and improve the current menu provision for clients with LD
- Describe the Eatwell Guide
- Assess whether clients are having a balanced diet
- Develop an action plan to promote healthy eating
- Plan a variety of nutrition themed activities
- Identify where to obtain relevant information about nutrition and LD

Requirements and Suitability

This course is suitable for learners working within a learning disability setting. Delegates are expected to develop an action plan to enhance the nutritional care and safety of clients within their service.

Open Courses
and Short Qualifications

Nutrition MUST

Duration: Half-day

Course Description

This course will cover the prevalence and identification of malnutrition using the Malnutrition Universal Screening Tool (MUST). Delegates will learn how to use food as a first line treatment for malnutrition, dysphagia, and diabetes in the general population.

The course will also cover signs and dealing with aspiration, using texture-modified meals appropriately, End of Life nutrition, workshops using the MUST, and fortifying foods.

Learning Outcomes

By the end of this course, learners will be able to:

- Identify malnutrition
- Know how to use food as a treatment for malnutrition
- Identify when someone is aspirating foods or fluids
- Support End of Life clients with their nutrition

Requirements and Suitability

This course is suitable for all staff in any type of care adult care setting.



Open Courses
and Short Qualifications

Fully funded

Pressure Ulcer Prevention & Treatment

Duration: 1 day

Course Description

This course will teach delegates methods of pressure ulcer prevention and how to identify a patient at risk. The course will also cover skin health, continence, equipment to prevent pressure damage, nutrition, and wound healing including treatments and dressings.

Learning Outcomes

By the end of this course, learners will:

- Be able to identify those at risk of pressure ulcers and be able to detect early signs of pressure damage
- Recognise the need and learn how to introduce pressure ulcer prevention strategies
- Improve their practice when undertaking pressure area care
- Understand the importance of maintaining healthy skin and the impact of incontinence on skin integrity
- Have knowledge in skin protectants, wound healing and dressings
- Work in partnership with the community team and those who may have a wound to improve healing outcomes

Requirements and Suitability

This course is suitable for all levels of adult care and nursing staff working within residential, home care and nursing services.

Open Courses
and Short Qualifications

Professional Boundaries

Duration: 1 day

Course Description

This course will provide information and will instigate discussion around client staff boundaries.

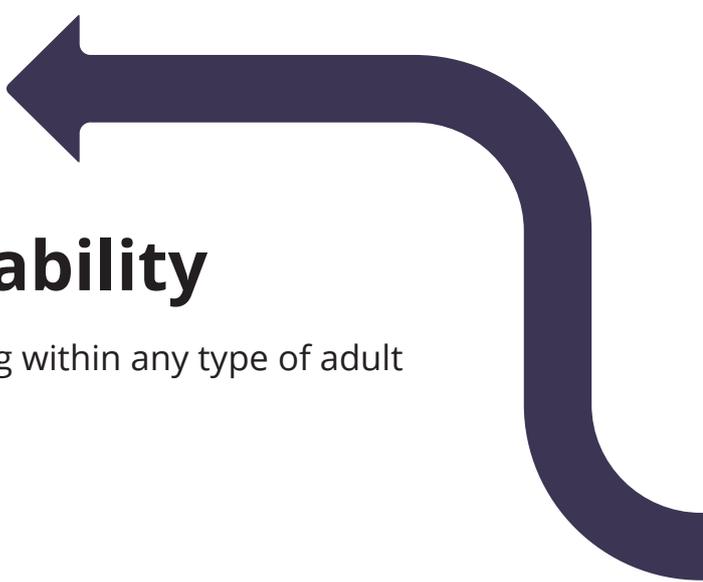
Learning Outcomes

By the end of this course, learners will be able to:

- Ensure rapport with clients is maintained without compromising professional boundaries
- Address colleagues or report if they overstep professional boundaries of a carer or client
- Ensure an environment where safeguarding is paramount and professional boundaries is part of the day to day culture

Requirements and Suitability

This course is suitable for all levels of staff working within any type of adult care service.



Open Courses
and Short Qualifications

Respiratory Conditions Including COPD

Duration: Half-day

Course Description

This course will teach delegates about Chronic Obstructive Pulmonary Disease (COPD) and help them understand the respiratory system and the mechanism of normal breathing. This course will also cover topics such as: risk factors, emphysema, chronic bronchitis, pulmonary rehab, respiratory medication, and exacerbations/flare ups.

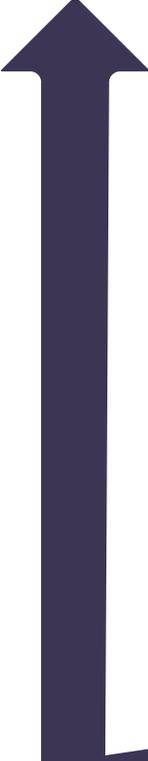
Learning Outcomes

By the end of this course, learners will understand:

- The respiratory system
- Signs and symptoms of COPD
- Current treatment and inhaler technique
- Causes of, and how to manage exacerbations

Requirements and Suitability

This course is suitable for care staff and registered nurses working within a residential or home care service.



Open Courses
and Short Qualifications

Sensory Impairment

Duration: 1 day

Course Description

This course will update the learner's awareness of mobility and daily living skills for a service user with dual sensory impairments.

Learning Outcomes

By the end of this course, learners will understand:

- The different categories of sensory impairment
- The principles of care for people living with a sensory impairment including: dignity, equality and diversity, privacy, choice, realisation of potential, and safety
- How to create an environment to improve living skills encompassing health, well-being, social inclusion, independence and responsibility

Requirements and Suitability

This course is suitable for all levels of staff working within any type of adult care service.

Open Courses
and Short Qualifications

Supporting Clients on the Autism Spectrum

Duration: 2 days (both dates must be attended)

Course Description

This course will help learners better understand the Autism spectrum, and learn about common Autism Spectrum Disorders, associated conditions with Autism, and how people living with Autism may communicate.

Other areas covered in the course include: terminology, institutions, community care, the Autism Act, support strategies, and how Autism impacts a person's life. This course also explores risk and assessing appropriate level of support.

Learning Outcomes

By the end of this course, learners will:

- Have a clear understanding of the key features of Autism
- Understand the relationship between Autism and other conditions
- Have a clear understanding of the key issues for a person living on the Spectrum
- Explore strategies for understanding and communicating with individual clients
- Understand the need for comfort, peace, and person centred support strategies

Requirements and Suitability

This course is suitable for all levels of care staff working within services that support people with learning disabilities, Autism, mental health, or Aspergers.

Open Courses
and Short Qualifications

Syringe Pump use during and at the End of Life

Duration: 1 day

Course Description

This course will improve learner's familiarity using syringe pumps. Drugs used in palliative care will also be covered, including their indications, contradictions, calculations and conversions. This course also explores sensitive and ethical communication considerations around syringe pump use, and facilitating appropriate supports for Healthcare Assistants in syringe pump awareness.

Learning Outcomes

By the end of this course, learners will be able to:

- Explain the indications and contraindications for setting up a syringe pump
- List the drugs commonly used in palliative care and identify their uses
- Display increased confidence in accurately converting opiate drug doses for use in syringe pumps
- Explore communication skills & ethical considerations to support a sensitive discussion with patient and relatives prior to commencing a syringe pump

Requirements and Suitability

This course is suitable for Registered General Nurses working in a residential and nursing adult care setting.



Open Courses
and Short Qualifications

Tracheostomy Care

Duration: Half-day

Course Description

This course is designed to educate and train healthcare professionals to perform Tracheostomy Care safely and competently.

Learning Outcomes

By the end of this course, learners will understand:

- How to adhere to Tracheostomy guidelines
- The best care and treatment in accordance with current practices
- Types of tubes
- Communication and swallowing
- Risk assessment
- Nursing considerations
- Removal and changing of tubes
- Changing dressing
- How to deal with suctioning, resuscitation, humidification, and emergencies
- Applied practical workstations and simulated practical assessments
- Ethical and legal responsibilities
- The competency framework and theory tests

Requirements and Suitability

This course is suitable for all care staff working within any type of adult care service.

Open Courses
and Short Qualifications

Urinary Tract Infection and Hydration

Duration: Half-day

Course Description

This course will teach delegates the definition of hydration, while exploring the causes, prevention, and management of dehydration. This course will also explore what is meant by a 'urinary tract infection', its causes, and how to prevent and manage the infection.

Learning Outcomes

By the end of this course, learners will:

- Know what hydration and dehydration mean and how they link with a person's health
- Understand why the elderly are more vulnerable to dehydration
- Be aware of types of illnesses that can cause dehydration
- Be able to describe how to prevent and manage dehydration with oral intake
- List medication and treatment that put elderly people at risk of dehydration
- Recognise when medical care is needed for people with signs of dehydration

Requirements and Suitability

This course is suitable all types of care staff working within any type of adult care service. Learners should attend this course with an understanding of the importance of hydration and nutrition.

Wound Management

Duration: 1 day

Course Description

This basic wound care course will help delegates develop their knowledge and skills to assist in caring for clients with pressure wounds.

Learning Outcomes

By the end of this course, learners will:

- Have a basic knowledge of skin and the phases of wound healing
- Have an awareness of factors that delay the healing process
- Recognise wound infection and/or deterioration
- Gain skills and knowledge that support community nursing teams in caring for a patient with a wound
- Have a basic knowledge of wound dressing types and their mechanism of action
- Develop knowledge in infection control procedures and health promotion activities related to wound care



Requirements and Suitability

This course is suitable for all types of care staff. Learners are required to confidently take key outcomes from the course and demonstrate good practice within the care setting, supporting community teams in wound care.

Open Courses
and Short Qualifications

Approved Training Providers

HCPA work in partnership with Quality Assured Training Providers to offer the range of courses listed below. These Approved External Training Providers will deliver high quality training within your workplace.

HCPA also approves Care Providers who train their own staff (Internal Training Providers). To become an HCPA Approved Internal Training Provider, apply at www.hcpa.info/how-to-become-an-approved-training-provider.

Becoming, or using HCPA Approved Trainers means you can claim for funding.

Approved **External** Training Providers can claim up to £40 per delegate for a full day course and £20 per delegate for a half day course. Approved **Internal** Training Providers can access funds for training their own staff; £30 for a full day and £15 for a half-day. Please note: there are caps on the amount of funding that you can claim and we cannot guarantee funding claims.*

Administration of Medication

Basic First Aid

Care of the Dying / Palliative

Challenging Behaviour

Continence Care

Diabetes

Epilepsy and Epilepsy Medication

Falls and Fragility

Health and Safety

Mental Capacity Act /Deprivation of Liberty

Motor Neurone Disease

Nutrition and Diet

Person-Centred Care Planning

Safeguarding of Adults

Staff Supervision

Syringe Drivers

Wound Care

Autism

Basic Food Hygiene

Catheter Care

Communication Skills

Dementia Care Awareness

Dignity In Care

Equality and Diversity Including DDA

Fire Safety

Infection Control

Mental Health Awareness

Moving and Handling

Neurological Conditions

Parkinson's

Report Writing

Sensory Impairment

Strokes and Stroke Care

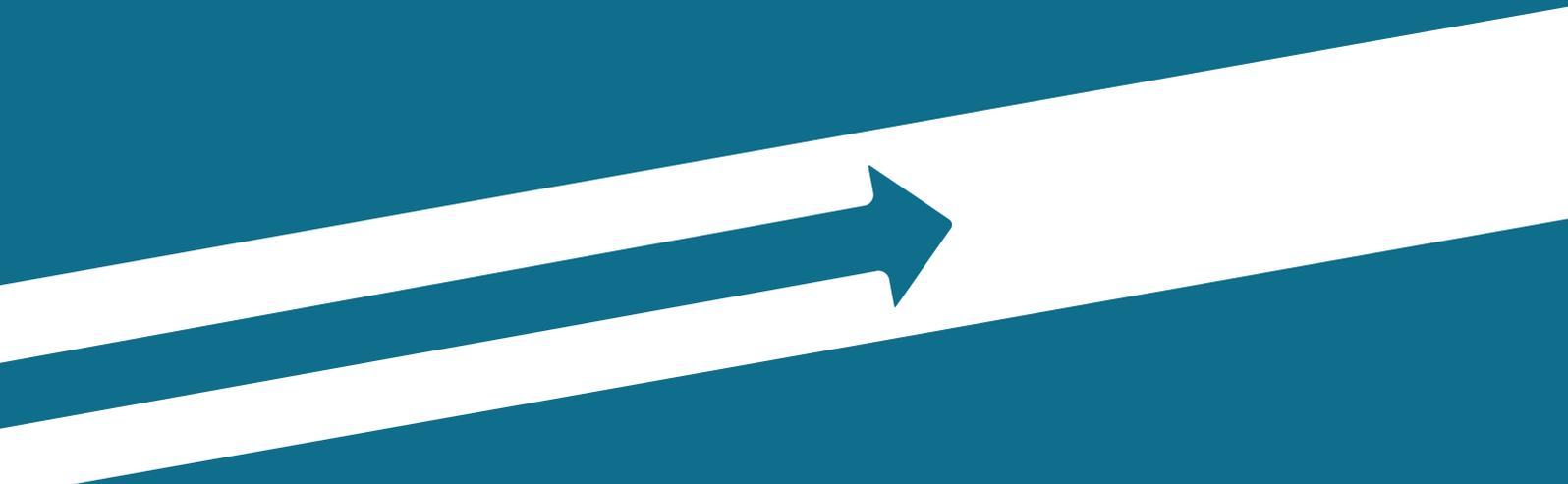
Venepuncture

**This only applies to a selection of courses – see the claim forms, further information and the full list of training you can claim at hcpa.info/claim-funding.*

Welcome to...

Leadership Courses

www.hcpa.info/leadership-courses



It is vital that leaders of all levels are given the resources they need to do their job and reflect on their own practice. All HCPA Leadership Courses are designed to focus on the care sector and not just on theoretical models of leadership. The assignments are carefully put together, enabling leaders to test their newly acquired skills.

We have Leadership courses that suit those brand new to leadership (team/shift leaders) whilst also offering courses for senior managers. The peer learning opportunities in these courses provide added value to the learner by creating a space to discuss and plan new strategies. Our aim is for managers to be transformational with their teams and the course content is written to enable this. We also ensure it is achievable to implement the content learned in a real working environment.

An Introduction to Care Leadership

Duration: 3 days

Course Description

This course will teach delegates about effective leadership and help them identify different management techniques. This course also provides an opportunity for delegates to reflect on their own management style, to recognise positional power and how to become more influential. Delegates will identify top tips for effective leadership and learn how to implement these.

Learning Outcomes

By the end of this course, learners will:

- Identify effective management and leadership styles
- Agree behaviour expectations
- Understand one-minute-management techniques and implement these processes in their workplace
- Evaluate their own management and leadership style
- Learn the art of effective supervision

Requirements and Suitability

This course is suitable for new managers or those wishing to progress into a management role who are working within any type of adult care service. Learners should be willing to lead their team effectively, be open to implementing new techniques, and respect confidentiality in the class room.



Leadership Courses

Gaining Outstanding in Inspections

Duration: Half-day

Course Description

This course will help delegates understand how the Care Quality Commission (CQC) can support providers and how they decide on quality rating. Delegates will also identify the key factors of intelligence monitoring, and complete action plans for each Key Line of Enquiry (KLOE).

Learning Outcomes

By the end of this course, learners will:

- Understand how CQC decide a rating
- Understand the rating characteristics
- Create a SMART action plan on their return to work to implement each KLOE

Requirements and Suitability

The course is available for all CQC registered services who wish to improve their CQC rating to 'Outstanding'. This course is best suited for registered managers or those working towards registration, who have the authority to implement action plans or outcomes from the Continuing Professional Development event.

Learners should come with prior knowledge of CQC requirements and monitoring procedures within their own organisation. Learners should have also completed Quality Assurance and Inspections: Leading and Recognising Excellence in Care (p.55).



Leadership Courses

Managing People: Proactively Raising Productivity Through Performance Management

Duration: 2 days (both dates must be attended)

Course Description

'People are a company's greatest asset' - this opinion is highly applicable to the care sector, therefore, it is vital care services keep the right people in the right jobs. This course has been designed to support managers in growing and unifying their staff team, building a 'can do' environment where challenges are met with passion and enthusiasm. This course will also help managers reflect on staff performance, and will cover different systems and process models of management.

Learning Outcomes

By the end of this course, learners will:

- Understand current ideas about performance management
- Consider how performance management applies to their current role and how to manage 'difficult conversations'
- Link organisational strategy and targets to their team's job roles and objectives
- Have more confidence in coaching, influencing, delegation and, feedback skills when appraising individual performance formally and informally
- Understand and apply capability policies/procedures to address performance gaps
- Be able to reflect on team structure

Requirements and Suitability

This course is suitable for line managers or staff responsible for performance management, capability, and disciplinary procedures. This course is available to any type of adult care service.

Quality Assurance and Inspections: Leading and Recognising Excellence in Care

Duration: 2 days (both dates must be attended)

Course Description

This course will focus on customer care and will provide delegates with examples and toolkits to help delegates improve their own organisational customer care. This course covers each Key Line of Enquiry (KLOE), how these are inspected and how learners can evidence current practices. Delegates will have the opportunity to discuss each Fundamental Standard and how these are being evidenced.

Learning Outcomes

By the end of this course, learners will:

- Understand what good customer care looks like and how to implement it
- Understand National Quality Standards and Fundamental Standards
- Be able to implement a SMART action plan to raise quality in their own organisation
- Implement recognition schemes to ensure good retention levels

Requirements and Suitability

This course is suitable for learners in leadership/senior roles with the authority to implement and make changes. This course is available for any type of adult care service.

Learners must come with prior knowledge of their current customer base and be willing and able to implement an action plan to raise quality in their own setting.



Leadership Courses

Recruitment and Retention: Leading a Compassionate Care Service

Duration: 3 days (all dates must be attended)

Course Description

This course is aimed at those who want to learn value based interview techniques and how to improve staff retention levels. The course will cover values, vision and behaviours of the care organisation, value based recruitment, the 6 C's in recruitment, expectation of staff behaviour, and action plans for recruitment strategies.

Learning Outcomes

By the end of this course, learners will understand:

- The behaviours framework – being a compassionate service
- Behavioural interviewing – searching for compassion in behaviour
- Value based interviewing – searching for compassion in the person
- How to evaluate staff attitudes and assess current culture
- Compassion fatigue and promoting a compassionate staff team
- The De-escalation model and Debrief model
- How to develop a Retention Strategy

Requirements and Suitability

This course is suitable for managers, HR, leaders, seniors, or anyone responsible for the recruitment of staff. The course is available to any type of adult care service. Learners should have prior knowledge of internal HR processes and recruitment and retention rates for their organisation. Learners should have authority to implement the action plan from the learning sessions.



Leadership Courses

Solution Focused Supervision: Leading a Workforce Coaching Strategy

Duration: 3 days (all dates must be attended)

Course Description

This course covers a range of coaching techniques and listening skills, and will help delegates understand how to use and implement a coaching strategy within the workplace, covering components such as rapport, setting SMART goals, the use of the 'SHOOTS' model, and feedback.

Learning Outcomes

By the end of this course, learners will:

- Understand what workplace coaching is and be able to identify its components
- Understand support learning and developing others using coaching models
- Establish a toolkit of practical strategies and techniques to enable effective coaching
- Use a range of coaching competencies to enable others to develop and apply their knowledge and skills
- Identify their own current coaching competencies and areas of development
- Apply the principles and ethics of coaching

Requirements and Suitability

This course is suitable for seniors, managers, or anyone wanting to learn coaching, working within any type of adult care service.

Learners should take their skills back to the workplace and create a coaching culture.

Strategies for Retaining a Competent, Skilled Workforce

Duration: Half-day

Course Description

This course gives delegates the opportunity to discuss their current recruitment strategies, share best practice ideas, and identify current organisational culture and trends. Delegates will also receive a turnover reporting tool to keep track and analyse their organisation's turnover./

Learning Outcomes

By the end of this course, learners will:

- Understand the top 10 reason why people leave job roles
- Learn new techniques to keep staff motivated and loyal
- Demonstrate the skills to design a recruitment action plan



Requirements and Suitability

This course is best suited to leadership/senior roles, or anyone who has responsibilities for recruitment/staff. Ideally, delegates will have attended Leading a Compassionate Care Service within last 12 months. This course is available to any type of adult care service.

Supervision, Appraisals and Competencies

Duration: Half-day

Course Description

This course will give delegates the opportunity to identify different supervision types and discuss their current supervision structure. Delegates will also evaluate their current paperwork for completing supervisions and appraisals, understand the induction process, and learn how to maximise support for new staff members. This course will also teach delegates how to check competencies and identify skill gaps in knowledge and confidence.

Learning Outcomes

By the end of this course, learners will understand:

- How to support their staff members in line with organisational procedures
- The supervision, appraisal and competence framework
- How to identify different types of supervision styles

Requirements and Suitability

This course is suitable for anyone in a senior/leadership role responsible for inductions and staff development in the organisation. This course is available for all types of adult care service.

Learners should be willing and able to cascade the knowledge gained from the course to their wider team. Ideally, learners should have either completed Introduction to Care Leadership or Developing a Coaching Strategy.

Fully funded

Training Management



Duration: 2 days (both dates must be attended)

Course Description

This course will teach delegates how to be responsible for their own organisational training needs and registrations. The delegate will learn how to evaluate the training needs of their own organisation, analyse skills gaps and learning needs of individuals within their organisation, and develop a training plan for an individual.

Learning Outcomes

By the end of this course, learners will be able to:

- Develop a business case for training and development
- Evaluate the importance of lifelong learning to organisations and individuals
- Explain the role of the Training Manager/Coordinator within an organisation
- Establish their favoured learning style by completing a questionnaire
- Critically compare the available development interventions
- Explain the purpose of evaluation
- Describe the four steps of evaluation
- Analyse completed training/development against intended outcomes
- Identify ways of measuring training effectiveness in financial terms and analyse cost implications
- Analyse the organisational impact of training

Requirements and Suitability

Learners should be willing and able to learn the training structures and to make changes to their current training processes.

This course is suitable for those responsible for in-house training in their organisation and is available for any type of adult care service.

Leadership Courses

Don't just take our word for it...



Our CQC inspection took place after the training, I was much more confident in what the inspector was looking for

Quality Monitoring Officer
**Quality Assurance and Inspections:
Leading and Recognising excellence**



I am more assertive in providing clear goals to staff and ensuring they are completed to a high standard

Care Manager
An Introduction to Care Leadership



Helpful course, trainer presented very well. Relevant to any manager or person in charge of training

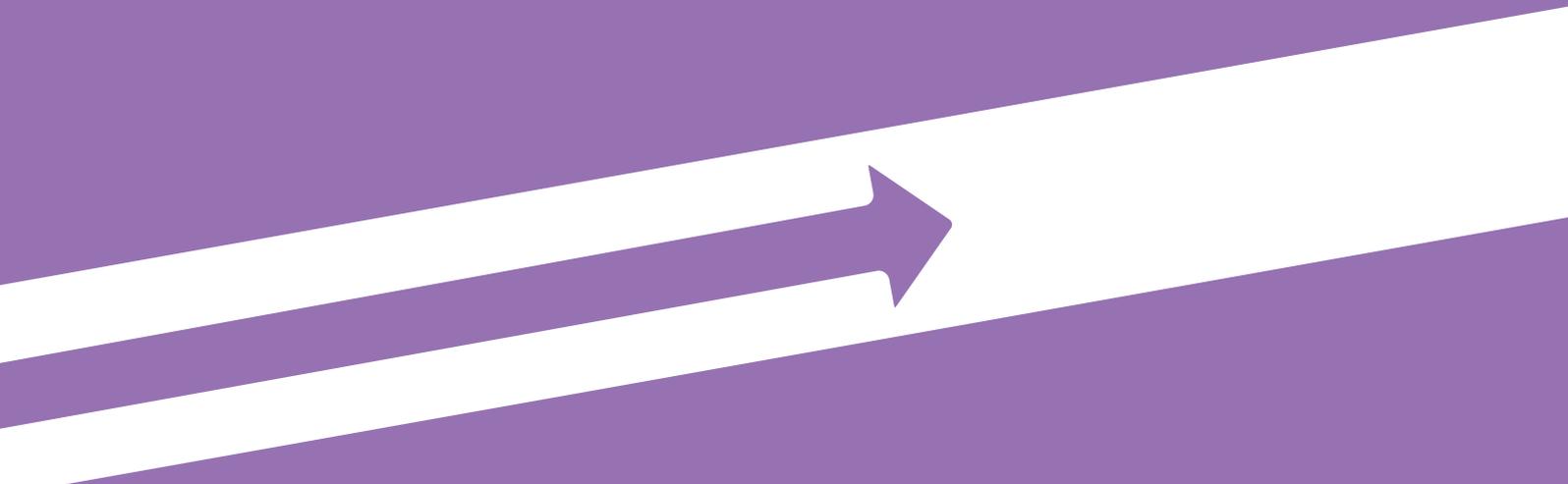
Care Director
Training Management

Leadership Courses

Welcome to...

Education for Trainers

www.hcpa.info/education-for-trainers



HCPA aim to supply skills education to all 30,000 care staff within Hertfordshire, but this cannot be done alone. Cascade models that use internal trainers are often a great way to ensure knowledge is effectively shared to teams. Trainers should be chosen for their enthusiasm, passion and knowledge in a subject area.

Our Education for Trainers programme starts by teaching a person to manage one-to-one/small group learning using a set work book and toolkit. On completion, learners will become a 'Worktime Learning Facilitator'.

The second tier of the Education for Trainers programme is 'Delivering Training'. This course is aimed at learners wishing to deliver stand up classroom based sessions to a group of learners, on a specific subject, using set materials.

The third tier of the Education for Trainers programme is 'Award in Education & Training'. This teaches learners to fully understand how to deliver training on any subject they are competent in.

HCPA also offers courses in checking competencies 'Award in Assessing Vocational Competencies'.

Worktime Learning Facilitator Skills in Care Planning for Support at Home Services

Duration: 3 days (all dates must be attended)

Course Description

Delegates will learn how to facilitate a Care Planning workbook at an awareness level to individuals in small groups and on a one-to-one basis.

Learning Outcomes

By the end of this course, learners will understand:

- How to create a personalised care plan
- The importance of care planning
- One page profiles
- How to carry out risk assessments
- Re-enablement
- The best interest and family involvement
- Integrated working
- The skills and qualities needed to deliver peer education
- The role of communication skills in peer education
- The skills and qualities needed for involvement in peer education

Requirements and Suitability

This course is suitable for staff who have not already got a training qualification who work within support at home services.

Learners should be willing and able to take their knowledge of Care Planning back to their organisation and hold mini sessions or one-to-ones to up-skill their workforce. Learners should also raise the importance of clear structures and organisational policies regarding Care Planning to their organisation.

Worktime Learning Facilitator Skills in Safeguarding

Duration: 3 days (all dates must be attended)

Course Description

Delegates will learn how to facilitate a safeguarding workbook at an awareness level to individuals in small groups and on a one-to-one basis.

Learning Outcomes

By the end of this course, learners will understand:

- The Safeguarding workbook and how to use it
- How to support and train small groups on a one-to-one level
- How to act as a good Mentor and understand Peer Learning
- How to provide feedback on competencies
- An overview of safeguarding adults at risk and who is vulnerable
- Roles and responsibilities and Mental Capacity Act for vulnerable people
- Hertfordshire's reporting procedures
- How to deliver safeguarding training in your own workplace
- The skills and qualities needed to deliver peer education
- The role of communication skills in peer education

Requirements and Suitability

This course is suitable for staff who have not already got a training qualification working within both residential and support at home services.

Learners should be willing and able to take their knowledge of safeguarding back to their organisation and hold mini sessions or one-to-ones to up-skill their workforce. Learners should also raise the importance of clear structures and organisational policies regarding safeguarding to their organisation.

Worktime Learning Facilitator Skills in Stroke for Support at Home Services

Duration: 3 days (all dates must be attended)

Course Description

Delegates will learn how to facilitate a stroke workbook at an awareness level to individuals in small groups and on a one-to-one basis.

Learning Outcomes

By the end of this course, learners will understand:

- Stroke Care at awareness level and using the workbook
- The brain, CNS and the impact of a stroke
- Transient Ischaemic Attacks (TIAs)
- Prevalence, incidence and other demographics
- The signs of a stroke using FAST and understand prevention
- Neuroplasticity and practical skills
- The impact of a stroke on an individual and different types of stroke
- Different areas of the brain and how these effect people who have had a stroke
- The complexities of care required for people following a stroke
- How to apply practical skills when caring for someone with hemiplegia
- How to care for someone who has had a stroke

Requirements and Suitability

This course is suitable for staff who have not already got a training qualification working within support at home services. Learners must be willing and able to take the course content back to their organisation and hold mini sessions raising the importance of stroke awareness.

Level 3 Award in Delivering Training

Duration: 3 days (all dates must be attended)

Course Description

This course will help delegates identify the purpose of assessment and the outcomes of training. Delegates will also describe the methods to assess learning and develop a session plan for training. This course also requires delegates to deliver a practical session that demonstrates the Assess-Train-Assess model. There will also be an opportunity for delegates to reflect upon, and self assess their own delivery, and peer assess the delivery of other delegates.

Learning Outcomes

By the end of this course, learners will:

- Understand the aims, purpose and content of training session or short series of training sessions
- Understand the training and assessment methods for a training session or short series of training sessions
- Understand how to adapt training to meet learner needs
- Be able to deliver and review a training session or short series of training sessions

Requirements and Suitability

This course is designed for seniors/managers who will be delivering training to other staff. This course is available to any type of adult care service.

Level 3 Award in Education and Training

Duration: 3 days (all dates must be attended)

Course Description

This course will teach delegates how to deliver effective and informative learning sessions. Areas such as the teaching role, its responsibilities, and the assessment of learning will be covered. Delegates are also required to hold a teaching session to demonstrate delivery and assessment of learning.

Learning Outcomes

By the end of this course, learners will understand:

- How to plan, prepare, deliver, and evaluate training sessions
- How to facilitate formal sessions by delivering high quality training
- Principles and practices of learning and development in groups
- How to assist groups to apply new knowledge and skills in practical contexts
- How to assist learners to reflect on their learning and development
- The teaching role and responsibilities in education and training
- Ways to maintain a safe and supportive learning environment
- The types of assessment used in education and training
- How to involve learners and others in the assessment process
- The role of constructive feedback in the assessment process
- Requirements for keeping records of assessment

Requirements and Suitability

This course is suitable for seniors or management looking to become a qualified trainer. This course is available to any type of adult care service.

Learners should understand constructive feedback in the assessment process and have at least a Level 2 Maths and English, or equivalent.

Level 3 in Assessing Competencies in the Workplace

Duration: 3 days (all dates must be attended)

Course Description

This qualification teaches learners how to assess the skills, knowledge, and experience of staff in the workplace. It can be used to assess industry standard skills, providing the assessor has the equivalent, or ideally, higher level award. Delegates completing this course will develop strong decision making skills, enabling them to develop their careers as an assessor. This course mainly focuses on enabling delegates to assess the Care Certificate, however, they will be able to assess other mandatory training competencies.

Learning Outcomes

By the end of this course, learners will understand:

- Different types of assessment method and how to plan assessment
- How to involve learners and others in assessment
- How to make assessment decisions
- Quality assurance of the assessment process
- How to manage information relating to assessment
- The legal and good practice requirements in relation to assessment

Requirements and Suitability

This course is suitable for senior carers, nurses, advanced champions, and managers working within any type of adult care service.

Delegates are expected to assess the competency of two members of staff undertaking the Care Certificate, a formal qualification, or delivering training in classroom settings.

Don't just take our word for it...



The course has given me excellent knowledge which I have been able to pass to the rest of my team.

Manager

Worktime Learning Facilitator in Care Planning



The course has made me feel much more confident when delivering our in-house training sessions

Training Manager

Level 3 Award in Delivering Training

Education for Trainers



I have been able to offer verbal and practical support to other assessors and feel more confident when providing information and my suggestions.

Learning Support Worker
Level 3 in Assessing Competencies in the Workplace



I learned a lot about how to prepare and develop a training session. The learners I have taught have improved their care and support towards service users.

Assistant Manager
Level 3 Award in Education and Training



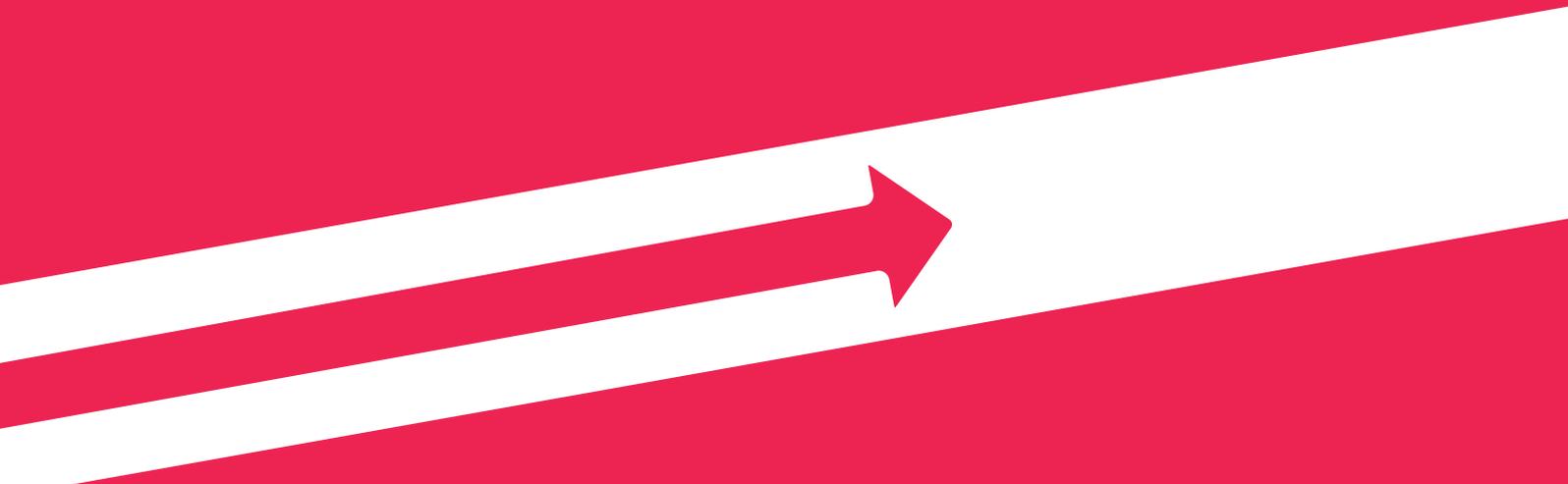
All homes in Hertfordshire should send people from their homes to attend this course. Very informative.

Training Manager
Worktime Learning Facilitator in Safeguarding

Welcome to...

Care Certificate

www.hcpa.info/care-certificate



All staff should be fully inducted into the care sector to enable them to understand their roles and responsibilities. This ensures services are complaint with the inspectorate.

Through HCPA, staff can be enrolled onto the industry standard Skills for Care, Care Certificate. This 6 day training course covers all 15 standards of knowledge.

Delegates will be required to present an action plan to their manager for competencies covered in the Care Certificate. This enables the manager to sign off their staff member and claim the full Care Certificate.

Within the 6 days of training, there are practical sessions on both Moving and Assisting and Basic Life Support.

Care Certificate

Duration: 6 days (all dates must be attended)

Course Description

In these sessions, learners will:

- Explore the principles and values that underpin health and social care, and how personal attitudes and experiences can influence their work
- Discuss different types of services and explore progression routes and roles within the care sector
- Research different types of Dementia and complete case studies on supporting people living with the condition
- Discuss Mental Health Conditions including: Depression, Psychosis, Anxiety, and Learning Disabilities – exploring negative attitudes towards these conditions and learning how to embed positive attitudes
- Study capacity and the Mental Capacity Act 2005
- Explore Safeguarding Adults and Children and examine local and national policies for this, as well as learning the reporting processes they must follow and identifying requirements for confidentiality
- As a group, discuss the 10 types of abuse and indicators of these
- Explore the concept of person care and how to embed this in their own roles
- Understand duty of care and how this relates to their own roles, including handling dilemmas and complaints
- Research Health and Safety requirements in the sector, including legislative and policy requirements. Fire, security, medication, Moving and Handling (M&H) and Infection Control covered
- Learn and demonstrate competence in Basic First Aid tasks (includes certificate of competence)
- Identify fluid and nutrition requirements and understand how to promote healthy choices, in a person-centred way

Care Certificate

- Explore the concepts of privacy and dignity and understand how to embed these in their own practice
- Learn the importance of, and requirements for handling information, including the Data Protection Act 1998 and General Data Protection Regulation (GDPR)
- Understand the concepts of equality, diversity, inclusion, and discrimination
- Focus on personal development and create a Personal Development Plan
- Learn the sector requirements for safe Moving and Handling (M&H) of objects and Moving and Assisting of individuals, including key legislation

Requirements and Suitability

This course is suitable for any care practitioner working within care who is new to the health and social care sector, or wishing to update their knowledge of the 15 standards.

Learners will be expected to participate in group discussions and share some of their own experiences of working in a care practitioner role, whilst respecting confidentiality.

Learners will take away their folder including assessment grids for the competency criteria of the full Care Certificate. By working with their managers, learners must also be proactive in meeting the remaining criteria in their workplace.

Learners must inform the tutor if there are any circumstances where it would not be safe for them to take part in First Aid or Moving & Assisting practical sessions. This ensures alternative arrangements for assessment can be made.

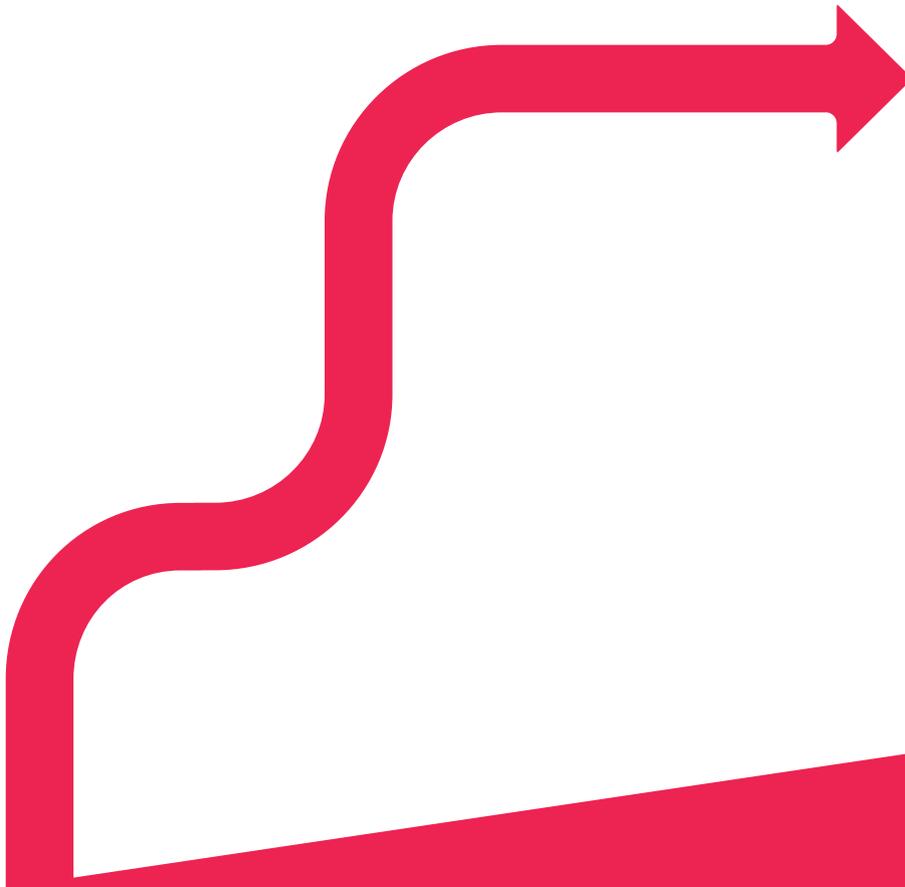


Care Certificate

Learning Outcomes

By the end of this course, learners will:

- Know the principles and values that underpin work in health and social care
- Know ways to respect and value those who access services in health and social care
- Understand and know the importance of 'person-centred' support in health and social care
- Know the most common types of dementia
- Know the signs and symptoms of common types of dementia
- Know about good practice in caring for an individual with dementia
- Understand protection and safeguarding in health and social care
- Know the range of service provision available in health and social care
- Know the range and scope of roles within the health and social care



Care Certificate

- Understand the importance of healthy eating
- Understand the importance of drinking enough to stay healthy
- Know the main responsibilities of workers and employers for health and safety in health and social care
- Understand the importance of assessing risk in relation to health and safety
- Understand the importance of key areas of health and safety in relation to health and social care
- Know what contributes to the reduction of the spread of infection in health and social care
- Understand the implications of duty of care
- Understand the support available for addressing dilemmas that may arise regarding duty of care
- Know how to respond to complaints
- Know the importance of equality and inclusion within health, social care, and children/young people's settings
- Know the effects of discriminatory attitudes and behaviours on individuals
- Know the factors that affect equality and inclusion of individuals

Please note: If you are unsure whether a new recruit needs to complete the Care Certificate, please ask them to complete a self assessment tool at www.hcpcpa.info/care-assessment-tool



Care Certificate



enquiries@hcupa.info

01707536020

www.hcupa.info/training