

# Workforce Development and Partnership Team

1<sup>st</sup> October 2021 – 31<sup>st</sup> March 2022 Version 1

## Webinar Programme

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- **Safeguarding**
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  - **Introduction to Learning Disabilities**
  - **Supporting Older People with Learning Disabilities**

**Condition Specific**

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

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

Please note all of the below courses are Online Webinars delivered by a live Trainer via 'Zoom.' In order to participate in this training you will require access to device with a front facing camera such as a PC/laptop, tablet or phone. You will not need to download Zoom, upon applying for a place you will be registered and will then receive a joining link.

Course title	Apr 21	May 21	June 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
Diabetes Awareness										12 <sup>th</sup> AM		
Introduction to Autistic Spectrum Conditions (ASC)									2 <sup>nd</sup> AM & 7 <sup>th</sup> PM			
Later Life Autism											1 <sup>st</sup> AM & 7 <sup>th</sup> PM	

**\*\*PLEASE NOTE YOU MUST ATTEND BOTH DATES\*\***

# Diabetes Awareness

## Course Outcomes

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

- Discuss the differences between Type 1 and Type 2
- Discuss the signs and symptom of diabetes
- Discuss the risk factors of Type 2 diabetes
- Discuss our Risk Assessment tool
- Discuss the potential signs of a Hypo and Hyper
- Demonstrate an understanding of how to treat a hypo & hyper episode appropriately
- Understand the recommended blood glucose targets for a range of people with diabetes
- Understand Medication treatments and glucose monitoring (non-professional)
- Discuss the short- and longer-term possible complications of diabetes
- Learn how to reduce the risks of complications
- Understand the importance of care planning
- Understand the importance of foot care
- Demonstrate the “Touch your toes” test
- Describe the steps to healthy feet
- Understand the importance of healthy eating & moving more

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

**Time:** 11:00 - 12:00

**Duration:** 1 hour

<b>Date:</b>	<b>Venue:</b>
12 <sup>th</sup> January 2022 – 11.00-12.00	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Introduction to Autistic Spectrum Conditions (ASC)

This course is an introductory course to Autism and is co-delivered with an expert by experience. It will enable participants to link theories of Autism to the various presentations of the condition. It will give insight into the experience of Autism, recognising it is unique to each individual person.

The course explores ways to adapt communication skills to foster greater engagement. The course will also provide guidance on identifying differences that may indicate Autism, process of diagnosis and conditions that are frequently co-morbid with Autism.

This course is interactive and will include developing a practical 'crisis tool kit' to help those supporting individuals offer highly personalised measures to successfully navigate a crisis situation.

## Course Outcomes

**By the end of the course candidate will be able to:**

- Define Autistic Spectrum Conditions including Autism and Asperger Syndrome
- Describe how people with Autism and Asperger Syndrome experience and perceive the world
- Explain how the conditions impact on how a person communicates with and relates to other people
- State the prevalence rates of Autism and Asperger's nationally and in Hertfordshire
- Describe how ACS is diagnosed and what services are available to support assessment/diagnosis
- State the key differences in ASC linked to Gender
- State which conditions are often co-morbid with Autism
- Describe the role of the carer in relation to providing care and support to individuals with ASC
- Identify how individualised care and support helps people with ASC to direct their own care and fulfil their own aspirations

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

**Time:** 09:30 - 16:30 split across two dates

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

<b>Date:</b>	<b>Venue:</b>
2 <sup>nd</sup> December 2021 09.30 – 12.30 and 7 <sup>th</sup> December 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

## Later Life Autism

This course introduces some of the challenges and opportunities experienced by older people with autism. It covers common comorbidities and considers how sensory challenges interface with these. Barriers to accessing health and social care services are explored and strategies are discussed that promote inclusion, health and wellbeing.

### Course Outcomes

**By the end of the course candidate will be able to:**

- Identify the potential impacts of ageing on Autistic adults
  - Sensory loss and sensory needs
  - Mobility, social isolation and connection
  - Comorbid conditions
  - Mental health and resilience
- Describe the potential advantages of ageing for an autistic person
- List the barriers to accessing health and social care
- Explain practical ways of promoting health and wellbeing

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

**Time:** 09:30 - 16:30 split across two dates

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

<b>Date:</b>	<b>Venue:</b>
1 <sup>st</sup> February 2022 09.30 – 12.30 and 7 <sup>th</sup> February 2022 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# **Dementia**



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

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

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Dementia Awareness									3 <sup>rd</sup> AM & 10 <sup>th</sup> PM			8 <sup>th</sup> AM & 15 <sup>th</sup> PM
Dementia Communication										5 <sup>th</sup> AM & 12 <sup>th</sup> PM		
Equality, Diversity and inclusion in Dementia											8 <sup>th</sup> AM & 15 <sup>th</sup> PM	
Leadership in Dementia Care										6 <sup>th</sup> AM & 13 <sup>th</sup> PM		
Learning Disability and Dementia												22 <sup>nd</sup> AM & 30 <sup>th</sup> PM
Sexuality and Intimacy in Dementia Care									16 <sup>th</sup> AM & 22 <sup>nd</sup> PM			
Mental Health and Dementia									1 <sup>st</sup> AM & 8 <sup>th</sup> PM			

**\*\*PLEASE NOTE YOU MUST ATTEND BOTH DATES\*\***

# HCC DEMENTIA PROGRAMME

Courses developed from [Dementia Core Skills Education Framework](#)

The courses listed below are suitable for the following care sectors. Whilst delegates may choose to complete the courses in any order, the learning experience will be greatly enhanced by following the suggested pathway where possible



## Dementia: Awareness

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

**NOTE:** If you work within LD Services then please attend Learning Disability and Dementia instead of this topic

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

### Course Outcomes

**By the end of the course candidate will be able to:**

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

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

**Time:** 09:30 - 16:30 split across two dates

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

<b>Date:</b>	<b>Venue:</b>
3 <sup>rd</sup> December 2021 09.30 – 12.30 and 10 <sup>th</sup> December 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
8 <sup>th</sup> March 2022 09.30 – 12.30 and 15 <sup>th</sup> March 2022 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

## Dementia: Communication Skills

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

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

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

### Course Outcomes

**By the end of the course candidate will be able to:**

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

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

**Time:** 09:30 - 16:30 split across two dates

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

<b>Date:</b>	<b>Venue:</b>
5 <sup>th</sup> January 2022 09.30 – 12.30 and 12 <sup>th</sup> January 2022 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Equality, Diversity and Inclusion in Dementia

(supports: Dementia Core Skills Education and Training Framework: Subject 10)

This course considers the challenges diverse communities might face when accessing and using services throughout a person with dementia's journey. The course provides opportunity for participants to explore exclusive practice, the potential impact upon a person and ways of working in a more inclusive way.

Participants will identify relevant legislation and consider how to challenge anti discriminatory practice, whilst adhering to their policy.

## Course Outcomes

**By the end of the course candidate will be able to:**

- Explain how values, beliefs and misunderstandings about dementia can affect attitudes towards individuals and their families
- Identify who may be providing care and support for a person with dementia
- Explain the importance of recognising that individuals with dementia, and their family, have unique needs
- State relevant statutes and codes of practice which support the equality, diversity and inclusion of individuals with dementia and their family
- Describe examples of practice which may lead to exclusion and discrimination
- Describe examples of inclusive practice, and state the benefits to the individual
- Describe examples of supporting individuals with dementia from different ethnic backgrounds, of different ages, gender, and sexual orientation
- Describe what knowledge and understanding would be required to work in a person centred way with an individual with a learning disability and dementia
- Identify how you would challenge discriminatory practice whilst adhering to your own policy

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

**Time:** 09:30 - 16:30 split across two dates

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

<b>Date:</b>	<b>Venue:</b>
8 <sup>th</sup> February 2022 09.30 – 12.30 and 15 <sup>th</sup> February 2022 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

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

# Leadership in Dementia Care

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

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

## Course Outcomes

**By the end of the course candidate will be able to:**

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

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

**Time:** 09:30 - 16:30 split across two dates

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

<b>Date:</b>	<b>Venue:</b>
6 <sup>th</sup> January 2022 09.30 – 12.30 and 13 <sup>th</sup> January 2022 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Learning Disability and Dementia

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

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

## Course Outcomes

**By the end of the course candidate will be able to:**

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

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

**Time:** 09:30 - 16:30 split across two dates

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

<b>Date:</b>	<b>Venue:</b>
22 <sup>nd</sup> March 2022 09.30 – 12.30 and 30 <sup>th</sup> March 2022 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Sexuality and Intimacy in Dementia Care

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

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

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

## Course Outcomes

**By the end of the course candidate will be able to:**

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

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

**Time:** 09:30 - 16:30 split across two dates

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

<b>Date:</b>	<b>Venue:</b>
16 <sup>th</sup> December 2021 09.30 – 12.30 and 22 <sup>nd</sup> December 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>



# Mental Health and Dementia

Changes to physical and social factors may negatively impact upon mental health: particularly relating to identity and independence. Individuals living with dementia may experience depression, anxiety, psychosis and apathy. However, these conditions can be hard to identify, impacting upon the person's ability to cope day to day and may increase care givers burden.

Delegates will develop skills to identify and report on mental health conditions together with tools to monitor & report on wellbeing. This course gives participants opportunity to explore strategies to enable compassionate support and develop a listening culture responding to emotional needs.

## Course Outcomes

**By the end of the course candidate will be able to:**

- Describe what wellbeing means in dementia care
- Identify the differences and similarities between mental health conditions and dementia
- Identify common mental conditions that are experienced by people living with dementia
- Explain how cognitive loss might impact on managing emotions and developing coping strategies/ resilience
- Describe the social, psychological, physical and environmental factors that impact negatively on mental health
- Describe the challenges of managing co-morbid conditions in dementia
- Identify practical tools to assess and record mental wellbeing
- Describe simple strategies to promote good mental health within own role
- Explain current therapies including CBT, CST and START

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

**Time:** 09:30 - 16:30 split across two dates

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

<b>Date:</b>	<b>Venue:</b>
1 <sup>st</sup> December 2021 09.30 – 12.30 and 8 <sup>th</sup> December 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Epilepsy

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

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

<b>Course title</b>	<b>Apr 21</b>	<b>May 21</b>	<b>June 21</b>	<b>Jul 21</b>	<b>Aug 21</b>	<b>Sept 21</b>	<b>Oct 21</b>	<b>Nov 21</b>	<b>Dec 21</b>	<b>Jan 22</b>	<b>Feb 22</b>	<b>Mar 22</b>
Epilepsy and the Administration of Rectal Diazepam / Buccal Midazolam: <b>Introduction</b>									6 <sup>th</sup> 14 <sup>th</sup> 20 <sup>th</sup>	5 <sup>th</sup> 10 <sup>th</sup> 26 <sup>th</sup> 31 <sup>st</sup>	7 <sup>th</sup> 16 <sup>th</sup>	2 <sup>nd</sup> 7 <sup>th</sup> 15 <sup>th</sup> 30 <sup>th</sup>
Epilepsy and the Administration of Rectal Diazepam / Buccal Midazolam: <b>Refresher</b>									29 <sup>th</sup>	11 <sup>th</sup>	14 <sup>th</sup>	14 <sup>th</sup>

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

## Course Aim:

To provide you with an understanding of epilepsy and the administration of rescue medications for this condition.

## Learning Outcomes:

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

- identify different seizure types, current terminology, record keeping and epilepsy care.
- recognise risk assessment in relation to epilepsy care and management.
- recognise the psychosocial implications of a diagnosis of epilepsy
- familiarise yourself with current best practice guidelines and protocols for the administration of rectal Diazepam and buccal Midazolam.

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

**Time** 09:45 – 15:30 (including hour break 12:00-13:00)

**Duration:** 5 hours 45 minutes

Date:	Venue:
6 <sup>th</sup> December 2021	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
14 <sup>th</sup> December 2021	
20 <sup>th</sup> December 2021	
5 <sup>th</sup> January 2022	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
10 <sup>th</sup> January 2022	
26 <sup>th</sup> January 2022	
31 <sup>st</sup> January 2022	
7 <sup>th</sup> February 2022	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
16 <sup>th</sup> February 2022	
2 <sup>nd</sup> March 2022	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
7 <sup>th</sup> March 2022	
15 <sup>th</sup> March 2022	
30 <sup>th</sup> March 2022	

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

**Please note: To attend delegates must have attended an HCC Epilepsy Introduction course in the past 2 years.**

## Course Aim:

Delegates will maintain an understanding of epilepsy including the theory and practice in the administration of rescue medication. This course is a 2 yearly refresher course.

## Learning Outcomes:

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

- Develop their understanding of epilepsy care and management.
- Understand current best practice guidelines and protocols for the administration of Rectal Diazepam and Buccal Midazolam
- Update your knowledge in relation to current best practice guidelines and protocols for the administration of rectal Diazepam and buccal Midazolam.

**Target Group:** All care/support staff supporting people with learning disabilities who have epilepsy where the use of Rectal Diazepam or Buccal Midazolam is prescribed. Prior to attending this course delegates must have some existing knowledge and skills in epilepsy care and must have completed a HCC Epilepsy Introduction course within the **last two years**.

**Time:** 09:30 – 12:30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
29 <sup>th</sup> December 2021	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
11 <sup>th</sup> January 2022	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
14 <sup>th</sup> February 2022	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
14 <sup>th</sup> March 2022	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# **Equality, Diversity and Inclusion**

**EQUALITY, DIVERSITY AND INCLUSION –  
COURSES AT A GLANCE  
(by date & area)**

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

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Anti-Discriminatory and Anti-Oppressive Practice							5 <sup>th</sup> PM			19 <sup>th</sup> AM		
Equality and Diversity for Managers							11 <sup>th</sup> AM & 15 <sup>th</sup> PM			4 <sup>th</sup> AM & 10 <sup>th</sup> PM		
Equality and Diversity in Recruitment							19 <sup>th</sup> AM & 20 <sup>th</sup> PM				2 <sup>nd</sup> AM & 9 <sup>th</sup> PM	
Gender Identity and Gender Diversity										11 <sup>th</sup> AM & 13 <sup>th</sup> PM		
LGBTQ <sup>i</sup> Awareness									13 <sup>th</sup> AM & 16 <sup>th</sup> PM			
Rights and Responsibilities in the Workplace							4 <sup>th</sup> AM & 8 <sup>th</sup> PM				11 <sup>th</sup> AM & 17 <sup>th</sup> PM	
Promoting Conscious Inclusion and Tackling Implicit Bias							12 <sup>th</sup> AM & 13 <sup>th</sup> PM			21 <sup>st</sup> AM & 26 <sup>th</sup> PM		

**\*\*PLEASE NOTE YOU MUST ATTEND BOTH DATES\*\***

# Anti-Discriminatory and Anti Oppressive Practice Awareness

## Summary:

This course is an awareness level course which introduces the legislative framework for equality and give examples to enable participants to recognise anti-oppressive and anti-discriminatory practice in their own setting. The course clarifies key terminology, provides examples of micro-aggressions, and sets out the short-term and long-term impacts of discrimination. This course is suitable for all staff working across social care.

**Aim:** To be able to understand how to recognise anti-oppressive and anti-discriminatory practice and take action.

## Learning Outcomes:

- Explain how the Equality Act 2010 applies to your own role
- Give examples of anti-discriminatory practice within the context of your work
- Give an example of anti-oppressive practice
- Define micro-aggressions in the workplace
- Identify ways to challenge anti-discriminatory and anti-oppressive practice
- Identify the long-term and short-term effects of discrimination
- Describe ways of being able to reflect on own practice

**Target Group:** All staff, volunteers, family carers, direct employers and their PA's.

**Time:** 09.30 – 12.30 / 13:30 - 16:30

**Duration:** ½ day

<b>Date:</b>	<b>Venue:</b>
5 <sup>th</sup> October 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
19 <sup>th</sup> January 2022 09.30 – 12.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>



# Equality & Diversity for Managers

## Summary:

This course is aimed at individuals with managerial responsibilities within a health and social care setting. The course sets out the business case for equality and provides some practical examples of how service managers can meet and exceed their legal responsibilities. The delivery will take a case study approach but will also provide tools and frameworks that can be used following the programme to report on and monitor equality, diversity, and inclusion outcomes to stakeholders.

**Aims:** To equip managers with the skills to identify, monitor and report on equality, diversity, and inclusion within their service.

## Learning Outcomes:

- Explain the legal requirements underpinning equality, diversity, inclusion, and the effects of discrimination
- Describe how systems and practices can lead to inequality
- State the business case for equality, diversity and inclusion
- Describe the role and responsibilities of a manager in relation to equality, diversity and inclusion
- Specify the language and behaviours required of a manager in leading by example
- Identify data that could be collated in your organisation to monitor equality, diversity and inclusion
- Identify ways to monitor and report on equality, diversity and inclusion outcomes to stakeholders

**Target Group:** All staff, volunteers, family carers, direct employers and their PA's.

**Time:** 09:30 - 16:30 split across two dates

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

<b>Date:</b>	<b>Venue:</b>
11 <sup>th</sup> October 2021 09.30 – 12.30 and 15 <sup>th</sup> October 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
4 <sup>th</sup> January 2022 09.30 – 12.30 and 10 <sup>th</sup> January 2022 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Equality & Diversity in Recruitment

## Summary:

This course provides a step-by-step process to delivering fair and safe recruitment. The course will engage participants in exercises to enable them to explore unconscious bias, and how this could negatively impact the recruitment process. Participants attending the course will also benefit from receiving some practical tools which will help them to plan and prepare for recruitment to ensure all legal requirements are met.

**Aim:** To understand how to deliver fair and safe recruitment practices.

## Learning Outcomes:

- Outline the procedure for fair and safe recruitment
- Describe the principles of equality and diversity in relation to recruitment
- Explain how unconscious bias can have a negative impact throughout the recruitment process
- Identify the skills, attributes and knowledge needed to conduct full and fair recruitment and selection
- Describe how to draft job descriptions and person specifications to ensure fair and safe recruitment
- Identify a range of tools that support different parts of the recruitment process

**Target Group:** All staff, volunteers, family carers, direct employers and their PA's.

**Time:** 09:30 - 16:30 split across two dates

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

<b>Date:</b>	<b>Venue:</b>
19 <sup>th</sup> October 2021 09.30 – 12.30 and 20 <sup>th</sup> October 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
2 <sup>nd</sup> February 2022 09.30 – 12.30 and 9 <sup>th</sup> February 2022 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Gender Identity & Gender Diversity

## Summary:

This course is designed for individuals working in a social care setting who work directly with gender diverse individuals. The course provides basic information on different terminologies and refers to legal provisions for those that experience exclusion and/or discrimination. The course covers some of the challenges that individuals face, including potential impacts of mental health and hate crime. The course is delivered by Experts by Experience and provides an insight into lived experiences.

**Aim:** To be able to recognise and act on discriminatory practice for gender diverse communities.

## Learning Outcomes:

- Explain gender identity and gender diversity: what it means to be trans or gender non-conforming
- Describe some of the challenges faced by trans: isolation, bullying & discrimination, family issues, social situations, mental health and transitioning whilst at school/work etc.
- Give an example of the specific experience of a transgender person who has accessed or used mental health services (via case studies or lived experience)
- Identify appropriate language and terminology
- Describe the legal framework for working including Equality Act, hate crime incidents, and transphobia
- Explain transition pathways, including healthcare
- Identify sources of information to improve practice

**Target Group:** All staff, volunteers, family carers, direct employers and their PA's.

**Time:** 09:30 - 16:30 split across two dates

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

Date:	Venue:
11 <sup>th</sup> January 2022 09.30 – 12.30 and 13 <sup>th</sup> January 2022 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# LGBTQi Awareness

## Summary:

This course provides basic information on terminology and sets out the legal framework that can be used to challenge discrimination. The course provides examples of both direct and indirect forms of discrimination. It sets out, through lived experience, some of the challenges that this community may face, including, but not limited to, bullying, hate crime and isolation. The course invites participants to explore, through a range of case studies, how to practice inclusively.

**Aim:** To be able to recognise and act on discrimination towards the LGBTQi community.

## Learning Outcomes:

- Describe the legal framework for working, including Equality Act and hate crime
- Describe some of the challenges faced by the LGBTQi community: isolation, bullying & discrimination, family issues, social situations, and mental health in the workplace
- Give an example of the specific experience of an individual from the LGBTQi community of direct and indirect discrimination
- Identify appropriate language and terminology
- Identify the specific challenges of older people within the LGBTQi community
- Identify the powers and limits of legislative frameworks in supporting capacity, consent and sexual relationships
- Describe strategies for inclusive practice
- Identify sources of information to improve practice

**Target Group:** All staff, volunteers, family carers, direct employers and their PA's.

**Time:** 09:30 - 16:30 split across two dates

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

<b>Date:</b>	<b>Venue:</b>
13 <sup>th</sup> December 2021 09.30 – 12.30 and 16 <sup>th</sup> December 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Rights & Responsibilities in the Workplace

## Summary:

This course is aimed at individuals who are working as a minority group within the workplace. The course details what 'positive action' means, and how this can be used for under-represented groups to help them to overcome disadvantages. The course includes own rights and explores how to be assertive in the workplace. The course provides a wealth of information on building networks of support and ways to combat discrimination.

**Aim:** To understand rights and responsibilities in the workplace

## Learning Outcomes:

- State what 'positive action' is as determined in the Equality Act 2010
- Identify a range of strategies to overcome disadvantages
- List own rights in the workplace
- Describe ways to be more assertive in the workplace
- Review approaches to combating the effects of discrimination
- Identify ways to build networks of support

**Target Group:** All staff, volunteers, family carers, direct employers and their PA's.

**Time:** 09:30 - 16:30 split across two dates

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

<b>Date:</b>	<b>Venue:</b>
4 <sup>th</sup> October 2021 09.30 – 12.30 and 8 <sup>th</sup> October 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
11 <sup>th</sup> February 2022 09.30 – 12.30 and 17 <sup>th</sup> February 2022 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Promoting Conscious Inclusion and Tackling Implicit Bias

## Summary:

This course sets out the business case for tackling unconscious bias in the workplace, by adopting conscious inclusion strategies. It covers the types of unconscious bias and invites participants to consider how unconscious bias and implicit associations may affect people's reactions. Participants are invited to explore the experience of unconscious bias through several activities including a case study. The course also provides practical strategies that invite participants to consciously drive thoughts, beliefs and behaviours.

**Aim:** To be able to identify and tackle unconscious bias through conscious inclusion

## Learning Outcomes:

- Define the terms 'Implicit Bias' and 'Conscious Inclusion'
- Explain how implicit bias leads to discrimination
- List some key findings from research
- Explain the role of implicit bias in relation to equality, diversity and conscious inclusion, and their role in promoting anti-oppressive practice
- Describe how social care can adopt conscious inclusion by tackling implicit bias

**Target Group:** All staff, volunteers, family carers, direct employers and their PA's.

**Time:** 09:30 - 16:30 split across two dates

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

<b>Date:</b>	<b>Venue:</b>
12 <sup>th</sup> October 2021 09.30 – 12.30 and 13 <sup>th</sup> October 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
21 <sup>st</sup> January 2022 – 09.30 – 12.30 and 26 <sup>th</sup> January 2022 – 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# General

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

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

Course title	Apr 21	May 21	June 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
Loss and Bereavement										13 <sup>th</sup> AM & 25 <sup>th</sup> PM		
Supervision and Performance Management										18 <sup>th</sup> AM & 26 <sup>th</sup> PM		



# Loss and Bereavement

**Aims:** To understand how to effectively deal with loss and bereavement in self and others

**Learning Outcomes:**

- Define loss and bereavement
- Describe the process of grief
- Identify factors which might impact on a person with support needs' experience of grief
- Identify a range of support mechanisms when caring for someone through loss and bereavement
- Develop skills in communicating with individuals and significant others about loss and bereavement
- State the potential impact of caring for someone experiencing bereavement upon one's own wellbeing
- Identify ways to manage own wellbeing through experience of loss
- Describe the impact of COVID-19 on the wellbeing of staff team

**Target Group:** All staff, volunteers, family carers, direct employers and their PA's.

**Time:** 09:30 - 15:30 split across two dates

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

<b>Date:</b>	<b>Venue:</b>
13 <sup>th</sup> January 2022 09.30 – 11.30 and 25 <sup>th</sup> January 2022 13.30 – 15.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Supervision and Performance Management

**Aims:** To understand how to carry out effective supervision

**Learning Outcomes:**

- State the purpose of supervision to manage, educate and enable
- Explain the role of supervision in supporting the service user, individual and organisation
- Identify key skills to deliver supervision effectively
- Identify the common barriers to effective supervision
- Identify the different types of supervision that may be used within the workplace
- Describe different theories and models relating to supervision
- Explain how to plan and prepare for supervision effectively
- Define how the supervision process sits within safeguarding frameworks
- Describe reflective practice and how this can be used to support supervision

**Target Group:** All staff, volunteers, family carers, direct employers and their PA's.

**Time:** 09:30 - 16:30 split across two dates

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

<b>Date:</b>	<b>Venue:</b>
18 <sup>th</sup> January 2022 09.30 – 12.30 and 26 <sup>th</sup> January 2022 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# **Health and Safety**

## HEALTH AND SAFETY COURSES AT A GLANCE (by date & area)

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

Course title	Apr 21	May 21	June 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
Basic Fire Safety								9 <sup>th</sup> 29 <sup>th</sup>	7 <sup>th</sup>	24 <sup>th</sup>	9 <sup>th</sup> 22 <sup>nd</sup>	8 <sup>th</sup> 28 <sup>th</sup>
Basic First Aid Assistance								2 <sup>nd</sup> 11 <sup>th</sup>	1 <sup>st</sup> 9 <sup>th</sup>	11 <sup>th</sup>	1 <sup>st</sup> 17 <sup>th</sup>	3 <sup>rd</sup> 17 <sup>th</sup>
Food Hygiene and Infection Control								16 <sup>th</sup>	20 <sup>th</sup>		28 <sup>th</sup>	18 <sup>th</sup>

## Basic Fire Safety (without practical work)

**PLEASE NOTE:** As this is an online webinar this course will **not** include any practical elements. We will look to run a 1hour Practical workshop for those who have completed this webinar in the new year should you wish to complete the practical components usually associated with this course. The practical workshop is **not** mandatory and is entirely optional so all delegates will receive a certificate of attendance for completing the online session.

### Course Aim:

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

### Learning Outcomes:

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

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

**Time:** 10:00 - 12:00

**Duration:** 2 hours

Date:	Venue:
9 <sup>th</sup> November 2021	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
29 <sup>th</sup> November 2021	
7 <sup>th</sup> December 2021	
24 <sup>th</sup> January 2022	
9 <sup>th</sup> February 2022	
22 <sup>nd</sup> February 2022	
8 <sup>th</sup> March 2022	
28 <sup>th</sup> March 2022	

## Basic First Aid Assistance (without practical work)

**PLEASE NOTE:** As this is an online webinar this course will **not** include any practical elements. We will look to run a 1 hour Practical workshop for those who have completed this webinar in the new year should you wish to complete the practical components usually associated with this course. The practical workshop is not mandatory and is entirely optional so all delegates will receive a certificate of attendance for completing the online session.

### Course Aim:

To develop awareness of an appropriate first aid response.

### Learning Outcomes:

- Understand how to deal with first aid incidents and how to summon assistance
- Understand the principles of Airways, Breathing and Circulation (ABC);
- Be able to recognise and deal with shock symptoms
- Recognise types of wounds and bleeding

**Target Group:** All staff working in Health and Community Services

**Time:** 10:00 - 12:00

**Duration:** 2 hours

Date:	Venue:
2 <sup>nd</sup> November 2021	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
11 <sup>th</sup> November 2021	
1 <sup>st</sup> December 2021	
9 <sup>th</sup> December 2021	
11 <sup>th</sup> January 2022	
1 <sup>st</sup> February 2022	
17 <sup>th</sup> February 2022	
3 <sup>rd</sup> March 2022	
17 <sup>th</sup> March 2022	

# Food Hygiene and Infection Control

## Course Aim:

To provide knowledge and understanding of the principles of Infection Prevention Control and Food Safety level 1. Participants will look at infection prevention and control methods (including new Public Health England infection prevention method against Covid 19, updated PPE and correct donning and doffing methods), safe methods of handling and preparing food according to current legislation and control measures.

## Learning Outcomes:

After attending this course, learners will:

- List legislation relating to food hygiene and infection control
- Describe the importance of food safety relating to the preparation and handling of food
- Understand the chain of infection
- Understanding the ways of how infections are spread
- Understand importance of hand washing and hand rubbing in relation to IPC and Food safety
- Explain the use of personal protective equipment
- Understand needs of correct PPE donning and doffing
- List the responsibilities of employer and employee
- Understand the decontamination techniques
- Be able to identify different food hazard
- Be able to control the microbiological hazard
- Know the pest control techniques
- Explain the importance of personal hygiene and cleanliness
- Understanding of waste management

**Target Group:** All staff, volunteers, family carers, direct employers and their PA's who are involved in serving food and supporting others to purchase, store, prepare and cook meals.

**Time:** 10.00 – 14.00

**Duration:** 4 hours

<b>Date:</b>	<b>Venue:</b>
16 <sup>th</sup> November 2021	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
20 <sup>th</sup> December 2021	
28 <sup>th</sup> February 2022	
18 <sup>th</sup> March 2022	

# **Mental Health**



**MENTAL HEALTH WEBINAR PROGRAMME  
COURSES AT A GLANCE  
(by date & area)**

**Please note all of the below courses are Online Webinars delivered by a live Trainer via 'Zoom.' In order to participate in this training you will require access to device with a front facing camera such as a PC/laptop, tablet or phone. You will not need to download Zoom, upon applying for a place you will be registered and will then receive a joining link.**

<b>Course title</b>	<b>Apr 21</b>	<b>May 21</b>	<b>June 21</b>	<b>Jul 21</b>	<b>Aug 21</b>	<b>Sept 21</b>	<b>Oct 21</b>	<b>Nov 21</b>	<b>Dec 21</b>	<b>Jan 22</b>	<b>Feb 22</b>	<b>Mar 22</b>
Mental Health Awareness – COVID 19									6 <sup>th</sup> AM			
Common Mental Health Conditions											9 <sup>th</sup> AM	
Mental Health and Learning Disabilities										26 <sup>th</sup> AM		
Supporting an Individual in Crisis										19 <sup>th</sup> PM		
Understanding Eating Disorders									13 <sup>th</sup> AM			
Understanding Self Harm											22 <sup>nd</sup> PM	
Stress Management									7 <sup>th</sup> AM			
Mental Health and Medication												17 <sup>th</sup> AM

# Mental Health Awareness – Covid-19

## Course Aim:

This training will provide an overview of a range of mental health issues including their prevalence, signs and symptoms, and how they can affect people. The aim of the training is to help participants recognise the impact that mental health issues can have on individuals and how the current pandemic has potentially heightened this impact.

The training will help participants to consider stigma surrounding mental health issues and how this can add to the issues people with a mental health diagnosis face in life. Participants will be made aware of the importance of challenging stereotypes and myths about mental health and championing inclusion.

The training will also give tips on how to support and information on local and national support services.

## Learning Outcomes:

- Have an increased knowledge and broad understanding of a range of mental health issues and the impact that they can have on individuals.
- Understand the impact of COVID-19 on mental health issues
- Understand some of the most common signs and symptoms of mental health conditions.
- Identify ways in which they can support others mental health and wellbeing.
- Have an awareness of best practice and improved confidence when engaging with individuals experiencing mental health issues.
- Have an awareness of the range of services and interventions available for those experiencing mental health issues.
- Recognise that everyone has a role in promoting inclusion and challenging stigma of mental health issues.

**Target Group:** Staff, managers and volunteers working within health, social care and related areas seeking to gain an overview and increase their knowledge of mental health.

**Time:** 09:30 – 12.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
6 <sup>th</sup> December 2021 09.30 – 12.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Common Mental Health Conditions

Anxiety and depression are the most common mental health conditions affecting people in the UK. This session will provide an in depth overview of these more common mental health conditions and the impact they can have on individuals.

You will be provided with in depth overviews of the signs and symptoms associated with these common mental health conditions and how they may present themselves. We will also explore sources of support including signposting and self-help strategies.

## Learning Outcomes:

**By the end of training it is expected that you will:**

- Have an in depth knowledge and broad understanding anxiety & depression and the impact that they can have on individuals and understand some of the most common signs and symptoms of these conditions.
- Have an awareness of best practice and improved confidence when engaging with individuals experiencing these common mental health issues.
- Have an awareness of the range of services and interventions available for those experiencing common mental health conditions and practical self-help strategies.
- Recognise that everyone has a role in promoting inclusion and challenging stigma of mental health issues.

**Target Group:** Staff, Managers and volunteers working within Health and Social care and related areas seeking a more in depth knowledge and understanding of Common Mental Health Conditions

**Time:** 09:30 - 12.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
9 <sup>th</sup> February 2022 09.30-12.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Mental Health and Learning Disabilities

## Training Overview

This course will provide an overview of a range of mental health issues including their prevalence, signs and symptoms, causes and how they can affect people. The aim of the course is to help participant's recognise the impact that mental health issues can have on individuals.

The session will focus more specifically on the needs of adults with both a mental health need and learning disabilities helping staff to recognise the signs and symptoms, understand how to access appropriate support services and how to promote good mental health for the people they support.

## Learning Outcomes:

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

- Have an increased knowledge and broad understanding of a range of mental health issues and the impact that they can have on individuals and understand some of the most common signs and symptoms of mental health conditions.
- Identify ways in which you can more specifically support adults with a learning disability and a mental health need.
- Have an awareness of best practice and improved confidence when engaging with individuals using a sensitive and appropriate approach.
- Have an awareness of the range of services and interventions available.

**Target Group:** Staff, Managers and volunteers working within Health and Social care and related areas who support individuals with Learning Disabilities

**Time:** 09:30 - 12.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
26 <sup>th</sup> January 2022 09.30-12.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

## Supporting an Individual in Crisis

The session will provide crisis intervention training for helping those individuals with mental health needs that are experiencing a crisis. This session will provide evidenced strategies for effective brief intervention and de-escalation. The session will also briefly cover risk assessment and management for when managing high stress situations.

### Learning Outcomes

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

- Know how to engage effectively with an individual in crisis and communicate appropriately to support in positively managing the situation.
- Have improved skills to de-escalate crisis situations.
- Know how to help individuals determine positive coping strategies and develop a management plan.
- Have an awareness of the range of services and interventions available for those experiencing a crisis.
- Have a better understanding and confidence in managing endings and exits.

**Target Group:** Staff, Managers and volunteers working within Health and Social care and related areas

**Time:** 13:30 - 16.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
19 <sup>th</sup> January 2022 13.30-16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Understanding Eating Disorders

This course aims to raise awareness and knowledge around eating disorders and disordered eating and the range of presenting factors that often impact people with these conditions. It will give an overview of the signs and symptoms of the most common eating disorders and look at risk factors enabling you to spot the signs.

Using both lived experience and an evidence-based approach it will look at the best ways to support someone at risk of eating disorders and eating difficulties; when clinical support is needed and give information on signposting to more specialist support.

## Learning Outcomes

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

- Have an increased knowledge as to how eating disorders manifests themselves and the reasons it is often instigated.
- Be able to spot the warning signs, both physical and emotional.
- Consider the effect of myths and stigmas on how you approach the topic of self harm.
- Be more equipped to support someone who is at risk of an eating disorder or who has an eating disorder.
- Have an awareness of further services, apps or websites that may be of assistance to someone at risk of an eating disorder or who has an eating disorder.

**Target Group:** This course is suitable for anyone who wishes to improve their understanding of eating disorders.

**Time:** 09:30 - 12.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
13 <sup>th</sup> December 2021 09.30-12.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Understanding Self Harm

## Training Overview

Self harm statistics appear to be on the increase, year on year; affecting people of all ages, genders and backgrounds. This session provides a comprehensive overview, including information relating to self harm, warning signs to look out for and how to help support someone both short term and long term.

The aim is to educate professionals and volunteers using both lived experience and a professional background, as well as sign posting to other resources and agencies.

## Learning Outcomes

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

- Have an increased knowledge as to how self harm manifests itself and the reasons it is often instigated.
- Be able to spot the warning signs, both physical and emotional.
- Identify some of the reasons for self harm and be aware of the risks related.
- Consider the effect of myths and stigmas on how you approach the topic of self harm.
- Be more equipped to support someone who does self harm or may be considering it.
- Have an awareness of further services, apps or websites that may be of assistance to you or your client.

**Target Group:** Staff, Managers and volunteers working within Health and Social care and related areas with an existing knowledge and understanding of Mental Health

**Time:** 13:30 - 16.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
22 <sup>nd</sup> February 2022 13.30-16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Stress Management in the Workplace

## Training Overview

The aim of this training is to improve participant's stress management and make individual's more resilient. Participants will develop greater awareness of stress and gain personal stress management abilities through; clarifying the personal meaning of stress, identifying personal sources of stress, becoming aware of personal coping strategies and developing new coping strategies.

The course will help participants to be aware of the differences between pressure and stress, be better equipped to recognise and manage the symptoms of stress and develop effective stress management techniques. In turn this will support individual's in building resilience, managing their stress levels, adapting to change and improve their personal mental health and wellbeing.

## Learning Outcomes

By the end of this training, it is expected that you will:

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

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

**Time:** 09:30 - 12.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
7 <sup>th</sup> December 2021 09.30-12.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>



# Mental Health and Medication

## Training Overview

This mental health and medication awareness course is aimed at those individuals with an existing knowledge and understanding of mental health who would like to gain a general insight into medication used for mental health and its impact.

The session will explore the different types of medication, when they may be used and possible side effects. The session will use a case study exploration approach to consider the impact (both positive and negative) of medication use on individuals in order for delegates to gain and insight into the lived experience of this. Please note that this session is for informational purposes only.

## Learning Outcomes

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

- Understand the different types of medication used for a range of mental health conditions and the categories they come under.
- Understand why an individual may take medication and also why other options may be more suitable.
- Understand some of the side affects of taking medication and how these may present themselves.
- Be aware of who can prescribe medication for mental health conditions and the process of monitoring and reviewing.

**Target Group:** Staff, Managers and volunteers working within Health and Social care and related areas with an existing knowledge and understanding of Mental Health

**Time:** 09:30 - 12.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
17 <sup>th</sup> March 2022 09.30-12.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# **Safe Handling of Medication**

**SAFE HANDLING OF MEDICATION  
COURSES AT A GLANCE  
(by date & area)**

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

Please note all of the below courses are Online Webinars delivered by a live Trainer via 'LiveLearn' using a system called GoTo Training. In order to participate in this training you will require access to device with a front facing camera such as a PC/laptop, tablet or phone. You will not need to download anything to join however a free GoTo training app is available should you wish to use this.

Upon applying for a place you will be registered and will then receive a joining link as well as a clear user guide for 'LiveLearn'

Course title	Apr 21	May 21	June 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
Safe Handling of Medication								19 <sup>th</sup> AM or PM		7 <sup>th</sup> AM or PM		2 <sup>nd</sup> AM or PM

# Safe Handling of Medication

## Course Content:

- Legislation, policies, procedures, guidelines
- Ordering, storage and disposing of medicines
- Routes of medication
- When medication is refused
- Record Keeping
- Meeting KLOE's
- Adverse reactions

## Learning Outcomes:

After attending this course, learners will be able to:

- List legislation, policy and procedures relevant to administration of medication
- Explain how to receive, store and dispose of medication supplies safely
- Explain how to support someone when they are refusing medication
- Describe how to support use of medication
- List the key elements to record keeping in medication
- Explain the signs of an adverse reaction
- Explain how your service meets the CGC KLOE's

**Target Group:** Designated officers or Managers responsible for the administration of medication

**Time:** 9.30 – 12.30 or 13.30 – 16.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
19 <sup>th</sup> November 2021 09.30 – 12.30	<b>'LiveLearn' Webinar</b> to request a place please email <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
19 <sup>th</sup> November 2021 13.30 – 16.30	<b>'LiveLearn' Webinar</b> to request a place please email <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
7 <sup>th</sup> January 2022 09.30 – 12.30	<b>'LiveLearn' Webinar</b> to request a place please email <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
7 <sup>th</sup> January 2022 13.30 – 16.30	<b>'LiveLearn' Webinar</b> to request a place please email <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
2 <sup>nd</sup> March 2022 09.30 – 12.30	<b>'LiveLearn' Webinar</b> to request a place please email <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
2 <sup>nd</sup> March 2022 13.30 – 16.30	<b>'LiveLearn' Webinar</b> to request a place please email <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# **Safeguarding**

## SAFEGUARDING COURSES AT A GLANCE

(by date & area)

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

Please note all of the below courses are Online Webinars delivered by a live Trainer via 'Zoom.' In order to participate in this training you will require access to device with a front facing camera such as a PC/laptop, tablet or phone. You will not need to download Zoom, upon applying for a place you will be registered and will then receive a joining link.

Course title	Apr 21	May 21	June 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
Mental Capacity Act and Deprivation of Liberty Safeguards - Awareness								30 <sup>th</sup> Nov PM & 1 <sup>st</sup> Dec PM			7 <sup>th</sup> AM & 8 <sup>th</sup> AM	
Safeguarding Adults from Abuse for Managers										10 <sup>th</sup> AM & 14 <sup>th</sup> PM		

**\*\*PLEASE NOTE YOU MUST ATTEND BOTH DATES\*\***

# Mental Capacity Act and Deprivation of Liberty Safeguards Awareness

## Course Aim:

To provide staff with an understanding of the Mental Capacity Act (MCA) and the Deprivation of Liberty Safeguards (DoLS) legislation and give the confidence to implement these in practice.

## Learning Outcomes

At the end of this course participants should be able to:

- Identify what is meant by mental capacity and lack of capacity
- Describe the code of practice relating to the Mental Capacity Act
- Outline the five core principles of the Mental Capacity Act and apply them
- Use the two stage test and identify who can be a decision maker
- Demonstrate how to assess mental capacity and record this appropriately
- Identify the concept of best interests
- Describe the role of Power of Attorney
- Describe the role of the IMCA (Independent Mental Capacity Advocate)
- Identify the rules for advanced decisions
- Describe an overview of the Deprivation of Liberty Safeguards
- Describe the acid test ruling from the Supreme Court around DoLS and identify how this applies in practice

**Target Group:** All staff, volunteers, family carers, direct employers and their PA's as considered appropriate

**Time:** Two half day sessions, either both AM or both PM

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

<b>Date:</b>	<b>Venue:</b>
30 <sup>th</sup> November 2021 – 13.30-16.30 & 1 <sup>st</sup> December 2021 – 13.30-16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
7 <sup>th</sup> February 2022 – 09.30-12.30 & 8 <sup>th</sup> February 2022 – 09.30-12.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

## Safeguarding Adults for Managers

This course will enable participants to understand the impact of The Care Act 2014 on safeguarding protocols. This will include determining how the 6 key principles of safeguarding impact on their operational activity, how to respond to incidences of abuse at a strategic level and how enquiries take place. The course encourages learners to take a proactive perspective and explores what measures a service can take to prevent abuse and how to learn from mistakes and near misses. The participants will consider a range of safeguarding strategies to ensure that services make safeguarding personal and ensure individuals remain at the centre of their decision making. This course is suitable for managers and senior managers.

### Course Outcomes

- Describe the aims of safeguarding and Hertfordshire priorities
- Explain the legislative framework for safeguarding
- Explain how the 6 key principles underpin safeguarding
- Explain ways to prevent abuse
- Describe the role of the manager in an enquiry
- Identify the 10 types of abuse
- Describe the role of the safeguarding board
- Explain how to respond to and report abuse
- Describe how to make safeguarding personal

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

**Time:** 09:30 - 16:30 across two dates

**Duration:** Two half day sessions (**please note you must attend BOTH sessions**)

Date:	Venue:
10 <sup>th</sup> January 2022 09.30 – 12.30 and 14 <sup>th</sup> January 2022 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>



# **Working with People with a Learning Disability**

**WORKING WITH PEOPLE WITH LEARNING DISABILITIES  
COURSES AT A GLANCE  
(by date & area)**

**Please note all of the below courses are Online Webinars delivered by a live Trainer via ‘MS Teams.’ In order to participate in this training you will require access to device with a front facing camera such as a PC/laptop, tablet or phone. You do not require MS Teams in order to join this webinar and can instead access through a web browser.**

<b>Course title</b>	<b>Apr 21</b>	<b>May 21</b>	<b>June 21</b>	<b>Jul 21</b>	<b>Aug 21</b>	<b>Sept 21</b>	<b>Oct 21</b>	<b>Nov 21</b>	<b>Dec 21</b>	<b>Jan 22</b>	<b>Feb 22</b>	<b>Mar 22</b>
Introduction to Learning Disabilities								18 <sup>th</sup>			9 <sup>th</sup>	
Supporting Older People with a Learning Disability								25 <sup>th</sup>				8 <sup>th</sup>
Healthcare needs of People with a Learning Disability								22 <sup>nd</sup>			23 <sup>rd</sup>	

# Introduction to Learning Disabilities

## Course Aim:

To develop a basic understanding of Learning Disability

## Learning Outcomes:

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

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

**Time** 10:00 - 13:00

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
18 <sup>th</sup> November 2021 10.00 – 13.00	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
9 <sup>th</sup> February 2022 10.00 – 13.00	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Supporting Older People with a Learning Disability

## Course Aim:

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

## Learning Outcome:

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

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

**\*Please note if you are new to the field of Learning Disability then you must attend Introduction to Learning Disability prior to completing this course\***

**Time** 10:00 – 13:00

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
25 <sup>th</sup> November 2021 10.00 – 13.00	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
8 <sup>th</sup> March 2022 10.00 – 13.00	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Healthcare needs of People with a Learning Disability

## Course Aim:

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

## Learning Outcome:

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

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

**\*Please note if you are new to the field of Learning Disability then you must attend Introduction to Learning Disability prior to completing this course\***

**Time** 10:00 - 13:00

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
22 <sup>nd</sup> November 2021 10.00 – 13.00	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
23 <sup>rd</sup> February 2022 10.00 – 13.00	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>