

# Workforce Development and Partnership Team

## Learning and Development Calendar

April 2019 – March 2020



Version 1.3



# Welcome to our Calendar

Dear Colleague

The Workforce Development and Partnership Team are pleased to present to you the latest copy of our Training calendar which aims to help you meet and exceed your minimum and statutory requirements through offering interesting, engaging and varied learning opportunities, products and interventions.

This document will grow and develop throughout the year as we expand our training portfolio on an ongoing basis. We intend to frequently distribute our Training Calendar as we continue to update it so please keep an eye out for newer versions later in the year.

For this edition we have further increased our range of Dementia related training, which has been mapped against a range of sectors to help you identify which training is required for your specific care sector. We will also be launching a new suite of Mental Health focused training in a future edition of this calendar.

As always we invite your feedback and comments on all aspects of your experience in accessing any of content of this calendar, whether good or bad, as your feedback is always welcome in making a contribution to further improving what we already have.

Regards



**Mark Gwynne**  
**Workforce Development and Partnerships Manager**  
**Workforce Development and Partnership Team**

**Hertfordshire County Council**  
**SFAR201**  
**Farnham House**  
**Six Hills Way**  
**Stevenage**  
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**SG1 2FQ**



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# Introduction

The Hertfordshire Training Initiative Partnership is represented by:

- Workforce Development and Partnership team – Hertfordshire County Council
- Hertfordshire Care Providers Association
- Hertfordshire Community Foundation Training
- Druglink Training

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

We are working to ensure that the needs of the sector are met whilst:

- Providing a consistent message to all care providers
- Signposting to appropriate resources when required
- Providing guidance on the changing world of social care with particular reference to national, regional and locally driven strategies

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

## Partner Contact Details

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

**Website:** [www.hcpa.info](http://www.hcpa.info)

**Tel:** 01707 536020

**Email:** [admin@hcpa.info](mailto:admin@hcpa.info)

**Mailing Address:** HCPA, Mundells Campus, Welwyn Garden City, Hertfordshire, AL7 1FT



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

**Website:** [www.hertscf.org.uk/hcftraining](http://www.hertscf.org.uk/hcftraining)

**Tel:** 01707 251351

**Email:** [hcftraining@hertscf.org.uk](mailto:hcftraining@hertscf.org.uk)

**Mailing Address:** c/o Hertfordshire Community Foundation, Foundation House, 2-4 Forum Place, Fiddlebridge Lane, Hatfield, Herts, AL10 0RN



### **Druglink Training**

*Advancing education and training in the substance misuse sector.*

**Website:** [www.druglink.co.uk](http://www.druglink.co.uk)

**Tel:** 01923 260733

**Email:** [training@druglink.ltd.uk](mailto:training@druglink.ltd.uk)

**Mailing Address:** Trefoil House, Red Lion Lane, Hemel Hempstead, Herts, HP3 9TE



## Workforce Development and Partnership Team



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**Booking Enquiries:** [pvi.learning@hertfordshire.gov.uk](mailto:pvi.learning@hertfordshire.gov.uk)

**E-Learning Enquiries:** [ilearn@hertfordshire.gov.uk](mailto:ilearn@hertfordshire.gov.uk)

**Post:** WDPT, SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ

**Fax:** 01438 843432

## Charges for Non Attendance on Courses

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

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

### 1. ATTENDANCE

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

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

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

### 2. NON ATTENDANCE

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

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

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

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

### 3. COSTS FOR NON-ATTENDANCE

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

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

**In the event of inadequate notice being given, exceptional circumstances and ill health will be considered and upon further investigation charges may be rescinded at the discretion of the Workforce Development and Partnership Team.**

# **Adult Care Services (ACS)**

## **Learning and Development**





# HCC - Workforce Development and Partnership Team Event Booking Form (External Applicants)



User Guidance Notes
<ul style="list-style-type: none"> <li>Please fully complete this form in BLOCK CAPITALS</li> <li>Places are not automatically provided upon completion of this form – confirmation of a place will be sent to the email address provided.</li> <li>Emailed forms will only be accepted if they have been forwarded to us by your Line Manager (confirming agreement and authorisation of attendance)</li> </ul>

Event Title:	First Preferred Date								
<p style="font-size: small; margin: 0;"><i>Please ensure you have checked the course content and target audience to be certain that this course is suitable for you</i></p>	<table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 12.5%;"></td> </tr> </table>								
Previous Training:	Second Preferred Date								
<p style="font-size: small; margin: 0;">Please indicate when (if ever) you last received training in this topic/subject If you cannot recall the exact date please indicate an approximate month/year</p>	<table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 12.5%;"></td> </tr> </table>								
<p style="font-size: small; margin: 0;">Date:</p>									
<p style="font-size: small; margin: 0;">Please advise who delivered this training:</p>									

External Attendee (for non-HCC attendees) Please ensure this section is fully completed			
Title		First name	
Last Name			
Job Title/Position			
Organisation Name			
Organisation Address			
Email Address		Phone Number	

Additional requirements
<p style="font-size: small; margin: 0;">If you have additional needs or require reasonable adjustments please contact <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a></p>

Please explain why you require this training

Attendee and Line Manager Agreement and Authorisation																			
Please note that by submitting an application for this course, you have accepted the terms of the 'Charges for Non Attendance on Courses' policy. Please contact <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a> for a copy of this policy.																			
Attendee	Line Manager																		
<p style="font-size: small; margin: 0;">I confirm that I have read the course outline and meet any pre-attendance requirements of the course, where these are necessary and specified for participation.</p>	<p style="font-size: small; margin: 0;">I confirm that this course supports the attendee's learning and development needs and that they will be supported in applying the learning in relation to their job responsibilities.</p>																		
Signature		Signature																	
Print Name		Print Name																	
Date	<table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 12.5%;"></td> </tr> </table>									Date	<table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 12.5%;"></td> </tr> </table>								

**Please return completed forms to:** Workforce Development and Partnerships Team, SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ  
 Fax: 01438 843432, or Email: [pvi.learning@hertfordshire.gov.uk](mailto:pvi.learning@hertfordshire.gov.uk)



# How To Book:

## *Calendar Training Courses*

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

**Fax:** 01438 843432

**Email:** [pvi.learning@hertfordshire.gov.uk](mailto:pvi.learning@hertfordshire.gov.uk)

**Post:** PVI Partnerships  
Workforce Development and Partnership Team  
SFAR201  
Farnham House,  
Six Hills Way,  
Stevenage  
SG1 2FQ

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

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

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

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

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

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# **Condition Specific Courses**

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

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

Course title	Apr 19	May 19	June 19	Jul 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
Diabetes Awareness (PM)				12 <sup>th</sup> Hemel Hempstead			16 <sup>th</sup> Stevenage			16 <sup>th</sup> Hemel Hempstead		11 <sup>th</sup> Stevenage
Introduction to Autistic Spectrum Conditions (ASC)		3 <sup>rd</sup> Hemel Hempstead		5 <sup>th</sup> Hemel Hempstead		24 <sup>th</sup> Stevenage		22 <sup>nd</sup> Stevenage		13 <sup>th</sup> Hemel Hempstead		16 <sup>th</sup> Stevenage
All Age Autism						3 <sup>rd</sup> Hemel Hempstead		4 <sup>th</sup> Stevenage				

# Diabetes Awareness

## Course Aim:

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

## Learning Outcomes:

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

**Target Group:** All staff supporting individuals with Diabetes

**Time:** 13:00 - 16:00

**Duration:** 1/2 day

<b>Date:</b>	<b>Venue:</b>
12 <sup>th</sup> July 2019	Box Moor Trust, Hemel Hempstead
16 <sup>th</sup> October 2019	Robertson House, Stevenage
16 <sup>th</sup> January 2020	Box Moor Trust, Hemel Hempstead
11 <sup>th</sup> March 2020	Robertson House, Stevenage

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

## 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

**Duration:** 1 day

Date:	Venue:
3 <sup>rd</sup> May 2019	Box Moor Trust, Hemel Hempstead
5 <sup>th</sup> July 2019	Box Moor Trust, Hemel Hempstead
24 <sup>th</sup> September 2019	Robertson House, Stevenage
22 <sup>nd</sup> November 2019	Robertson House, Stevenage
13 <sup>th</sup> January 2020	Box Moor Trust, Hemel Hempstead
16 <sup>th</sup> March 2020	Robertson House, Stevenage

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 Fax: 01438 843432, Email: [pvi.learning@hertfordshire.gov.uk](mailto:pvi.learning@hertfordshire.gov.uk)

## All Age 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

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
3 <sup>rd</sup> September 2019	Box Moor Trust, Hemel Hempstead
4 <sup>th</sup> November 2019	Robertson House, Stevenage

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





# **Dementia Courses**

**DEMENTIA - COURSES AT A GLANCE (by date & area)**  
**(For venue details & course descriptions, please see following pages)**

<b>Course title</b>	<b>Apr 19</b>	<b>May 19</b>	<b>June 19</b>	<b>Jul 19</b>	<b>Aug 19</b>	<b>Sept 19</b>	<b>Oct 19</b>	<b>Nov 19</b>	<b>Dec 19</b>	<b>Jan 20</b>	<b>Feb 20</b>	<b>Mar 20</b>
Dementia Awareness	18 <sup>th</sup> Stevenage		13 <sup>th</sup> Stevenage	18 <sup>th</sup> Hemel		19 <sup>th</sup> Hemel						
Dementia Communication Skills			12 <sup>th</sup> Hemel			25 <sup>th</sup> Stevenage						
Dementia and Nutrition			6 <sup>th</sup> Hemel	25 <sup>th</sup> Stevenage								
Dementia Risk Reduction & Prevention	30 <sup>th</sup> Hemel	29 <sup>th</sup> Hemel										
End of life in Dementia Care										7 <sup>th</sup> Hemel	19 <sup>th</sup> Stevenage	
Equality, Diversity and inclusion in Dementia		16 <sup>th</sup> Hemel					21 <sup>st</sup> Stevenage					
Health and Wellbeing in Dementia					14 <sup>th</sup> Stevenage				10 <sup>th</sup> Hemel			
Law and Ethics in Dementia Care	23 <sup>rd</sup> Hemel		27 <sup>th</sup> Stevenage									
Leadership in Dementia Care		23 <sup>rd</sup> Hemel			16 <sup>th</sup> Stevenage							
Learning Disability and Dementia	11 <sup>th</sup> Hemel			8 <sup>th</sup> Stevenage								
Medication and Dementia							30 <sup>th</sup> Hemel		3 <sup>rd</sup> Stevenage			
Mental Health and Dementia		30 <sup>th</sup> Stevenage		25 <sup>th</sup> Hemel								
Multi-morbidity and Dementia						26 <sup>th</sup> Hemel		19 <sup>th</sup> Stevenage				
Person Centred Dementia Care					8 <sup>th</sup> Hemel 15 <sup>th</sup> Hemel							
Sexuality and Intimacy in Dementia Care									19 <sup>th</sup> Stevenage	8 <sup>th</sup> Hemel		
The Dementia Environment						23 <sup>rd</sup> Stevenage		21 <sup>st</sup> Hemel				

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 – see page 34

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

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
18 <sup>th</sup> April 2019	Robertson House, Stevenage
13 <sup>th</sup> June 2019	Robertson House, Stevenage
18 <sup>th</sup> July 2019	Box Moor Trust, Hemel Hempstead
19 <sup>th</sup> September 2019	Box Moor Trust, Hemel Hempstead

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Fax: 01438 843432, Email: [pvi.learning@hertfordshire.gov.uk](mailto:pvi.learning@hertfordshire.gov.uk)

## 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 behavior 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

**Duration:** 1 day

Date:	Venue:
12 <sup>th</sup> June 2019	Box Moor Trust, Hemel Hempstead
25 <sup>th</sup> September 2019	Robertson House, Stevenage

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

# Dementia and Nutrition

Weight loss is common for individuals living with dementia: a person may forget to eat, have difficulty recognising food on a plate, confused/disorientated by the environment and may have difficulty with the motor skills needed to eat. In later stages a person may experience swallowing difficulties. Malnutrition can lead to a number of health problems and may compound present difficulties experienced by the person.

This course highlighted the importance of good nutrition. It provides an overview of the challenge and covers some holistic strategies to meet the needs of people with varying levels of support needs.

## Course Outcomes

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

- Explain how poor nutrition can impact on the way we feel, act and think
- Identify food sources which improve thinking, concentration and overall brain health
- Identify signs and consequences of dehydration and malnutrition
- Describe the importance of nutritional screening and care planning
- Explain factors which may affect dietary requirements for people living with dementia
- Describe food-related activities to stimulate appetite and support engagement and independence in food preparation, eating and drinking
- List appropriate strategies for promoting good nutritional care
- Describe why and how to support a person maintain oral health
- Explain how to promote person centred nutritional care
- Explain ways in which changes to the physical environment can improve nutritional intake at meal times

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

**Time:** 09:30 - 16:30

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
6 <sup>th</sup> June 2019	Box Moor Trust, Hemel Hempstead
25 <sup>th</sup> July 2019	Robertson House, Stevenage

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## Dementia Risk Reduction and Prevention

The Black Friars Consensus put 'dementia risk reduction' on the Government agenda in 2014. Following which, the Care Act 2014 introduced responsibilities of prevention. Last year the Cochrane review of prevention strategies in dementia care was published: a landmark publication.

This course considers how evidenced based research might be used to introduce risk reduction strategies into social care practice. It explores risk reduction strategies for individuals over the life course, including pre and post dementia.

Participants will be given opportunity to discuss support for a person and their family through the diagnosis process. Post diagnosis, a person centred approach is taken when considering positive strategies to adopt

### Course Outcomes

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

- Identify the three levels of risk reduction
- Describe tools that may be used to identify lifestyle risk factors.
- Identify at risk groups in own services
- Explain practical strategies that can be put in place to minimise risks
- Identify the benefits, and process, of diagnosis
- Describe person centred ways of providing post diagnostic support

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

**Time:** 09:30 - 12:30

**Duration:** ½ day

<b>Date:</b>	<b>Venue:</b>
30 <sup>th</sup> April 2019	Box Moor Trust, Hemel Hempstead
29 <sup>th</sup> May 2019	Robertson House, Stevenage

To book please send a booking form to:  
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## End of Life in Dementia Care

Living well with dementia also includes supporting a person with dementia to die well. The main aim of this course is to develop knowledge and understanding that may help participants provide enhanced support to people with dementia, and their significant others, towards the end of life.

Participants will have the opportunity to identify factors which may impact upon a person's experience and discuss ways of overcoming these barriers. Participants will explore the potential impact of caring for a person at end of life on one's own wellbeing and identify a range of support mechanisms.

### Course Outcomes

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

- Describe how people's belief systems, including religious and cultural, may influence their approach to end of life care.
- Explain what is meant by the terms 'end of life care' and 'palliative care'
- Identify what makes death a 'good' or 'bad' experience
- Describe challenges when supporting a person with dementia at the end of life.
- Describe ways of overcoming potential barriers when supporting an individual with dementia at the end of life.
- Describe the purpose of advanced care planning including: 'advance statement of wishes' and 'advance decision to refuse treatment'.
- Identify other professionals who may be involved in end of life care
- Identify the possible impact upon, and describe appropriate support, for significant others
- Describe the potential impact of caring for a person at end of life on one's own wellbeing and identify a range of support mechanisms

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

**Time:** 09:30 - 16:30

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
7 <sup>th</sup> January 2020	Box Moor Trust, Hemel Hempstead
19 <sup>th</sup> February 2020	Robertson House, Stevenage

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## Equality, Diversity and Inclusion

(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

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
16 <sup>th</sup> May 2019	Box Moor Trust, Hemel Hempstead
21 <sup>st</sup> October 2019	Robertson House, Stevenage

To book please send a booking form to:  
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Fax: 01438 843432, Email: [pvi.learning@hertfordshire.gov.uk](mailto:pvi.learning@hertfordshire.gov.uk)

# Health and Wellbeing in Dementia

(supports: Dementia Core Skills Education and Training Framework: Subject 6)

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

## Course Outcomes

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

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

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

**Time:** 09:30 - 16:30

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
14 <sup>th</sup> August 2019	Robertson House, Stevenage
10 <sup>th</sup> December 2019	Box Moor Trust, Hemel Hempstead

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SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ  
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# Law and Ethics in Dementia Care

(Dementia Core Skills Education and Training Framework Subject 11)

This course outlines key legislation, ethics and safeguarding in relation to dementia. It includes duty of care, Mental Capacity Act, DOL's and safeguarding. This course considers dilemmas in practice and gives participants opportunities to balance duty of care with rights and risk.

This course is delivered in an engaging way, and participants get the opportunity to apply their learning in case studies and practice based discussions. The aim of the course is to give candidates more confidence to work to uphold human rights in the face of complexity.

## Course Outcomes

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

- Describe how duty of care contributes to safe practices
- Describe possible dilemmas between duty of care & rights & carers wishes
- Identify way to communicate effectively about proposed treatment or care to enable person with dementia to make informed choices
- Explain protocols regarding consent to care & treatment
- Describe how best interest decisions are made
- Explain how advanced directives can be used to provide information about wishes of individual
- Identify a range of factors which may indicate neglect, abusive, exploitative practice
- Explain how to raise safeguarding concerns & whistle blowing
- Identify the legislation relevant to MCA, DOLs & Human Right

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

**Time:** 09:30 - 16:30

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
23 <sup>rd</sup> April 2019	Box Moor Trust, Hemel Hempstead
27 <sup>th</sup> June 2019	Robertson House, Stevenage

To book please send a booking form to:  
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## Leadership in Dementia Care

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

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

### Course Outcomes

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

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

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

**Time:** 09:30 - 16:30

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
23 <sup>rd</sup> May 2019	Box Moor Trust, Hemel Hempstead
16 <sup>th</sup> August 2019	Robertson House, Stevenage

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## 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

**Duration:** 1 day

Date:	Venue:
11 <sup>th</sup> April 2019	Box Moor Trust, Hemel Hempstead
8 <sup>th</sup> July 2019	Robertson House, Stevenage

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

## Medication and Dementia

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

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

### Course Outcomes

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

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

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

**Time:** 09:30 - 16:30

**Duration:** 1 day

Date:	Venue:
30 <sup>th</sup> October 2019	Box Moor Trust, Hemel Hempstead
3 <sup>rd</sup> December 2019	Robertson House, Stevenage

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

## 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

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
30 <sup>th</sup> May 2019	Robertson House, Stevenage
25 <sup>th</sup> July 2019	Box Moor Trust, Hemel Hempstead

To book please send a booking form to:  
Workforce Development and Partnership Team  
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ  
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## Multi morbidity and Dementia

People with dementia and co morbidity suffer a faster decline in general functioning, a reduced quality of life and die earlier than people who have co-morbidities but do not have dementia. Due to cognitive challenges managing long term conditions can be challenging.

This course explores the challenges and complexity of managing long term conditions working with a person with dementia. It provides opportunity for participants to explore how to support a person with dementia and other conditions, using a person centred approach.

### Course Outcomes

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

- Define co- morbidity and multi-morbidity
- Identify disorders which may co-exist with dementia.
- Describe why managing these identified conditions may present additional challenges (when supporting a person with dementia.)
- Describe person centred strategies to support a person with dementia and co-morbidity.

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

**Time:** 09:30 - 16:30

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
26 <sup>th</sup> September 2019	Box Moor Trust, Hemel Hempstead
19 <sup>th</sup> November 2019	Robertson House, Stevenage

To book please send a booking form to:  
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## Person Centred Dementia Care

(supports unit DEM 202 & Dementia Core Skills Education Framework–Standard 4)

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

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

### Course Outcomes

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

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

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

**Time:** 09:30 - 16:30

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
8 <sup>th</sup> August 2019	Box Moor Trust, Hemel Hempstead
15 <sup>th</sup> August 2019	Robertson House, Stevenage

To book please send a booking form to:  
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# Sexuality and Intimacy in Dementia Care

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

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

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

## Course Outcomes

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

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

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

**Time:** 09:30 - 16:30

**Duration:** 1 day

Date:	Venue:
19 <sup>th</sup> December 2019	Robertson House, Stevenage
8 <sup>th</sup> January 2020	Box Moor Trust, Hemel Hempstead

To book please send a booking form to:  
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## The Dementia Environment

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

### Course Outcomes

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

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

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

**Time:** 09:30 - 16:30

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
23 <sup>rd</sup> September 2019	Robertson House, Stevenage
21 <sup>st</sup> November 2019	Box Moor Trust, Hemel Hempstead

To book please send a booking form to:  
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# Epilepsy Courses

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

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

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

Course title	Apr 19	May 19	June 19	Jul 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
Epilepsy and the Administration of Rectal Diazepam / Buccal Midazolam: <b>Introduction</b>	9 <sup>th</sup> Stevenage 16 <sup>th</sup> Stevenage 29 <sup>th</sup> Hemel	8 <sup>th</sup> Stevenage 17 <sup>th</sup> Heme 28 <sup>th</sup> Hemel	7 <sup>th</sup> Stevenage 14 <sup>th</sup> Stevenage 26 <sup>th</sup> Hemel	8 <sup>th</sup> Stevenage 17 <sup>th</sup> Hemel 30 <sup>th</sup> Hemel	5 <sup>th</sup> Stevenage 13 <sup>th</sup> Stevenage 28 <sup>th</sup> Hemel	9 <sup>th</sup> Stevenage 17 <sup>th</sup> Hemel 25 <sup>th</sup> Hemel	4 <sup>th</sup> Stevenage 11 <sup>th</sup> Stevenage 29 <sup>th</sup> Hemel	5 <sup>th</sup> Stevenage 13 <sup>th</sup> Hemel 25 <sup>th</sup> Hemel	3 <sup>rd</sup> Stevenage 13 <sup>th</sup> Stevenage 17 <sup>th</sup> Hemel	13 <sup>th</sup> Stevenage 20 <sup>th</sup> Hemel 28 <sup>th</sup> Hemel	5 <sup>th</sup> Stevenage 11 <sup>th</sup> Stevenage 24 <sup>th</sup> Hemel	10 <sup>th</sup> Stevenage 11 <sup>th</sup> Hemel 25 <sup>th</sup> Hemel
Epilepsy and the Administration of Rectal Diazepam / Buccal Midazolam: <b>Refresher</b>	9 <sup>th</sup> Hemel Hempstead	14 <sup>th</sup> Stevenage	11 <sup>th</sup> Hemel Hempstead	5 <sup>th</sup> Stevenage	16 <sup>th</sup> Hemel Hempstead	2 <sup>nd</sup> Stevenage	9 <sup>th</sup> Hemel Hempstead	13 <sup>th</sup> Stevenage	11 <sup>th</sup> Hemel Hempstead	14 <sup>th</sup> Stevenage	11 <sup>th</sup> Hemel Hempstead	18 <sup>th</sup> Stevenage
Epilepsy Awareness (Non Medication)			21 <sup>st</sup> Stevenage				22 <sup>nd</sup> Hemel Hempstead			24 <sup>th</sup> Stevenage		17 <sup>th</sup> Hemel Hempstead

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

**Course Aim:**

Delegates will gain an understanding of epilepsy, seizure types and the risks associated with this condition. Delegates will follow best practice in order to administer rescue medication using an anatomical model and role play.

**Learning Outcomes:**

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

- Understand different seizure types, current terminology, record keeping and epilepsy care.
- Understand risk assessment in relation to epilepsy care and management.
- Gain an awareness of the psychosocial implications of a diagnosis of epilepsy
- Understand current best practice guidelines and protocols for the administration of rectal Diazepam and Buccal Midazolam
- Apply the practical skills for administering rectal Diazepam and Buccal Midazolam using an anatomical model and role play

**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:** 09.30 - 16:30

**Duration:** 1 day

Dates
<b>All held at Robertson House, Stevenage</b>
9 <sup>th</sup> April 2019
16 <sup>th</sup> April 2019
8 <sup>th</sup> May 2019
7 <sup>th</sup> June 2019
14 <sup>th</sup> June 2019
8 <sup>th</sup> July 2019
5 <sup>th</sup> August 2019
13 <sup>th</sup> August 2019
9 <sup>th</sup> September 2019
4 <sup>th</sup> October 2019
11 <sup>th</sup> October 2019
5 <sup>th</sup> November 2019
3 <sup>rd</sup> December 2019
13 <sup>th</sup> December 2019
13 <sup>th</sup> January 2020
5 <sup>th</sup> February 2020
11 <sup>th</sup> February 2020
10 <sup>th</sup> March 2020

Dates
<b>All held at Box Moor Trust, Hemel Hempstead</b>
29 <sup>th</sup> April 2019
17 <sup>th</sup> May 2019
28 <sup>th</sup> May 2019
26 <sup>th</sup> June 2019
17 <sup>th</sup> July 2019
30 <sup>th</sup> July 2019
28 <sup>th</sup> August 2019
17 <sup>th</sup> September 2019
25 <sup>th</sup> September 2019
29 <sup>th</sup> October 2019
13 <sup>th</sup> November 2019
25 <sup>th</sup> November 2019
17 <sup>th</sup> December 2019
20 <sup>th</sup> January 2020
28 <sup>th</sup> January 2020
24 <sup>th</sup> February 2020
11 <sup>th</sup> March 2020
25 <sup>th</sup> March 2020

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

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

### 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 as recommended by the Joint Epilepsy Council (JEC).

### 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
- Demonstrate the practical skills for administering Rectal Diazepam and Buccal Midazolam using an anatomical model and role play

**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 Hertfordshire Epilepsy Introduction course within the **last two years**.

**Time:** 09:30 – 12:30

**Duration:** 3 hours

Date:	Venue:
9 <sup>th</sup> April 2019	Box Moor Trust, Hemel Hempstead
14 <sup>th</sup> May 2019	Robertson House, Stevenage
11 <sup>th</sup> June 2019	Box Moor Trust, Hemel Hempstead
5 <sup>th</sup> July 2019	Robertson House, Stevenage
16 <sup>th</sup> August 2019	Box Moor Trust, Hemel Hempstead
2 <sup>nd</sup> September 2019	Robertson House, Stevenage
9 <sup>th</sup> October 2019	Box Moor Trust, Hemel Hempstead
13 <sup>th</sup> November 2019	Robertson House, Stevenage
11 <sup>th</sup> December 2019	Box Moor Trust, Hemel Hempstead
14 <sup>th</sup> January 2020	Robertson House, Stevenage
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18 <sup>th</sup> March 2020	Robertson House, Stevenage

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## Epilepsy Awareness (non – medication)

### Course Aim:

This course is designed to provide delegates with an understanding of the support needs of a vulnerable adult with epilepsy and how to manage Epilepsy safely.

### Learning Outcomes:

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

- Understand different seizure types, current terminology, record keeping and epilepsy care.
- Explain what to do when someone has a seizure.
- Understand risk assessment in relation to epilepsy care and management.
- Gain an awareness of the psychosocial implications of a diagnosis of epilepsy.

**Target Group:** All care/support staff that support people with learning disabilities who have epilepsy where no rescue medications are prescribed.

**Time:** 09:30-12:30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
21 <sup>st</sup> June 2019	Robertson House, Stevenage
22 <sup>nd</sup> October 2019	Box Moor Trust, Hemel Hempstead
24 <sup>th</sup> January 2020	Robertson House, Stevenage
17 <sup>th</sup> March 2020	Box Moor Trust, Hemel Hempstead

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# **Health and Safety Courses**

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

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

Course title	Apr 19	May 19	June 19	Jul 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
Basic Fire Safety	25 <sup>th</sup> Stevenage	23 <sup>rd</sup> Stevenage	17 <sup>th</sup> Stevenage	25 <sup>th</sup> Stevenage	20 <sup>th</sup> Stevenage	18 <sup>th</sup> Stevenage	29 <sup>th</sup> Stevenage	19 <sup>th</sup> Stevenage	2 <sup>nd</sup> Stevenage	20 <sup>th</sup> Stevenage	18 <sup>th</sup> Stevenage	16 <sup>th</sup> Stevenage
	30 <sup>th</sup> Stevenage	31 <sup>st</sup> Stevenage	25 <sup>th</sup> Stevenage	29 <sup>th</sup> Stevenage	28 <sup>th</sup> Stevenage	26 <sup>th</sup> Stevenage	31 <sup>th</sup> Stevenage	25 <sup>th</sup> Stevenage	12 <sup>th</sup> Stevenage	23 <sup>rd</sup> Stevenage	24 <sup>th</sup> Stevenage	24 <sup>th</sup> Stevenage
Basic First Aid Assistance	9 <sup>th</sup> Stevenage	7 <sup>th</sup> Stevenage	4 <sup>th</sup> Stevenage	4 <sup>th</sup> Stevenage	5 <sup>th</sup> Stevenage	5 <sup>th</sup> Stevenage	7 <sup>th</sup> Stevenage	6 <sup>th</sup> Stevenage	3 <sup>rd</sup> Stevenage	9 <sup>th</sup> Stevenage	6 <sup>th</sup> Stevenage	5 <sup>th</sup> Stevenage
		9 <sup>th</sup> Stevenage	13 <sup>th</sup> Stevenage	16 <sup>th</sup> Stevenage	13 <sup>th</sup> Stevenage	17 <sup>th</sup> Stevenage	16 <sup>th</sup> Stevenage	12 <sup>th</sup> Stevenage	11 <sup>th</sup> Stevenage	14 <sup>th</sup> Stevenage	12 <sup>th</sup> Stevenage	10 <sup>th</sup> Stevenage
Food Hygiene and Infection Control AM & PM			27 <sup>th</sup> Stevenage				15 <sup>th</sup> Hemel Hempstead			24 <sup>th</sup> Stevenage		27 <sup>th</sup> Hemel Hempstead
Moving and Handling - Module 1: Basic Back Awareness			5 <sup>th</sup> Hatfield			9 <sup>th</sup> Hatfield		4 <sup>th</sup> Hatfield			5 <sup>th</sup> Hatfield	31 <sup>st</sup> Hatfield
Moving and Handling - Module 2 & 3 combined				16 <sup>th</sup> & 17 <sup>th</sup> Hatfield							18 <sup>th</sup> & 19 <sup>th</sup> Hatfield	
Patient/Client Handling where Hoisting is not Required (AM or PM)							10 <sup>th</sup> Hatfield				10 <sup>th</sup> Hatfield	
Recognising Fire Risks and Scam Mailings – Caring Together		9 <sup>th</sup> Watford	5 <sup>th</sup> St Albans	17 <sup>th</sup> Welwyn Garden City	14 <sup>th</sup> Hemel Hempstead	26 <sup>th</sup> Stevenage						

## Basic Fire Safety

**Please note that Fire Safety training is available on iLearn and is our recommended route for completing this topic. For those unable to complete the course online then please access training on a date below.**

**Course Aim:**

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

**Learning Outcomes:**

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

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

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

**Duration:** 3 hours

**Venue:** All courses held at the Joint Emergency Services Academy (formerly Longfield), Stevenage

Date:
25 <sup>th</sup> April 2019
30 <sup>th</sup> April 2019
23 <sup>rd</sup> May 2019
31 <sup>st</sup> May 2019
17 <sup>th</sup> June 2019
25 <sup>th</sup> June 2019
25 <sup>th</sup> July 2019
29 <sup>th</sup> July 2019
20 <sup>th</sup> August 2019
28 <sup>th</sup> August 2019
18 <sup>th</sup> September 2019
26 <sup>th</sup> September 2019

Date:
29 <sup>th</sup> October 2019
31 <sup>st</sup> October 2019
19 <sup>th</sup> November 2019
25 <sup>th</sup> November 2019
2 <sup>nd</sup> December 2019
12 <sup>th</sup> December 2019
20 <sup>th</sup> January 2020
23 <sup>rd</sup> January 2020
18 <sup>th</sup> February 2020
24 <sup>th</sup> February 2020
16 <sup>th</sup> March 2020
24 <sup>th</sup> March 2020

**Please Note:**

Due to the practical nature of this training, participants are advised to wear suitable, loose and comfortable clothing. e.g. Trousers and flat soled shoes.

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## Basic First Aid Assistance

### Course Aim:

To develop awareness of an appropriate first aid response.

### Learning Outcomes:

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

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

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

**Duration:** 3 hours

**Venue:** All courses held at the Joint Emergency Services Academy (formerly Longfield), Stevenage

Date:
9 <sup>th</sup> April 2019
7 <sup>th</sup> May 2019
9 <sup>th</sup> May 2019
4 <sup>th</sup> June 2019
13 <sup>th</sup> June 2019
4 <sup>th</sup> July 2019
16 <sup>th</sup> July 2019
5 <sup>th</sup> August 2019
13 <sup>th</sup> August 2019
5 <sup>th</sup> September 2019
17 <sup>th</sup> September 2019
7 <sup>th</sup> October 2019

Date:
16 <sup>th</sup> October 2019
6 <sup>th</sup> November 2019
12 <sup>th</sup> November 2019
3 <sup>rd</sup> December 2019
11 <sup>th</sup> December 2019
9 <sup>th</sup> January 2020
14 <sup>th</sup> January 2020
6 <sup>th</sup> February 2020
12 <sup>th</sup> February 2020
5 <sup>th</sup> March 2020
10 <sup>th</sup> March 2020

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# Food Hygiene and Infection Control

## Course Aim:

To provide knowledge and understanding of the principles of infection control and food safety level 1. Participants will look at infection prevention and control 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
- Explain the use of personal protective equipment
- 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

**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:** 9.30 – 12.30 **OR** 13.00 – 16.00

**Duration:** 3 hours - AM or PM

<b>Date:</b>	<b>Venue:</b>
27 <sup>th</sup> June 2019 AM	Robertson House, Stevenage
27 <sup>th</sup> June 2019 PM	Robertson House, Stevenage
15 <sup>th</sup> October 2019 AM	Box Moor Trust, Hemel Hempstead
15 <sup>th</sup> October 2019 PM	Box Moor Trust, Hemel Hempstead
24 <sup>th</sup> January 2020 AM	Robertson House, Stevenage
24 <sup>th</sup> January 2020 PM	Robertson House, Stevenage
27 <sup>th</sup> March 2020 AM	Box Moor Trust, Hemel Hempstead
27 <sup>th</sup> March 2020 PM	Box Moor Trust, Hemel Hempstead

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# Moving and Handling Basic Back Awareness

## Course Aim:

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

## Learning Outcomes:

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

**Target Group:** All staff in Health and Community Services that move non-people loads

**Time:** 09:30 - 12:30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
5 <sup>th</sup> June 2019	19a St Albans Road East, Hatfield
9 <sup>th</sup> September 2019	19a St Albans Road East, Hatfield
4 <sup>th</sup> November 2019	19a St Albans Road East, Hatfield
5 <sup>th</sup> February 2020	19a St Albans Road East, Hatfield
31 <sup>st</sup> March 2020	19a St Albans Road East, Hatfield

To book please send a booking form to:  
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SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ  
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## Moving and Handling Modules 2 & 3 Combined Basic and Complex Load Assessment for Practitioners

### Course Aims:

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

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

### Learning Outcomes:

Day 1:

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

Day 2:

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

**Target Group:** Staff who have attended Basic Back Awareness and a full day People Handling course and have delegated responsibility to Load Assess and hold a Moving and Handling Link Worker role

**Time:** 09:30 - 16:30

**Duration:** 2 days

Date:	Venue:
16 <sup>th</sup> & 17 <sup>th</sup> July 2019	19a St Albans Road East, Hatfield
18 <sup>th</sup> & 19 <sup>th</sup> February 2020	19a St Albans Road East, Hatfield

### Please Note:

You must attend both days. Applicants must have attended module one in the year prior to taking this course.

To book please send a booking form to:  
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Fax: 01438 843432, Email: [pvi.learning@hertfordshire.gov.uk](mailto:pvi.learning@hertfordshire.gov.uk)

# Patient/Client Handling where Hoisting is not required

## Course Aims:

This course is designed to update staff that work with people who have handling needs, but where the clients/patients do not require hoisting at any time. This course would be appropriate to staff working in a variety of areas including, but not limited to, 24-hour care settings, domiciliary care and day / resource centres.

## Learning Outcomes

By the end of the course, participants will be able to:

- Identify the problems, techniques and strategies for staff working with clients requiring assistance with mobility
- Understand the importance of posture and back care linked to safer working practice in the moving and handling field
- Appreciate the links with relevant legislation and risk assessment
- Demonstrate methods of assisting mobility impaired clients in a variety of settings
- Revised the use of handling equipment designed to aid client transfers
- Advise on strategies to assist the falling/fallen service user

**Target Group:** All staff, volunteers, family carers, direct employers and their PA's who Staff who work with people who have

**Time:** 9.30 – 12.30 **OR** 13.00 - 16.00

**Duration:** 3 hours - AM or PM

<b>Date:</b>	<b>Venue:</b>
10 <sup>th</sup> October 2019 AM	19a St Albans Road East, Hatfield
10 <sup>th</sup> October 2019 PM	19a St Albans Road East, Hatfield
10 <sup>th</sup> February 2020 AM	19a St Albans Road East, Hatfield
10 <sup>th</sup> February 2020 PM	19a St Albans Road East, Hatfield

To book please send a booking form to:  
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# Recognising Fire Risks and Scam Mailing – Caring Together



## Caring Together In partnership with Herts Fire and Rescue and Trading Standards



Between January 2000 and March 2017 HFRS attended 42 accidental dwelling fires which resulted in 45 accidental fire fatalities. Could these fatalities have been avoided?

‘Caring Together’ aims to raise awareness of potential fire risks and early warning signs to help safeguard individuals from such risks in their own homes. The course will provide advice on interventions provided by HFRS and formal referral pathways to ensure appropriate interventions are put in place to protect individuals

In addition Caring Together will cover other key issues such as the dangers of scam mailings and doorstep crime, faced by vulnerable people living in their own homes.

### Course Details

**Target Audience:** Anyone who comes into contact with vulnerable adults in their own home.

**Cost:** FREE

**Time:** 1pm – 3pm

**To book:** email [pvi.learning@hertfordshire.gov.uk](mailto:pvi.learning@hertfordshire.gov.uk) giving the name of the staff member and the desired date and location. A booking form is not required.

 [Follow us @HertsWDPT](#)

Dates	Location
9 <sup>th</sup> May 2019	Watford
5 <sup>th</sup> June 2019	St Albans
17 <sup>th</sup> July 2019	Welwyn Garden City
14 <sup>th</sup> August 2019	Hemel Hempstead
26 <sup>th</sup> September 2019	Stevenage



# **Leadership and Management**

## LEADERSHIP AND MANAGEMENT COURSES AT A GLANCE (by date & area)

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

Course title	Apr 19	May 19	June 19	Jul 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
Introduction to Management				2 <sup>nd</sup> & 3 <sup>rd</sup> Stevenage				5 <sup>th</sup> & 6 <sup>th</sup> Hemel Hempstead		21 <sup>st</sup> & 22 <sup>nd</sup> Stevenage		3 <sup>rd</sup> & 4 <sup>th</sup> Hemel Hempstead
Mental Health in the Workplace for Managers							24 <sup>th</sup> Hemel Hempstead			23 <sup>rd</sup> Stevenage		
Moving and Handling - Managers Responsibilities						10 <sup>th</sup> Hatfield						
Report Writing (AM or PM)			24 <sup>th</sup> Stevenage									5 <sup>th</sup> Hemel Hempstead
Safe Handling of Medication - Managers Workshop			19 <sup>th</sup> Hemel Hempstead			24 <sup>th</sup> Stevenage				7 <sup>th</sup> Hemel Hempstead		12 <sup>th</sup> Stevenage
Safeguarding Adults for Managers			10 <sup>th</sup> Stevenage			4 <sup>th</sup> Hemel Hempstead		8 <sup>th</sup> Stevenage			5 <sup>th</sup> Hemel Hempstead	
Stress Management in the Workplace for Managers									11 <sup>th</sup> Stevenage		27 <sup>th</sup> Hemel Hempstead	
Supervision Skills				16 <sup>th</sup> Hemel Hempstead				7 <sup>th</sup> Stevenage		15 <sup>th</sup> Hemel Hempstead		12 <sup>th</sup> Stevenage

# Introduction to Management

## Course Aim:

This programme has been developed for all practicing or potential first line managers and covers the core management skills that can be applied to almost any management role. This course is suitable for those new to management or as a refresher programme for managers with more experience.

## Course Content

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

## Learning Outcomes –

After attending this course, delegates will be able to:

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

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

**Time:** 10:00 - 16:00

**Duration:** 2 days

<b>Date:</b>	<b>Venue:</b>
2 <sup>nd</sup> & 3 <sup>rd</sup> July 2019	Robertson House, Stevenage
5 <sup>th</sup> & 6 <sup>th</sup> November 2019	Box Moor Trust, Hemel Hempstead
21 <sup>st</sup> & 22 <sup>nd</sup> January 2020	Robertson House, Stevenage
3 <sup>rd</sup> & 4 <sup>th</sup> March 2020	Box Moor Trust, Hemel Hempstead

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## Mental Health in the Workplace for Managers

This session will provide an overview of mental health and how it can affect people. Exploring issues around improving the mental health and wellbeing of staff, how as an organisation you can go about reducing staff turnover and sickness absence and how to effectively support a member of staff who is dealing with a mental health issue.

The session will cover relevant legislation in regards to making appropriate adjustments for people with mental health conditions in the workplace. Helping managers to consider how they can promote a healthy working environment which champions positive mental health.

### Learning Outcomes:

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

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

**Target Group:** Managers, senior staff / volunteers and direct employers working in social care who wish to increase their awareness of how to manage mental health within the work environment

**Time:** 09:30 - 16.30

**Duration:** 1 day

Date:	Venue:
24 <sup>th</sup> October 2019	Box Moor Trust, Hemel Hempstead
23 <sup>rd</sup> January 2020	Robertson House, Stevenage

To book please send a booking form to:  
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# Moving and Handling: Managers Responsibilities

## Course Aim:

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

## Learning Outcomes:

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

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

**Target Group:** All unit/team managers

**Time:** 09:30 - 12:30

**Duration:** 3 hours

Date:	Venue:
10 <sup>th</sup> September 2019	19a St Albans Road East, Hatfield

## Please Note:

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

To book please send a booking form to:  
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# Report Writing

## Course Aim:

To provide knowledge and understanding of the principles of report writing and record keeping. Participants will be familiar with current legislation related with confidentiality, sharing information, data protection and freedom of information.

## Learning Outcomes:

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

- Understand importance of report writing
- Increase knowledge of report principles
- Understand safety of written and electronic documents
- Know the difference between fact and opinion
- Understand different types of records at work place
- Legislation in relation to report writing and record keeping
- Know employer and employee responsibilities
- Be able to reporting concerns over the records storing and sharing of information at their workplace

**Target Group:** All unit/team managers

**Time:** 9.30 – 12.30 **OR** 13.00 - 16.00

**Duration:** 3 hours - AM or PM

<b>Date:</b>	<b>Venue:</b>
24 <sup>th</sup> June 2019 AM	Robertson House, Stevenage
24 <sup>th</sup> June 2019 PM	Robertson House, Stevenage
5 <sup>th</sup> March 2020 AM	Box Moor Trust, Hemel Hempstead
5 <sup>th</sup> March 2020 PM	Box Moor Trust, Hemel Hempstead

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## Safe Handling of Medication Managers Workshop

This course has been developed to provide Managers with the knowledge required for them to design systems which are service specific and support the safe handling and administration of medication.

### Course Content:

- Legislation, policies, procedures, guidelines
- Supporting staff to handle medication safely
- Agreed ways of working
- Roles and responsibilities
- Supporting self-administration by individuals being supported
- Medication audits
- Record keeping

### Learning Outcomes:

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

- List legislation, policy and procedures relevant to administration of medication
- Administer and monitor individuals' medication
- Understand the legislative framework for the use of medication
- Understand roles and responsibilities in the use of medication
- Understand techniques for administering medication
- Receive, store and dispose of medication supplies safely
- Promote the rights of the individual when managing medication
- Support use of medication
- Record and report on use of medication

**Target Group:** Managers and designated officers responsible for overseeing the administration of medication

**Time:** 10:00 - 16.00

**Duration:** 1 day

Date:	Venue:
19 <sup>th</sup> June 2019	Box Moor Trust, Hemel Hempstead
24 <sup>th</sup> September 2019	Robertson House, Stevenage
7 <sup>th</sup> January 2020	Box Moor Trust, Hemel Hempstead
12 <sup>th</sup> March 2020	Robertson House, Stevenage

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

## 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

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
10 <sup>th</sup> June 2019	Robertson House, Stevenage
4 <sup>th</sup> September 2019	Box Moor Trust, Hemel Hempstead
8 <sup>th</sup> November 2019	Robertson House, Stevenage
5 <sup>th</sup> February 2020	Box Moor Trust, Hemel Hempstead

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# Stress Management in the Workplace for Managers

This course will enable participants to start considering the management of work-related stress at an individual and organisational level, and will help participants to start developing effective strategies to prevent and manage adverse stress within the work environment.

The aim of the course is to support managers in controlling the risk of work-related stress and have increased confidence in effectively supporting others. Ultimately helping managers to foster a more productive and calm working environment in order to get the best from their team.

## Course Outcomes

**By the end of the course candidates will:**

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

**Target Group:** Managers, senior staff / volunteers and direct employers working in social care who wish to increase their awareness of how to manage stress within the work environment

**Time:** 09:30 - 16.30

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
11 <sup>th</sup> December 2019	Robertson House, Stevenage
27 <sup>th</sup> February 2020	Box Moor Trust, Hemel Hempstead

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# Supervision Skills

This course provides senior staff, prospective and experienced managers with both skills and resources to support effective supervision within the health and social care sector. The course will cover different models of supervision appropriate to a range of service settings.

This course is delivered in an engaging way, and participants get the opportunity to consider some of the challenges within their own role and identify appropriate strategies to overcome them. The aim is to further develop each candidate's understanding and confidence in utilising supervision as a vehicle for performance development, performance management and safeguarding.

## Course Outcomes

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

- 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:** Managers, team leaders, senior staff and all individuals with supervisory responsibilities

**Time:** 09:30 - 16:30

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
16 <sup>th</sup> July 2019	Box Moor Trust, Hemel Hempstead
7 <sup>th</sup> November 2019	Robertson House, Stevenage
15 <sup>th</sup> January 2020	Box Moor Trust, Hemel Hempstead
12 <sup>th</sup> March 2020	Robertson House, Stevenage

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# **Managing Behaviour of Concern**

**BEHAVIOUR OF CONCERN  
COURSES AT A GLANCE  
(by date & area)**

<b>Course title</b>	<b>Apr 19</b>	<b>May 19</b>	<b>June 19</b>	<b>Jul 19</b>	<b>Aug 19</b>	<b>Sept 19</b>	<b>Oct 19</b>	<b>Nov 19</b>	<b>Dec 19</b>	<b>Jan 20</b>	<b>Feb 20</b>	<b>Mar 20</b>
Behaviour of Concern Theory and Positive Behaviour Support			11 <sup>th</sup> Hemel Hempstead		20 <sup>th</sup> Hatfield		10 <sup>th</sup> Stevenage		18 <sup>th</sup> Hatfield			25 <sup>th</sup> Hatfield
Behaviour of Concern, Positive Behaviour Support and Breakaway Skills	29 <sup>th</sup> & 30 <sup>th</sup> Hatfield	22 <sup>nd</sup> & 23 <sup>rd</sup> Stevenage	12 <sup>th</sup> & 13 <sup>th</sup> Hemel Hempstead	18 <sup>th</sup> & 19 <sup>th</sup> Hatfield	22 <sup>nd</sup> & 23 <sup>rd</sup> Stevenage	18 <sup>th</sup> & 19 <sup>th</sup> Hemel Hempstead	15 <sup>th</sup> & 16 <sup>th</sup> Hatfield	18 <sup>th</sup> & 19 <sup>th</sup> Stevenage	11 <sup>th</sup> & 12 <sup>th</sup> Hemel Hempstead	13 <sup>th</sup> & 14 <sup>th</sup> Stevenage	27 <sup>th</sup> & 28 <sup>th</sup> Hatfield	10 <sup>th</sup> & 20 <sup>th</sup> Stevenage
Behaviour of Concern, Positive Behaviour Support and Breakaway Skills -Refresher		1 <sup>st</sup> Hatfield		2 <sup>nd</sup> Stevenage		17 <sup>th</sup> Hemel Hempstead		14 <sup>th</sup> Hatfield		23 <sup>rd</sup> Hatfield		3 <sup>rd</sup> Stevenage

# Behaviour of Concern Theory and Positive Behaviour Support

**Course Aims:**

To develop a knowledge and understanding of challenging behaviour and Positive Behaviour Support and how behaviour is used to communicate a need.

**This is for staff members who DO NOT require Breakaway training**

**Learning Outcomes:**

- To develop awareness of person-centred total communication methods and functional assessment tools to implement, support and improve a Positive Behaviour Support approach.
- To develop safe, effective and consistent pro-active strategies for anyone who may be faced with challenging or aggressive situations from those they support.
- To increase the participants awareness and understanding of proactive strategies for the prevention and de-escalation of aggressive behaviour.
- To explore how our own behaviour impacts both positively and negatively on those we support.
- To enable participants to develop and practice communication and de-escalation skills using appropriate verbal responses and body language within a person-centred approach.
- To increase the participants confidence and awareness of their own personal safety.
- To become familiar with organisational policies and procedures for managing behaviours of concern and reporting incidences.

**Target Group:** All staff working with people who have a learning disability who do not display a physical challenge

**Time:** 09.30am – 16.00pm

**Duration:** 1 day

Date:	Venue:
11 <sup>th</sup> June 2019	Dacorum LD Day Service, Hemel Hempstead
20 <sup>th</sup> August 2019	19a St Albans Road East, Hatfield
10 <sup>th</sup> October 2019	Robertson House, Stevenage
18 <sup>th</sup> December 2019	19a St Albans Road East, Hatfield
25 <sup>th</sup> February 2020	19a St Albans Road East, Hatfield

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# Behaviour of Concern, Positive Behaviour Support Theory and Breakaway Skills

Please note staff who attend this course do not need to attend a Behaviour of Concern 1 day Theory Course

## Course Aims:

- To develop a knowledge and understanding of challenging behaviour and Positive Behaviour Support and how behaviour is used to communicate a need.
- To learn physical techniques to keep self and others safe.

## Learning Outcomes:

- To develop awareness of person-centred total communication methods and functional assessment tools to implement, support and improve a PBS approach.
- Develop physical skills to breakaway safely from an individual how has made physical contact, skills recognised by General Service Association
- Gain an understanding of the Legal Framework
- To develop safe, effective and consistent pro-active strategies for anyone who may be faced with challenging or aggressive situations from those they support.
- To increase the participants awareness and understanding of proactive strategies for the prevention and de-escalation of aggressive behaviour.
- To explore how our own behaviour impacts positively & negatively on those we support.
- To enable participants to develop and practice communication and de-escalation skills using appropriate verbal responses and body language within a person-centred approach.
- To increase the participants confidence and awareness of their own personal safety.
- To become familiar with organisational policies and procedures for managing behaviours of concern and reporting incidences.
- Be able to plan and implement Behaviour Management Plans / consistent approaches
- Understand the importance of Recording and Reporting of Incidents.

**Target Group:** All staff working with people who have a learning disability and display behaviour of concern including physical contact.

**Time:** 09.30am – 16.00pm

**Duration:** 2 days

Date:	Venue:
29 <sup>th</sup> & 30 <sup>th</sup> April 2019	19a St Albans Road East, Hatfield
22 <sup>nd</sup> & 23 <sup>rd</sup> May 2019	Robertson House, Stevenage
12 <sup>th</sup> & 13 <sup>th</sup> June 2019	Dacorum LD Day Service, Hemel Hempstead
18 <sup>th</sup> & 19 <sup>th</sup> July 2019	19a St Albans Road East, Hatfield
22 <sup>nd</sup> & 23 <sup>rd</sup> August 2019	Robertson House, Stevenage
18 <sup>th</sup> & 19 <sup>th</sup> September 2019	Dacorum LD Day Service, Hemel Hempstead
15 <sup>th</sup> & 16 <sup>th</sup> October 2019	19a St Albans Road East, Hatfield
18 <sup>th</sup> & 19 <sup>th</sup> November 2019	Robertson House, Stevenage
11 <sup>th</sup> & 12 <sup>th</sup> December 2019	Dacorum LD Day Service, Hemel Hempstead
13 <sup>th</sup> & 14 <sup>th</sup> January 2020	Robertson House, Stevenage
27 <sup>th</sup> & 28 <sup>th</sup> February 2020	19a St Albans Road East, Hatfield
10 <sup>th</sup> & 20 <sup>th</sup> March 2020	Robertson House, Stevenage

To book please send a booking form to:

Workforce Development and Partnership Team

SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ

Fax: 01438 843432, Email: [pvi.learning@hertfordshire.gov.uk](mailto:pvi.learning@hertfordshire.gov.uk)

# Behaviour of Concern, Positive Behaviour Support and Breakaway Skills - Refresher

**Course Aim:**

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

**Learning Outcomes:**

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

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

**Time:** 09:30 - 16:30

**Duration:** 1 day

Date:	Venue:
1 <sup>st</sup> May 2019	19a St Albans Road East, Hatfield
2 <sup>nd</sup> July 2019	Robertson House, Stevenage
17 <sup>th</sup> September 2019	Dacorum LD Day Service, Hemel Hempstead
14 <sup>th</sup> November 2019	19a St Albans Road East, Hatfield
23 <sup>rd</sup> January 2020	19a St Albans Road East, Hatfield
3 <sup>rd</sup> March 2020	Robertson House, Stevenage

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## **Behaviour of Concern In-House Training Request Form**

Partially-funded Bespoke Behaviour of Concern training for your organisation in the use of Breakaway and Physical Intervention Skills can now be accessed through the Workforce Development and Partnership Team.

To discuss your individual requirements further, please complete this form and return to [Sue.Wilding@hertfordshire.gov.uk](mailto:Sue.Wilding@hertfordshire.gov.uk)

Please note a minimum of 8 people will be required for each session unless otherwise agreed following discussion

Organisation Name:

Name of contact:

Phone number:

Email address:

Address for where the training will take place:

Brief Overview of Training Required:

Any special requirements?

Signature:  Date:

**Return to:**

Sue Wilding – [sue.wilding@hertfordshire.gov.uk](mailto:sue.wilding@hertfordshire.gov.uk)

Workforce Development and Partnership Team, SFAR 201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ

# **Mental Health**

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

Course title	Apr 19	May 19	June 19	Jul 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
Mental Health Awareness							7 <sup>th</sup> Hemel	8 <sup>th</sup> Stevenage		23 <sup>rd</sup> Hemel		3 <sup>rd</sup> Stevenage
Common Mental Health Conditions								19 <sup>th</sup> Hemel			3 <sup>rd</sup> Stevenage	
Suicide Awareness- <b>See page 77</b>							25 <sup>th</sup> St Albans	29 <sup>th</sup> Stevenage	13 <sup>th</sup> Potters Bar			
Personality Disorders (AM Only)										30 <sup>th</sup> Hemel		10 <sup>th</sup> Stevenage
Supporting an Individual in Crisis (AM only)								25 <sup>th</sup> Stevenage			4 <sup>th</sup> Hemel	
Promoting Positive Wellbeing (AM only)								18 <sup>th</sup> Stevenage			19 <sup>th</sup> Hemel	
Mental Health and Learning Disabilities										31 <sup>st</sup> Stevenage		
Hoarding and Mental Health (AM only)											11 <sup>th</sup> Stevenage	
Trauma Informed Practice												10 <sup>th</sup> Hemel
Mental Health and Medication (AM only)									13 <sup>th</sup> Hemel			17 <sup>th</sup> Stevenage
Hertfordshire Services and Pathways (AM only)											26 <sup>th</sup> Stevenage	

**Staff Personal Wellbeing Training:**

Mental Health at Work (Light Bite)								29 <sup>th</sup> Stevenage				13 <sup>th</sup> Hemel
Mental Health in the Workplace (AM only)							31 <sup>st</sup> Stevenage					13 <sup>th</sup> Hemel
Stress Management in the Workplace (AM only)								14 <sup>th</sup> Hemel	12 <sup>th</sup> Stevenage			

# Mental Health Awareness

## Course Aim:

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 participants recognise the impact that mental health issues can have on individuals. The course will help participants to consider how they can protect their own mental health and wellbeing and that of others. Participants will be made aware of the importance of challenging stereotypes, myths and stigma surrounding mental health issues and championing inclusion.

## Learning Outcomes:

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

**Target 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 - 16.30

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
7 <sup>th</sup> October 2019	Box Moor Trust, Hemel Hempstead
8 <sup>th</sup> November 2019	Robertson House, Stevenage
23 <sup>rd</sup> January 2020	Box Moor Trust, Hemel Hempstead
3 <sup>rd</sup> March 2020	Robertson House, Stevenage

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## Common Mental Health Conditions

Stress, 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 stress, anxiety, depression and panic attacks 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 - 16.30

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
19 <sup>th</sup> November 2019	Box Moor Trust, Hemel Hempstead
3 <sup>rd</sup> February 2020	Robertson House, Stevenage

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# Suicide Awareness

## Training Overview

The purpose of this session is to increase participants' knowledge and awareness about suicide. We will explore information about which groups of people are most at risk and why, protective factors and briefly review practical strategies for identifying and responding to signs of risk in adults. You will be provided some of the latest information and statistics in regards to suicide nationally and locally in Hertfordshire.

## Learning Outcomes

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

- Increase awareness and knowledge of suicide in adults, including being able to recognise some of the latest statistics and risk factors
- Understand some of the misconceptions surrounding suicide and be aware of the impact of stigma.
- Have increased confidence in responding to and supporting people with suicidal thoughts.
- Have an increased knowledge of services available in Hertfordshire to support adults with suicidal thoughts.

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

**Time:** 09:30 - 16.30

**Duration:** 1 day

## How to Book:

This **Fully Funded** training is provided by the Suicide Prevention Campaign 'Spot the Signs and Save a Life.'

All future course dates are advertised, and can be booked, via their Eventbrite page which can be accessed through the following link:

<https://www.eventbrite.co.uk/o/spot-the-signs-and-save-a-life-18307455358>

## Personality Disorders

The purpose of this session is to increase awareness of the different types of Personality Disorders. The training will explain the criteria for general personality disorder as well as specifying the 3 personality clusters. The session will explore the causes and risk factors for personality disorder and it will describe the treatments available. The training will look at the challenges of working with individuals with a personality disorder diagnosis.

### Learning Outcomes:

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

- Have a broad understanding of personality and personality disorders.
- Have an increased awareness of general personality disorder.
- Have a greater understanding of the personality clusters and individual disorders.
- Name causes and risk factors for personality disorder.
- Recognise the challenges of working with a client with a personality disorder.

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

**Time:** 09:30 - 12.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
30 <sup>th</sup> January 2020	Box Moor Trust, Hemel Hempstead
10 <sup>th</sup> March 2020	Robertson House, Stevenage

To book please send a booking form to:  
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## 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:** 09:30 - 12.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
25 <sup>th</sup> November 2019	Robertson House, Stevenage
4 <sup>th</sup> February 2020	Box Moor Trust, Hemel Hempstead

To book please send a booking form to:  
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## Promoting Positive Wellbeing

This session aims to provide delegates with an introduction to mental health – outlining what good mental health might look like and when we can develop problems.

This practical and interactive session will give delegates a chance to explore what they can do to help make people better manage their mental health and wellbeing using a more preventative approach.

The session will use the 5 ways to wellbeing framework to explore a range of techniques for promoting positive wellbeing and practical strategies of how to achieve this.

The session aims to identify and recommend appropriate support options and promotes self-management.

### Learning Outcomes

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

- Understand positive wellbeing and the importance of utilising preventative techniques to maintain good mental health.
- Have awareness of practical strategies for maintaining positive mental health based on the 5 ways to wellbeing framework.
- Know how to develop personal wellbeing action plans detailing how to maintain good mental health.
- Be able to provide individual's you support with practical self-management strategies.

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

**Time:** 09:30 - 12.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
18 <sup>th</sup> November 2019	Robertson House, Stevenage
19 <sup>th</sup> February 2020	Box Moor Trust, Hemel Hempstead

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# 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 - 16.30

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
31 <sup>st</sup> January 2020	Robertson House, Stevenage

To book please send a booking form to:  
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# Hoarding and Mental Health

## Training Overview

This course will provide a general introduction to the complex topic of hoarding behaviours and hoarding disorder. Delegates will gain a better knowledge and range of skills to motivate and support individuals that hoard with greater insight into how hoarding presents itself. There will be a focus on managing some of the more practical challenges of supporting individuals who hoard and how to approach this.

## Learning Outcomes

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

- Be able to understand some of the traits of hoarders.
- Understand what hoarding is and the differences between hoarding disorder and hoarding behaviours.
- Understand who can be affected by the disorder, possible triggers and how it presents itself.
- Understand some of the do's and don'ts of supporting an individual who hoards.
- Have a better understanding of how to manage some of the more practical challenges of working with hoarders.

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

**Time:** 09:30 - 12.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
11 <sup>th</sup> February 2020	Robertson House, Stevenage

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

# Trauma Informed Practice

## Training Overview

On this course you will gain an understanding of how to recognise and sensitively respond to the effects of trauma. In addition to exploring what a trauma informed approach looks like, you will have the opportunity to reflect on your practice. You will also take away some practical tools to help you respond in a more trauma informed way when working with individuals, particularly those with a mental health need.

## Learning Outcomes

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

- Understand what it means to be trauma informed and why adopting a trauma informed approach is appropriate in health and social care services.
- Understand how trauma affects people and how this can in turn affect staff.
- Develop an idea of what being trauma-informed will look like when supporting individuals.
- Explore how to practically implement a trauma-informed approach.
- Understand what secondary or vicarious trauma is and to explore strategies for self-care.
- Take away practical and adaptable tools that will enable you to improve your practice.

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

**Time:** 09:30 - 16.30

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
10 <sup>th</sup> March 2020	Box Moor Trust, Hemel Hempstead

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

# 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>
13 <sup>th</sup> December 2019	Box Moor Trust, Hemel Hempstead
17 <sup>th</sup> March 2020	Robertson House, Stevenage

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

# Hertfordshire Mental Health Services and Pathways

## Training Overview

The aim of this session is for delegates to have a more in depth understanding of mental health care pathways in Hertfordshire and the range of services available across the county. Delegates will gain a more in depth knowledge of a range of services for meeting different types of mental health needs from common mental health conditions to more specific issues such as perinatal mental health and complex needs.

## Learning Outcomes

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

- Have an overview of mental health care pathways in Hertfordshire, how these meet different needs and the connections between services.
- Have signposting information and knowledge of services available across Hertfordshire.
- Be able to think outside the box around mental health support and signpost to a wide range of community provision.

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

**Time:** 09:30 - 12.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
26 <sup>th</sup> February 2020	Robertson House, Stevenage

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

## Mental Health at Work – Light Bite

Stress, depression and anxiety are some of the most common health problems affecting the UK workforce.

Therefore to support raising mental health awareness the purpose of this short session is to open up a discussion about mental health and work.

This short interactive session will be an introduction to mental health and work, considering how individuals can reduce and manage their stress levels both within and outside of work.

Supporting staff to recognise that everyone in the workplace has a role in championing and promoting positive mental health.

**Please note this is a 1 hour Light Bite session**

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

**Time:** 10:00 – 11:00

**Duration:** 1 hour

<b>Date:</b>	<b>Venue:</b>
29 <sup>th</sup> November 2019	Robertson House, Stevenage
13 <sup>th</sup> February 2020	Box Moor Trust, Hemel Hempstead

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

# Mental Health in the Workplace

## Training Overview

The session will explore mental health and the impact of mental health on work and vice versa. The purpose of this workshop is to open up a discussion about mental health in the workplace and explore practical strategies that individuals can use to help manage and enhance their mental health in the work environment. Delegates will also be better equipped to challenge stigma in the workplace, understand the significance of building resilience and how to look after their own mental health.

## Learning Outcomes

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

- Understand the causes of mental health problems and how work can impact.
- Have the knowledge and understanding necessary to foster and enhance your mental health and wellbeing in the workplace.
- Be able to explore and challenge perceptions of mental health.
- Examine what impacts both negatively and positively on mental health in the workplace.
- Have practical tips to improve and sustain wellbeing.
- Be able to have positive and supportive conversations about mental health in the workplace.

**Target Group:** This course is suitable for anyone who wishes to improve their awareness of mental health and how to improve their **own** mental health and wellbeing

**Time:** 09:30 - 12.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
31 <sup>st</sup> October 2019	Robertson House, Stevenage
13 <sup>th</sup> March 2020	Box Moor Trust, Hemel Hempstead

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

# 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

Date:	Venue:
14 <sup>th</sup> November 2019	Box Moor Trust, Hemel Hempstead
12 <sup>th</sup> December 2019	Robertson House, Stevenage

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

# **Safe Handling of Medication**

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

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

Course title	Apr 19	May 19	June 19	Jul 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
Safe Handling of Medication	24 <sup>th</sup> Stevenage		5 <sup>th</sup> Hemel Hempstead	17 <sup>th</sup> Stevenage	22 <sup>nd</sup> Hemel Hempstead			8 <sup>th</sup> Stevenage			4 <sup>th</sup> Stevenage	
Safe Handling of Medication - Refresher (AM)			28 <sup>th</sup> Hemel Hempstead	31 <sup>st</sup> Stevenage	8 <sup>th</sup> Hemel Hempstead					8 <sup>th</sup> Stevenage		

# Safe Handling of Medication

## Course Content:

- Legislation, policies, procedures, guidelines
- The terms trade and generic and categories of medicines
- Ordering, storage and disposing of medicines
- Routes of medication
- When medication is refused
- Self-Administration by Service users
- When things go wrong
- Record Keeping
- How to administer medication
- Signs to look out for with an adverse reaction to medication

## Learning Outcomes:

After attending this course, learners will be able to:

- List legislation, policy and procedures relevant to administration of medication
- Outline procedures and techniques for the administration of medication
- Prepare for the administration of medication
- Administer and monitor individuals' medication
- Explain roles and responsibilities in the use of medication in social care settings
- Explain how to receive, store and dispose of medication supplies safely
- Know how to promote the rights of the individual when managing medication
- Support use of medication
- Record and report on use of medication

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

**Time:** 10:00 - 16:00

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
24 <sup>th</sup> April 2019	Robertson House, Stevenage
5 <sup>th</sup> June 2019	Box Moor Trust, Hemel Hempstead
17 <sup>th</sup> July 2019	Robertson House, Stevenage
22 <sup>nd</sup> August 2019	Box Moor Trust, Hemel Hempstead
8 <sup>th</sup> November 2019	Robertson House, Stevenage
4 <sup>th</sup> February 2020	Robertson House, Stevenage

To book please send a booking form to:  
Workforce Development and Partnership Team  
fghSFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ  
Fax: 01438 843432, Email: [pvi.learning@hertfordshire.gov.uk](mailto:pvi.learning@hertfordshire.gov.uk)

## Safe Handling of Medication – Refresher

This course has been developed as a refresher training session to provide staff with the up-to-date knowledge required in order for them to administer and/or assist with the administration of medication. Organisational in-house competence based training should be undertaken following this course.

### Course Content:

- Legislation, policies, procedures, guidelines
- The terms trade and generic and categories of medicines
- Ordering, storage and disposing of medicines
- Routes of medication
- When medication is refused
- Self-administration by Service Users
- When things go wrong
- Record keeping
- How to administer medication
- Signs to look out for with an adverse reaction to medication

### Learning Outcomes:

After attending this course, learners will be able to

- List legislation, policy and procedures relevant to administration of medication
- Outline procedures and techniques for the administration of medication
- Prepare for the administration of medication
- Administer and monitor individuals' medication
- Explain roles and responsibilities in the use of medication in social care settings
- Explain how to receive, store and dispose of medication supplies safely
- Describe how to promote the rights of the individual when managing medication
- Record and report on use of medication

**Target Group:** All staff who have completed the whole 1 day workshop and need a refresher

**Time:** 09:30 - 12.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
28 <sup>th</sup> June 2019	Box Moor Trust, Hemel Hempstead
31 <sup>st</sup> July 2019	Robertson House, Stevenage
8 <sup>th</sup> August 2019	Box Moor Trust, Hemel Hempstead
8 <sup>th</sup> January 2020	Robertson House, Stevenage

To book please send a booking form to:  
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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)

# **Safeguarding Courses**

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

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

Course title	Apr 19	May 19	June 19	Jul 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
Mental Capacity Act and Deprivation of Liberty Safeguards - Awareness		28 <sup>th</sup> Stevenage		3 <sup>rd</sup> Hemel Hempstead		19 <sup>th</sup> Stevenage		12 <sup>th</sup> Hemel Hempstead	16 <sup>th</sup> Hemel Hempstead	15 <sup>th</sup> Stevenage	5 <sup>th</sup> Stevenage	2 <sup>nd</sup> Hemel Hempstead
Safeguarding Adults Basic Awareness AM or PM		2 <sup>nd</sup> Stevenage	17 <sup>th</sup> Hemel Hempstead	4 <sup>th</sup> Stevenage	14 <sup>th</sup> Hemel Hempstead	25 <sup>th</sup> Stevenage	17 <sup>th</sup> Stevenage	14 <sup>th</sup> Hemel Hempstead	5 <sup>th</sup> Hemel Hempstead		18 <sup>th</sup> Hemel Hempstead	

# 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:** 09:30 - 16:30

**Duration:** 1 day

Date:	Venue:
28 <sup>th</sup> May 2019	Robertson House, Stevenage
3 <sup>rd</sup> July 2019	Box Moor Trust, Hemel Hempstead
19 <sup>th</sup> September 2019	Robertson House, Stevenage
12 <sup>th</sup> November 2019	Box Moor Trust, Hemel Hempstead
16 <sup>th</sup> December 2019	Box Moor Trust, Hemel Hempstead
15 <sup>th</sup> January 2020	Robertson House, Stevenage
5 <sup>th</sup> February 2020	Robertson House, Stevenage
2 <sup>nd</sup> March 2020	Box Moor Trust, Hemel Hempstead

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

# Safeguarding Adults Basic Awareness

## Course Aim:

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

## Learning Outcomes:

At the end of the training you will:

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

**Target Group** All staff who have not attended a Safeguarding Adults course within the last 2years

**Time** 09:30 - 12:30 or 13.30 – 16.30

**Duration** 1/2 day

**Note:** **To book places on the training below please submit booking forms to: [practice.development@hertfordshire.gov.uk](mailto:practice.development@hertfordshire.gov.uk)**

<b>Date:</b>	<b>Venue:</b>
2 <sup>nd</sup> May 2019	Robertson House, Stevenage
17 <sup>th</sup> June 2019	Box Moor Trust, Hemel Hempstead
4 <sup>th</sup> July 2019	Robertson House, Stevenage
14 <sup>th</sup> August 2019	Box Moor Trust, Hemel Hempstead
25 <sup>th</sup> September 2019	Robertson House, Stevenage
17 <sup>th</sup> October 2019	Robertson House, Stevenage
14 <sup>th</sup> November 2019	Box Moor Trust, Hemel Hempstead
5 <sup>th</sup> December 2019	Box Moor Trust, Hemel Hempstead
18 <sup>th</sup> February 2020	Box Moor Trust, Hemel Hempstead

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

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

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

<b>Course title</b>	<b>Apr 19</b>	<b>May 19</b>	<b>June 19</b>	<b>Jul 19</b>	<b>Aug 19</b>	<b>Sept 19</b>	<b>Oct 19</b>	<b>Nov 19</b>	<b>Dec 19</b>	<b>Jan 20</b>	<b>Feb 20</b>	<b>Mar 20</b>
Healthcare needs of People with a Learning Disability				23 <sup>rd</sup> Stevenage			18 <sup>th</sup> Hemel Hempstead			17 <sup>th</sup> Stevenage		9 <sup>th</sup> Hemel Hempstead
Introduction to Learning Disabilities		29 <sup>th</sup> Stevenage		31 <sup>st</sup> Hemel Hempstead		24 <sup>th</sup> Stevenage		20 <sup>th</sup> Hemel Hempstead		21 <sup>st</sup> Stevenage		16 <sup>th</sup> Hemel Hempstead
Supporting Older People with a Learning Disability			25 <sup>th</sup> Stevenage		14 <sup>th</sup> Hemel Hempstead			18 <sup>th</sup> Stevenage			10 <sup>th</sup> Hemel Hempstead	

# Healthcare needs of People with a Learning Disability

## Course Aim:

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

## Learning Outcome:

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

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

**Time** 09:30 - 12:30

**Duration:** 1 day

<b>Date:</b>	<b>Venue:</b>
23 <sup>rd</sup> July 2019	Robertson House, Stevenage
18 <sup>th</sup> October 2019	Box Moor Trust, Hemel Hempstead
17 <sup>th</sup> January 2020	Robertson House, Stevenage
9 <sup>th</sup> March 2020	Box Moor Trust, Hemel Hempstead

To book please send a booking form to:  
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Fax: 01438 843432, Email: [pvi.learning@hertfordshire.gov.uk](mailto:pvi.learning@hertfordshire.gov.uk)

# Introduction to Learning Disabilities

## Course Aim:

To develop a basic understanding of Learning Disability

## Learning Outcomes:

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

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

**Time** 09:30 - 12:30

**Duration:** 1/2 day

<b>Date:</b>	<b>Venue:</b>
29 <sup>th</sup> May 2019	Robertson House, Stevenage
31 <sup>st</sup> July 2019	Box Moor Trust Hemel Hempstead
24 <sup>th</sup> September 2019	Robertson House, Stevenage
20 <sup>th</sup> November 2019	Box Moor Trust, Hemel Hempstead
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16 <sup>th</sup> March 2020	Box Moor Trust, Hemel Hempstead

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# Supporting Older People with a Learning Disability

## Course Aim:

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

## Learning Outcome:

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

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

**Time** 09:30 - 12:30

**Duration:** 1/2 day

<b>Date:</b>	<b>Venue:</b>
25 <sup>th</sup> June 2019	Robertson House, Stevenage
14 <sup>th</sup> August 2019	Box Moor Trust, Hemel Hempstead
18 <sup>th</sup> November 2019	Robertson House, Stevenage
10 <sup>th</sup> February 2020	Box Moor Trust, Hemel Hempstead

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Fax: 01438 843432, Email: [pvi.learning@hertfordshire.gov.uk](mailto:pvi.learning@hertfordshire.gov.uk)



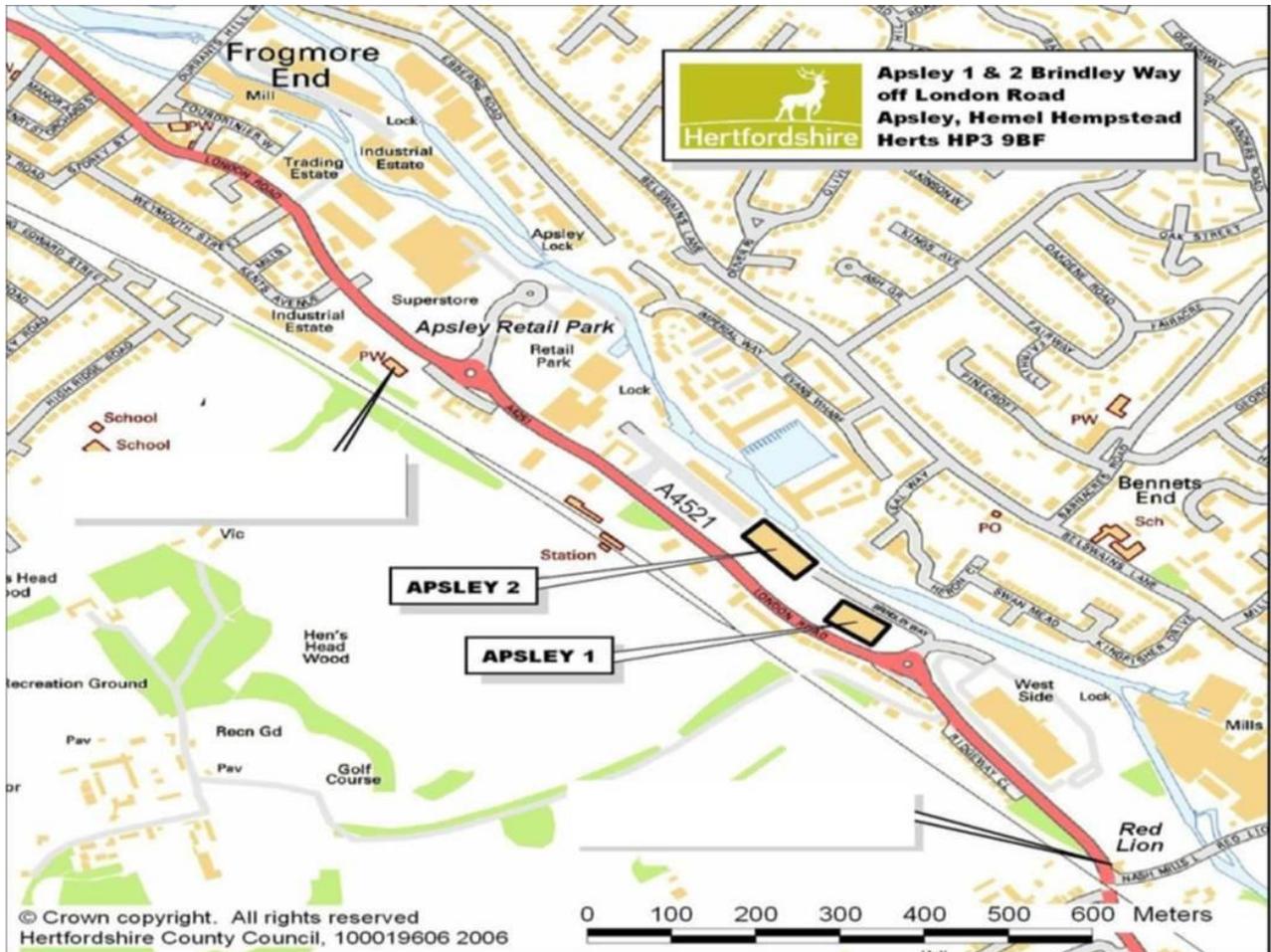
# Venue Maps

## Venues

Apsley 1 and 2	<b>Hemel Hempstead</b>	<b>105</b>
Box Moor Trust	<b>Hemel Hempstead</b>	<b>106</b>
Dacorum LD Day Service	<b>Hemel Hempstead</b>	<b>107</b>
Hertfordshire Development Centre (Robertson House)	<b>Stevenage</b>	<b>108</b>
Hertfordshire Workforce Development Suite (19a St Albans Road)	<b>Hatfield</b>	<b>110</b>
HCPA Office	<b>Welwyn Garden City</b>	<b>111</b>
Joint Emergency Services Academy (formerly Longfield)	<b>Stevenage</b>	<b>112</b>
Shendish Manor	<b>Hemel Hempstead</b>	<b>113</b>

## Apsley 1 and 2

### Hemel Hempstead



#### Apsley 1 and 2- Brindley Way – Apsley - Hemel Hempstead – Herts - HP3 9BF

- From the M25: Exit at Junction 20 of the M25 Motorway. At the roundabout take the exit for Kings Langley A4251 and continue straight ahead through Kings Langley towards Hemel Hempstead. At the traffic lights just before the railway bridge, continue straight following the Hemel Hempstead signs past the Red Lion Pub on your right. At the next mini roundabout turn right, Apsley 1 is on your left.
- From the M1: Exit at Junction 8 of the M1 Motorway, signposted Hemel Hempstead A414 and follow the signs to Hemel Hempstead. Continue straight ahead over 4 roundabouts. At the junction of the 'Magic Roundabout', follow the signs for the M25, whilst on the roundabouts pick up the sign for Apsley. At the lights bear left onto the A4251 sign posted Kings Langley and continue straight, passing the shops. At the Apsley Retail Park roundabout continue straight ahead and go straight at the next set of traffic lights. At the mini roundabout turn left, Apsley 1 is on your left.

# Box Moor Trust Centre

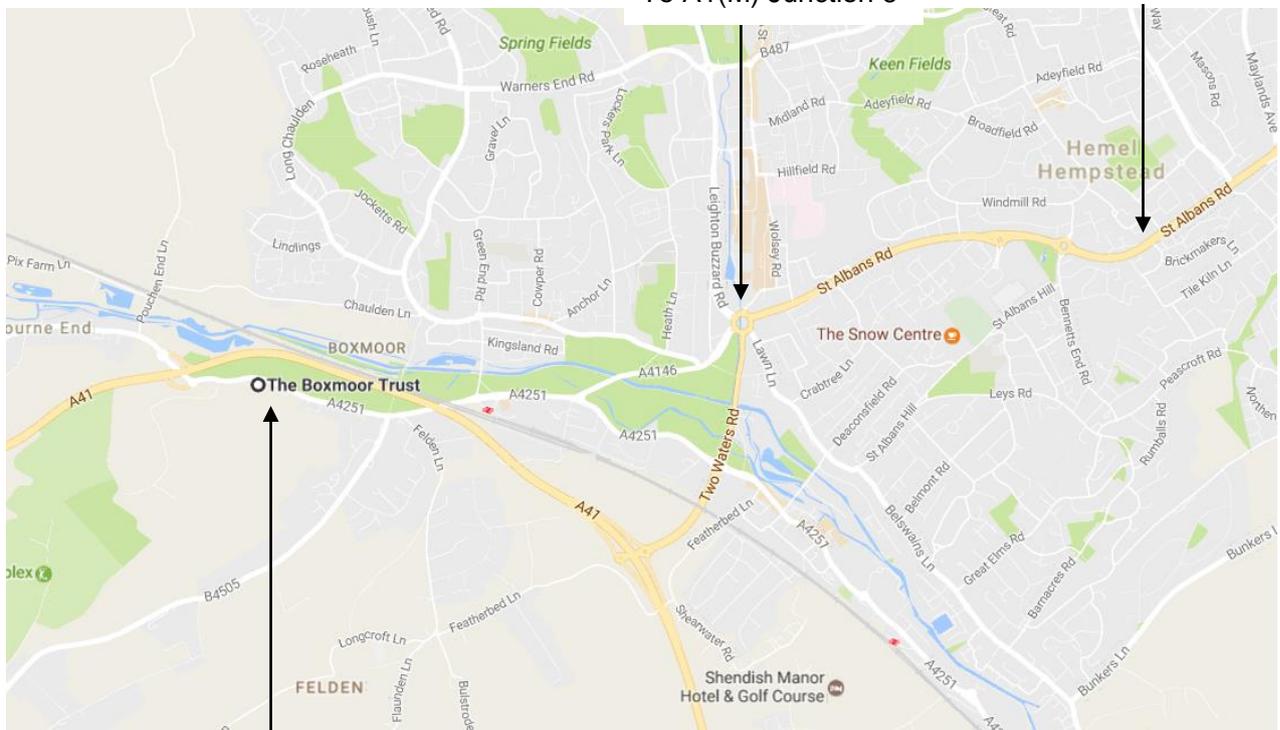
## Hemel Hempstead

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

Tel: 01442 253300

'Magic'  
Roundabout  
To A1(M) Junction 6

To M1 Junction 8  
To A1(M) Junction 6



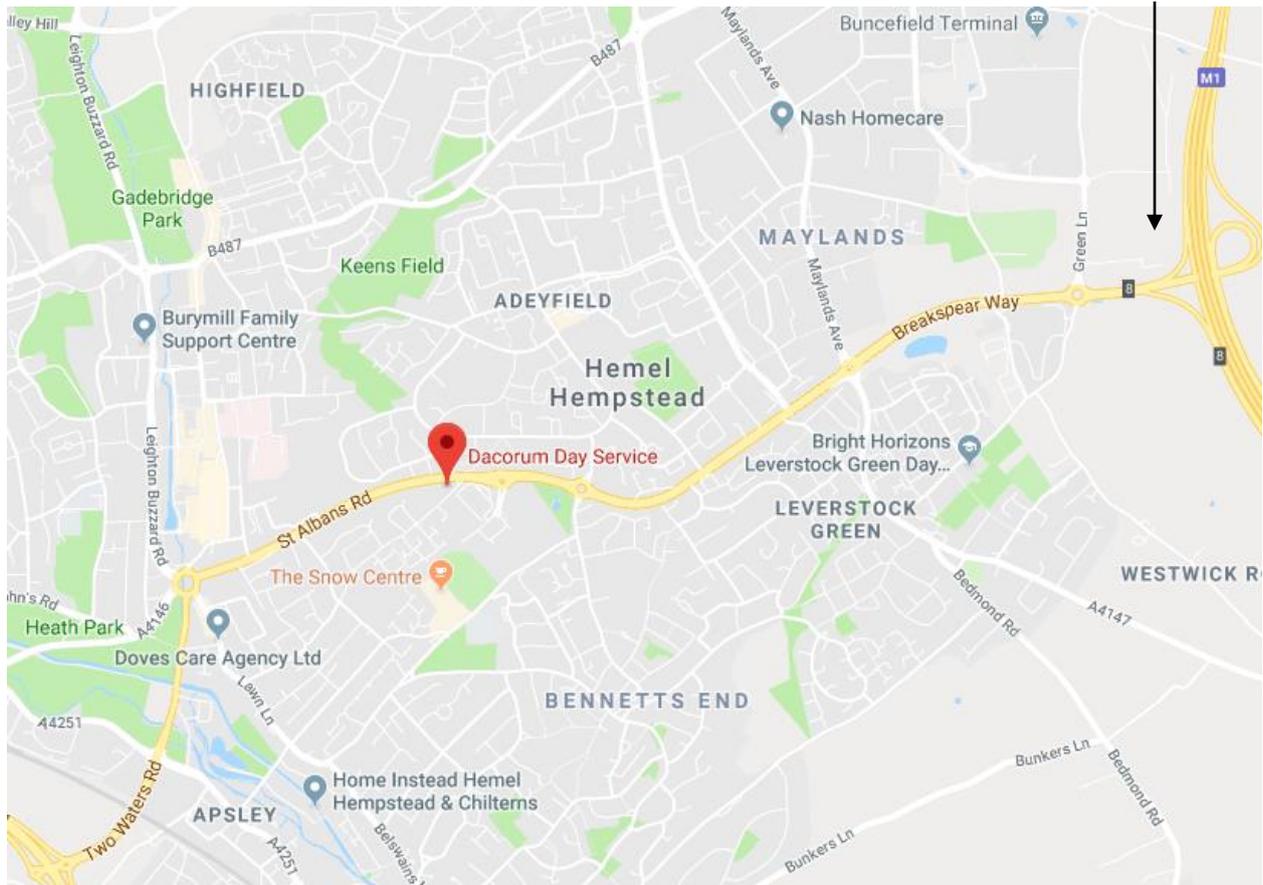
Box Moor Trust  
To A1(M) Junction 6

## Dacorum LD Day Service

Old Crabtree Ln,  
Hemel Hempstead  
HP2 4JW

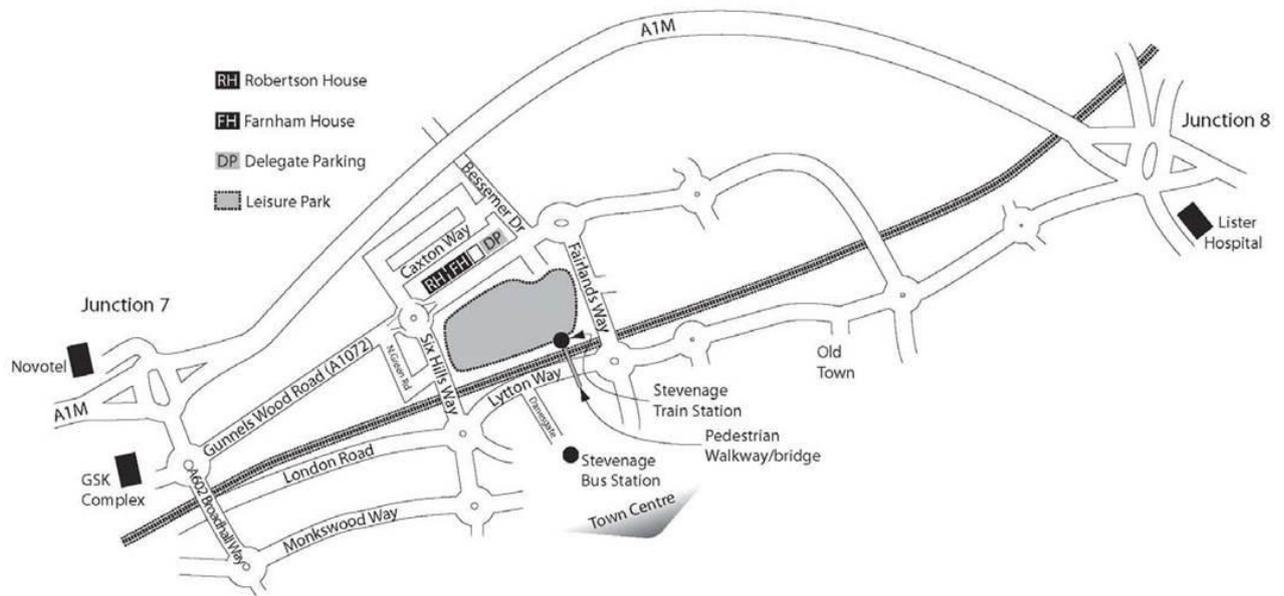
Tel: 01442 255903

M1 Junction 8  
To A1(M) Junction 6



# Hertfordshire Development Centre

## Stevenage



Robertson House is located on Six Hills Way, just off Gunnels Wood Road, Stevenage and is served by mainline train routes, an extensive bus service and off-road cycle paths, as well as being adjacent to the A1M motorway.

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

### Hertfordshire Development Centre Robertson House

**Six Hills Way Stevenage SG1 2FQ**

**Tel: 01438 845111 Fax: 01438 845112**

## **Directions to Hertfordshire Development Centre at Robertson House**

### **By train**

Stevenage Train Station is about 800 metres from the base and has regular trains to London from Peterborough. It also serves many Hertfordshire destinations.

The mainline railway station runs regular services to London's Kings Cross, with a fastest journey time of 19 minutes.

**For train timetables and tickets: [www.nationalrail.co.uk](http://www.nationalrail.co.uk)**

### **By bus**

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

**For bus routes around Herts: [www.intalink.org.uk](http://www.intalink.org.uk)**

### **By car**

#### **From A1M Junction 7**

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

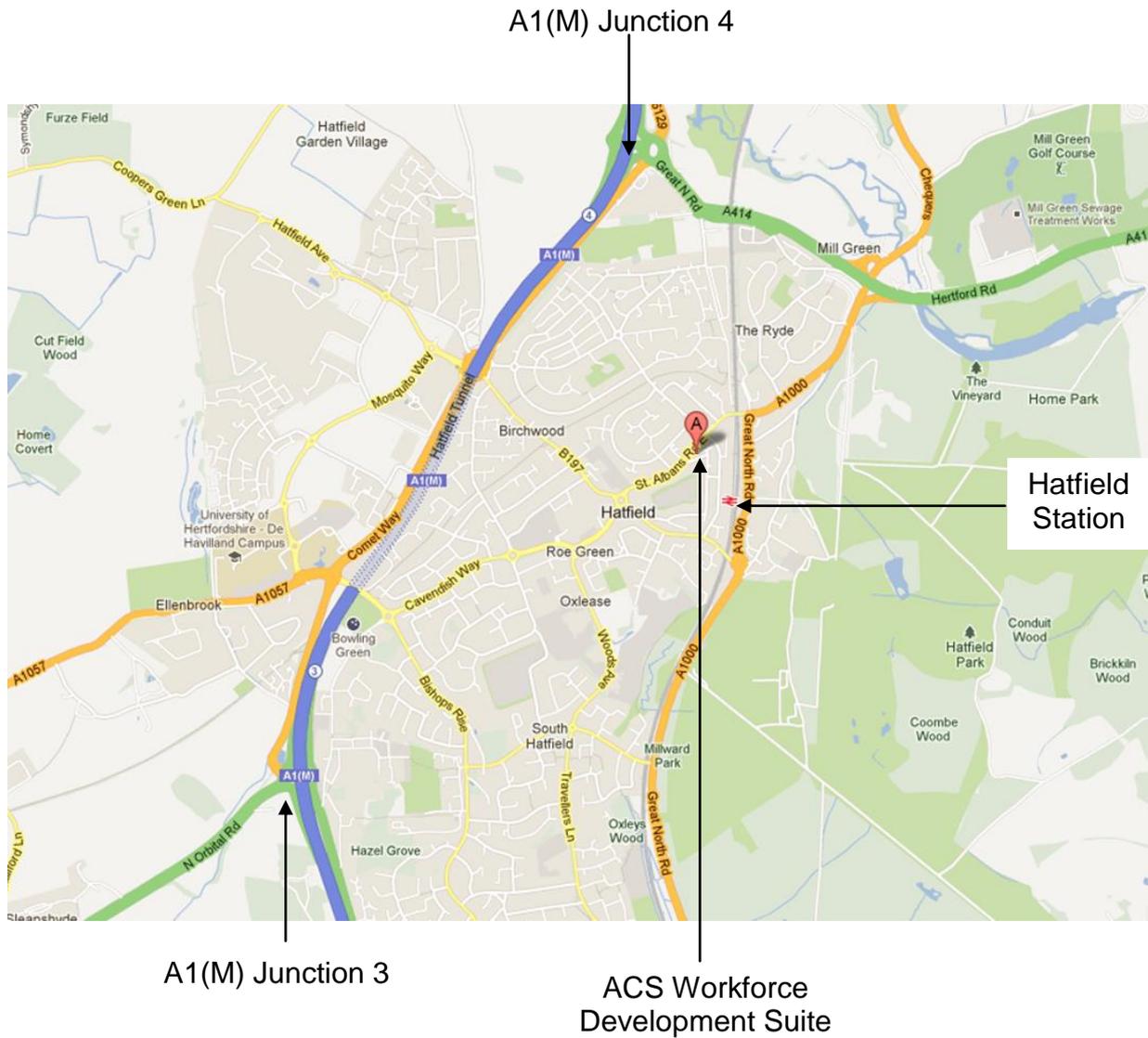
#### **From A1 (m) Junction 8**

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

# Hertfordshire Workforce Development Suite

## Hatfield

ACS Workforce Development Suite  
19a St Alban's Road East,  
Hatfield,  
Hertfordshire  
AL10 0NG



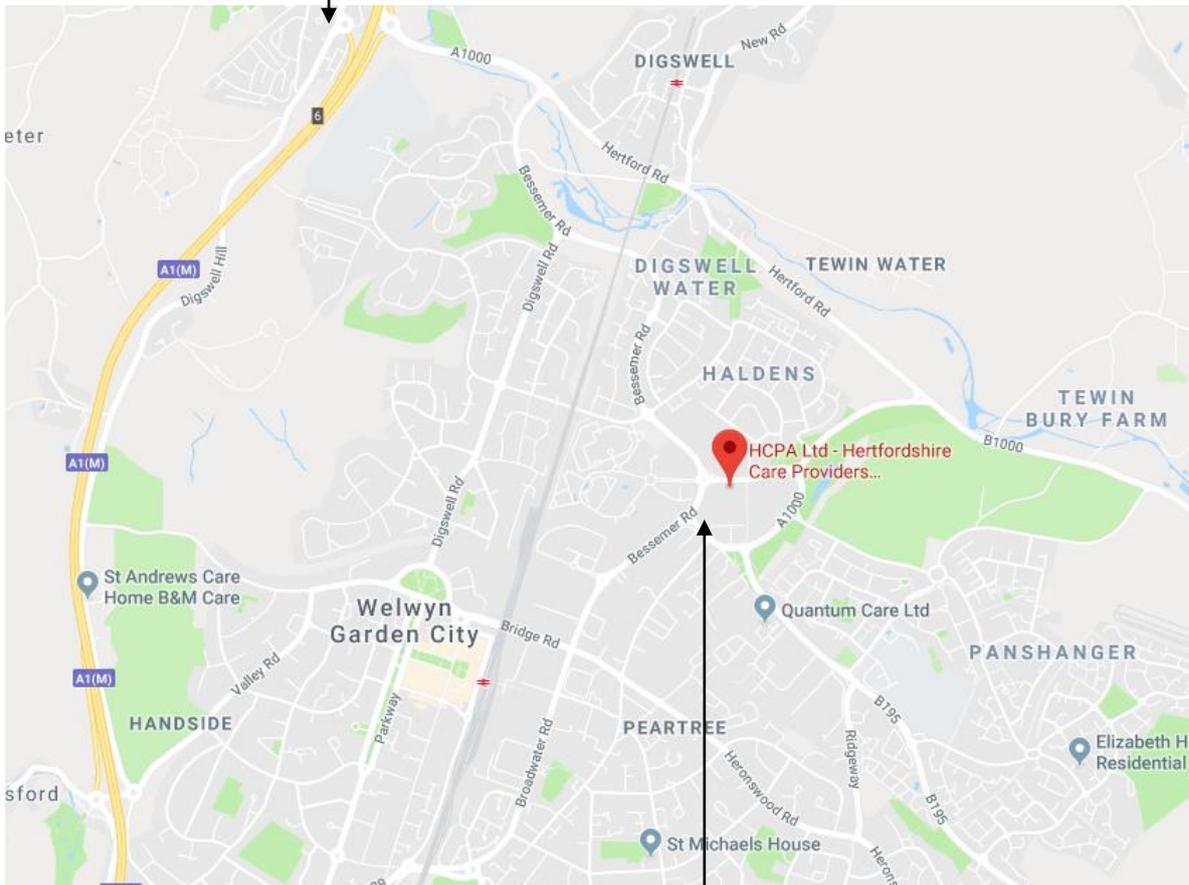
**The ACS Workforce Development Suite is above the Register Office on St Alban's Road East, Hatfield. All Visitors should use the entrance on the left-hand side of the front of the building and not the side entrance**

# HCPA Office

## Welwyn Garden City

HCPA Office –  
Mundells Campus, Welwyn Garden City,  
Herts.  
AL7 1FT

A1(M) Junction 6



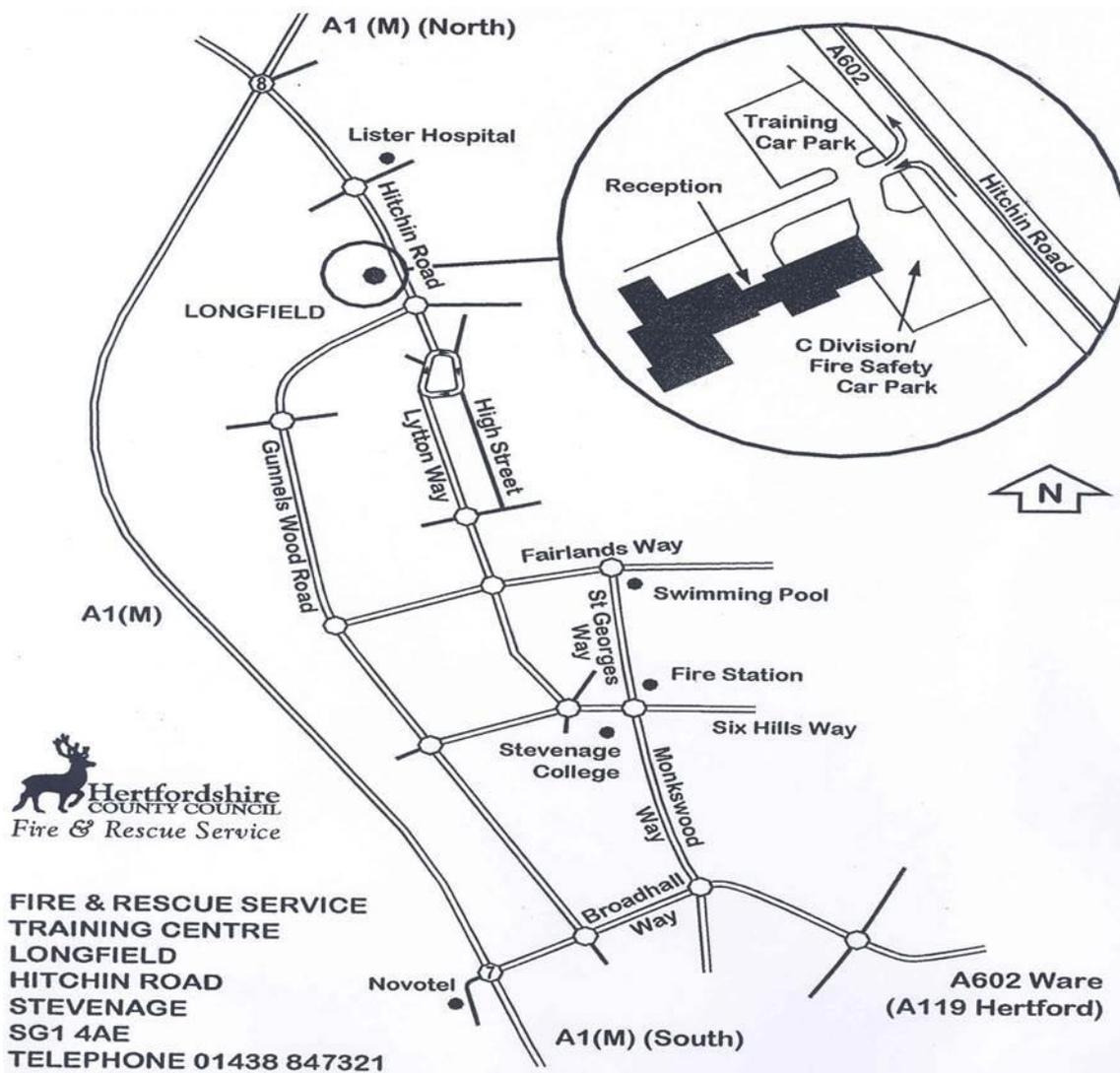
Mundells Roundabout

# Joint Emergency Services Academy (Formerly Longfield)

## Stevenage

Joint Emergency Services Academy  
Hitchin Road  
Stevenage  
Herts.  
SG1 4AE

Tel: 01438 847 321

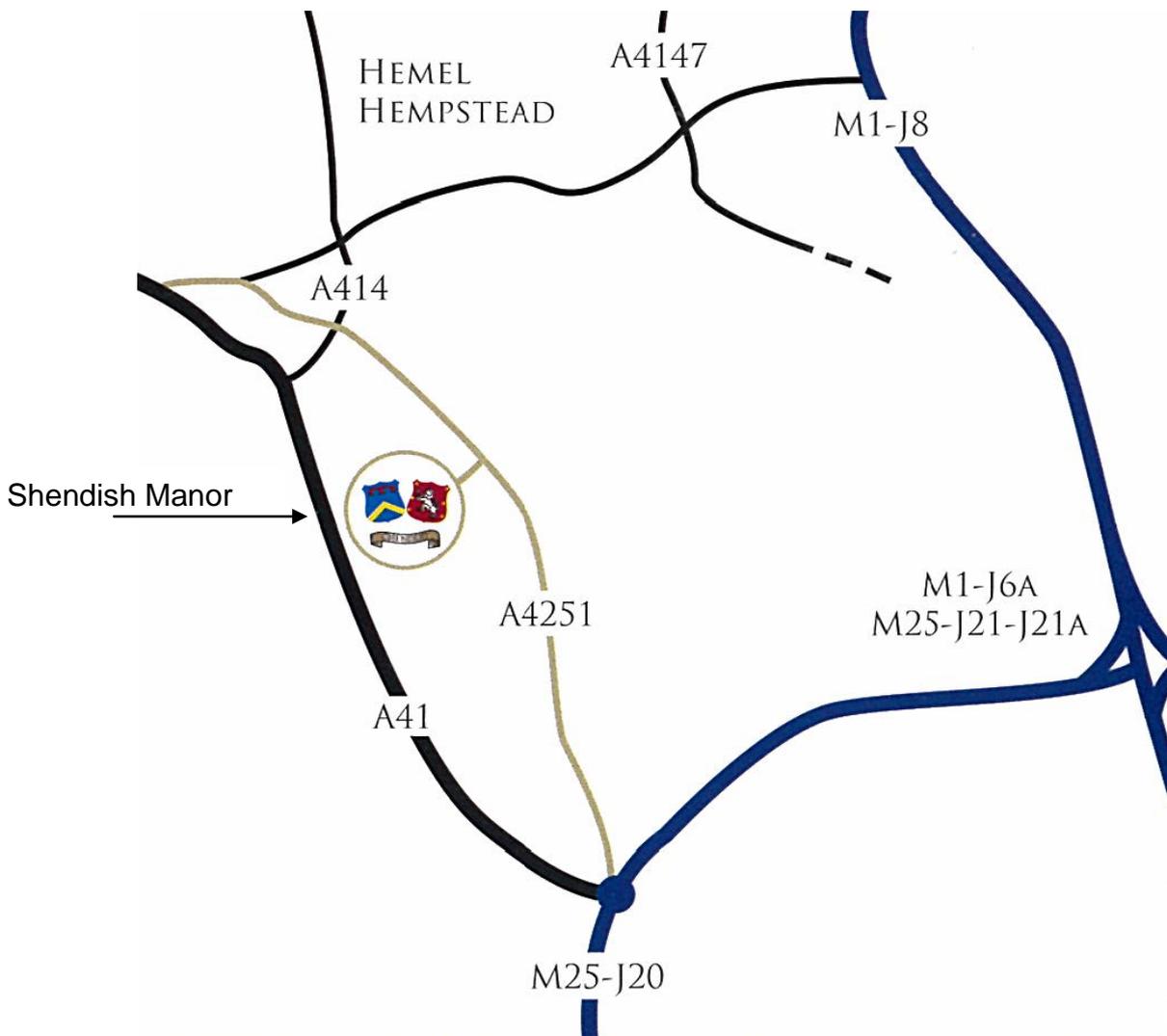


# Shendish Manor

## Hemel Hempstead

Shendish Manor  
London Road,  
Apsley  
Hemel Hempstead  
HP3 0AA

Tel: 01442 232220





# **Useful Information**



## Carers in Hertfordshire: Carer Trainer Unit

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

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

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

### Carers as trainers

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

The Unit works with professionals to:

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

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

### Who we work with:

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

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

To discuss your training needs, contact **Judith Kitch**, Carer Trainer Project Worker on tel: **01992 586969** email: **Judith.kitch@carersinherts.org.uk**

# Regulated Qualification Framework (RQF)

The RQF is the new way of recognising achievement - through the award of credit for units and qualifications - across [England](#), [Wales](#) and [Northern Ireland](#). **This replaces NVQ and LDQ/QCF**

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

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

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

## Key terms

Credit	awarded for the completion of a unit
Unit or Module	learning outcomes (what a learner needs to know, understand or do) and assessment criteria (which specify if the learner has met the outcomes to a defined level)
Level	complexity (challenge) and depth of learning ranges from Entry to level 8

## Qualification types

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

The different types of qualification relate to the volume of work the candidate is required to complete, where one credit represents 10hours learning time.

## How does it work?

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

This chart shows how different qualifications and levels can work.

Level (difficulty)	8			
	7			
	6			
	5	Level 5 award in...		
	4			
	3			Level 3 diploma in...
	2	Level 2 certificate in...		
	1			
	Entry			
		Award 1-12 credits	Certificate 13-36 credits	Diploma 37+ credits
Qualification Type				

### Current qualifications

- NVQ/QCF 2 and 3 will be replaced with **RQF level 2 and 3 Diplomas** in Health and Social Care
- RQF level 4 in Health and Social Care will be available this year
- **RQF level 5 Diploma** in Leadership management of a care service.

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

For more information go to: [www.skillsforcare.org.uk/rqf](http://www.skillsforcare.org.uk/rqf)

## Levels indicate complexity - but how complex is it?!

The grid below shows how RQF compares to other qualifications. However, if the candidate achieves RQF level 7, it **does not** mean they have gained a Master's degree!

### QUALIFICATION LEVELS AND EQUIVALENCY

NQF/QCF level	Current City & Guilds qualifications include:	Other qualifications (approximate comparability in level)
8	Fellowship (FCGI)	Doctorate
7	Membership (MCGI) Master Professional Diploma ILM QCF qualifications	Master's Degree Postgraduate Diploma Postgraduate Certificate
6	Graduateship (GCGI) Associateship (ACGI) ILM QCF qualifications	Bachelor's Degree Graduate Certificate and Diploma
5	IVQ Advanced Technician Diploma Full Technological Diploma ILM QCF qualifications	Higher National Diplomas (HND) and Higher National Certificate (HNC) Foundation Degree Diplomas of Higher and Further Education
4	Licentiate (LCGI) Higher Professional Diploma Level 4 vocational (NVQ/VRQ/QCF)	Certificate of Higher Education
3	Level 3 vocational (NVQ/VRQ/QCF) Advanced Apprenticeship (England and NI) Modern Apprenticeship (Scotland and Wales)	A Levels Advanced National Certificate in Education BTEC National Certificate/Diploma
2	Level 2 vocational (NVQ/VRQ/QCF) Apprenticeship (England and NI) Foundation Modern Apprenticeship (Wales)	GCSE grades A*-C BTEC First Certificate
1	NVQ Level 1 Level 1 vocational award	GCSE grades D-G
Entry (1, 2 and 3)	Entry level vocational qualifications Progression Awards	



**Adult Obesity** - By completing this module you'll understand what it means to be obese and who's at risk

**Carers Awareness** - This training is designed to help you understand the needs of carers.



**Dementia Awareness** - By completing this module you'll understand about dementia and its effects.

**Domestic Abuse** - An introduction to the definitions, signs and indicators of abuse as well as what to do to address the issue.



**Food Safety** - This module on food safety in the workplace, which can be used as a reference aid as well as a learning tool.

**Safeguarding Adults** - This eLearning provides an awareness of safeguarding vulnerable adults for frontline staff who work with or have contact with adults at risk.



# Money Advice Unit

## Quality training from the Money Advice Unit

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

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

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

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

The Money Advice Unit can provide training on:-

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

Contact the Money Advice Unit on [moneyadvice.unit@hertfordshire.gov.uk](mailto:moneyadvice.unit@hertfordshire.gov.uk) or 01438 843456 for full details and to discuss your requirements.

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## Social Care Institute for Excellence (SCIE)

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

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

**For more information go to: [www.scie.org.uk](http://www.scie.org.uk)**

**You can also visit Social Care Online.**

This is a portal to the UK's largest collection of information on social work and social care and is a product of SCIE

**For more information go to: [www.scie-socialcareonline.org.uk](http://www.scie-socialcareonline.org.uk)**

# Skills for Care

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

## **The vision - 'creating expertise in social care'**

Skills for Care will do this through our mission of:

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

Skills for Care provide information on:

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

The National Minimum Training Standards cover:

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

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

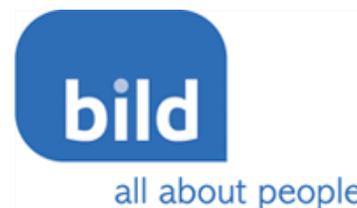
**For more information go to: [www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)**

To contact the regional office please call 01582 834691 or email [eastern@skillsforcare.org.uk](mailto:eastern@skillsforcare.org.uk)

## **NMDS-SC Online Helpdesk**

To contact the NMDS-SC helpdesk call 0845 873 0129 or email [nmds@skillsforcare.org.uk](mailto:nmds@skillsforcare.org.uk)

# BILD



## About BILD

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

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

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

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

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

## BILD Services:

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

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

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

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

## Contact BILD

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

### **By post:**

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

**By telephone:** 0121 415 6960

**By email:** [enquiries@bild.org.uk](mailto:enquiries@bild.org.uk)

**By fax:** 0121 415 6999

**For More information go to:** [www.bild.org.uk](http://www.bild.org.uk)

### **About Us**

The Challenging Behaviour Foundation (CBF) was founded in 1997 by Vivien Cooper OBE, the parent of a child with severe learning disabilities and behaviour described as challenging.

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

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

### **Why we're here**

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

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

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

### **What we do**

#### **Information**

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

#### **Support**

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

#### **Workshops**

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

#### **Driving Change**

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

### **Contact CBF**

General Enquiries	<a href="mailto:info@thecbf.org.uk">info@thecbf.org.uk</a>	01634 838739
Information and Support	<a href="mailto:support@thecbf.org.uk">support@thecbf.org.uk</a>	0300 666 0126

**For more information visit: <http://www.challengingbehaviour.org.uk>**

# Safeguarding Adults from Abuse

An adult at risk is an adult who;  
**has needs for care and support** (whether or not the authority is meeting any of those needs)

and

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

and

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

The main categories of abuse in adults are:

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

Details of the types of abuse are set out in Appendix 2  
[Hertfordshire Safeguarding Adults from Abuse in Hertfordshire Procedure](#)

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

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

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

Practitioners should refer for further guidance in Appendix 2  
[Hertfordshire Safeguarding Adults from Abuse Procedure](#)

This is available electronically on Herts Direct.

[www.hertsdirect.org/your-council/hcc/healthcomservices/acspolicies/safeadults/](http://www.hertsdirect.org/your-council/hcc/healthcomservices/acspolicies/safeadults/)

## Reporting abuse

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

**0300 123 4042**

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

**0300 777 0707**

**And complete the Hertfordshire Safeguarding Adults concern form located at;**

<http://www.hertsdirect.org/your-council/hcc/healthcomservices/acspolicies/safeadults/>

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## Dignity in Care

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

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

**For more information visit: [www.dignityincare.org.uk](http://www.dignityincare.org.uk)**

# The Mental Capacity Act 2005

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

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

**[www.justice.gov.uk/protecting-the-vulnerable/mental-capacity-act](http://www.justice.gov.uk/protecting-the-vulnerable/mental-capacity-act)**

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

## The 5 Statutory Principles

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

## **Definition and test of incapacity**

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

## ***Can the person:***

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

## **Capacity is decision specific**

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

**[www.learningpool.com/hertssocialcare](http://www.learningpool.com/hertssocialcare)**

# Deprivation of Liberty Safeguards

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

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

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

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

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

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

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

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

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

The contact within Hertfordshire County Council is:

**Hertfordshire Supervisory Body / DOLS Team**

**Tel: 01438 843800**

**Email: [dolsteam@hertfordshire.gov.uk](mailto:dolsteam@hertfordshire.gov.uk)**

***“All adults are deemed to have capacity unless they fail the test of capacity”***

## A-Z Index of Courses 2019 – 2020

Email: [pvi.learning@hertfordshire.gov.uk](mailto:pvi.learning@hertfordshire.gov.uk)

Fax: 01438 843432



Course title	Apr 19	May 19	June 19	Jul 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
All Age Autism						3 <sup>rd</sup> Hemel Hempstead		4 <sup>th</sup> Stevenage				
Basic Fire Safety	25 <sup>th</sup> Stevenage	23 <sup>rd</sup> Stevenage	17 <sup>th</sup> Stevenage	25 <sup>th</sup> Stevenage	20 <sup>th</sup> Stevenage	18 <sup>th</sup> Stevenage	29 <sup>th</sup> Stevenage	19 <sup>th</sup> Stevenage	2 <sup>nd</sup> Stevenage	20 <sup>th</sup> Stevenage	18 <sup>th</sup> Stevenage	16 <sup>th</sup> Stevenage
	30 <sup>th</sup> Stevenage	31 <sup>st</sup> Stevenage	25 <sup>th</sup> Stevenage	29 <sup>th</sup> Stevenage	28 <sup>th</sup> Stevenage	26 <sup>th</sup> Stevenage	31 <sup>th</sup> Stevenage	25 <sup>th</sup> Stevenage	12 <sup>th</sup> Stevenage	23 <sup>rd</sup> Stevenage	24 <sup>th</sup> Stevenage	24 <sup>th</sup> Stevenage
Basic First Aid Assistance	9 <sup>th</sup> Stevenage	7 <sup>th</sup> Stevenage	4 <sup>th</sup> Stevenage	4 <sup>th</sup> Stevenage	5 <sup>th</sup> Stevenage	5 <sup>th</sup> Stevenage	7 <sup>th</sup> Stevenage	6 <sup>th</sup> Stevenage	3 <sup>rd</sup> Stevenage	9 <sup>th</sup> Stevenage	6 <sup>th</sup> Stevenage	5 <sup>th</sup> Stevenage
		9 <sup>th</sup> Stevenage	13 <sup>th</sup> Stevenage	16 <sup>th</sup> Stevenage	13 <sup>th</sup> Stevenage	17 <sup>th</sup> Stevenage	16 <sup>th</sup> Stevenage	12 <sup>th</sup> Stevenage	11 <sup>th</sup> Stevenage	14 <sup>th</sup> Stevenage	12 <sup>th</sup> Stevenage	10 <sup>th</sup> Stevenage
Behaviour of Concern Theory and Positive Behaviour Support			11 <sup>th</sup> Hemel Hempstead		20 <sup>th</sup> Hatfield		10 <sup>th</sup> Stevenage		18 <sup>th</sup> Hatfield			25 <sup>th</sup> Hatfield
Behaviour of Concern, Positive Behaviour Support and Breakaway Skills	29 <sup>th</sup> & 30 <sup>th</sup> Hatfield	22 <sup>nd</sup> & 23 <sup>rd</sup> Stevenage	12 <sup>th</sup> & 13 <sup>th</sup> Hemel Hempstead	18 <sup>th</sup> & 19 <sup>th</sup> Hatfield	22 <sup>nd</sup> & 23 <sup>rd</sup> Stevenage	18 <sup>th</sup> & 19 <sup>th</sup> Hemel Hempstead	15 <sup>th</sup> & 16 <sup>th</sup> Hatfield	18 <sup>th</sup> & 19 <sup>th</sup> Stevenage	11 <sup>th</sup> & 12 <sup>th</sup> Hemel Hempstead	13 <sup>th</sup> & 14 <sup>th</sup> Stevenage	27 <sup>th</sup> & 28 <sup>th</sup> Hatfield	10 <sup>th</sup> & 20 <sup>th</sup> Stevenage
Behaviour of Concern, Positive Behaviour Support and Breakaway Skills -Refresher		1 <sup>st</sup> Hatfield		2 <sup>nd</sup> Stevenage		17 <sup>th</sup> Hemel Hempstead		14 <sup>th</sup> Hatfield		23 <sup>rd</sup> Hatfield		3 <sup>rd</sup> Stevenage
Common Mental Health Conditions								19 <sup>th</sup> Hemel			3 <sup>rd</sup> Stevenage	
Dementia Awareness	18 <sup>th</sup> Stevenage		13 <sup>th</sup> Stevenage	18 <sup>th</sup> Hemel		19 <sup>th</sup> Hemel						
Dementia Communication Skills			12 <sup>th</sup> Hemel			25 <sup>th</sup> Stevenage						
Dementia and Nutrition			6 <sup>th</sup> Hemel	25 <sup>th</sup> Stevenage								
Dementia Risk Reduction & Prevention	30 <sup>th</sup> Hemel	29 <sup>th</sup> Hemel										

Course title	Apr 19	May 19	June 19	Jul 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
Diabetes Awareness(PM)				12 <sup>th</sup> Hemel Hempstead			16 <sup>th</sup> Stevenage			16 <sup>th</sup> Hemel Hempstead		11 <sup>th</sup> Stevenage
End of life in Dementia Care										7 <sup>th</sup> Hemel Hempstead	19 <sup>th</sup> Stevenage	
Epilepsy and the Administration of Rectal Diazepam / Buccal Midazolam: <b>Introduction</b>	9 <sup>th</sup> Stevenage	8 <sup>th</sup> Stevenage	7 <sup>th</sup> Stevenage	8 <sup>th</sup> Stevenage	5 <sup>th</sup> Stevenage	9 <sup>th</sup> Stevenage	4 <sup>th</sup> Stevenage	5 <sup>th</sup> Stevenage	3 <sup>rd</sup> Stevenage	13 <sup>th</sup> Stevenage	5 <sup>th</sup> Stevenage	10 <sup>th</sup> Stevenage
	16 <sup>th</sup> Stevenage	17 <sup>th</sup> Heme	14 <sup>th</sup> Stevenage	17 <sup>th</sup> Hemel	13 <sup>th</sup> Stevenage	17 <sup>th</sup> Hemel	11 <sup>th</sup> Stevenage	13 <sup>th</sup> Hemel	13 <sup>th</sup> Stevenage	20 <sup>th</sup> Hemel	11 <sup>th</sup> Stevenage	11 <sup>th</sup> Hemel
	29 <sup>th</sup> Hemel	28 <sup>th</sup> Hemel	26 <sup>th</sup> Hemel	30 <sup>th</sup> Hemel	28 <sup>th</sup> Hemel	25 <sup>th</sup> Hemel	29 <sup>th</sup> Hemel	25 <sup>th</sup> Hemel	17 <sup>th</sup> Hemel	28 <sup>th</sup> Hemel	24 <sup>th</sup> Hemel	25 <sup>th</sup> Hemel
Epilepsy and the Administration of Rectal Diazepam / Buccal Midazolam: <b>Refresher</b>	9 <sup>th</sup> Hemel Hempstead	14 <sup>th</sup> Stevenage	11 <sup>th</sup> Hemel Hempstead	5 <sup>th</sup> Stevenage	16 <sup>th</sup> Hemel Hempstead	2 <sup>nd</sup> Stevenage	9 <sup>th</sup> Hemel Hempstead	13 <sup>th</sup> Stevenage	11 <sup>th</sup> Hemel Hempstead	14 <sup>th</sup> Stevenage	11 <sup>th</sup> Hemel Hempstead	18 <sup>th</sup> Stevenage
Epilepsy Awareness (Non Medication)			21 <sup>st</sup> Stevenage				22 <sup>nd</sup> Hemel Hempstead			24 <sup>th</sup> Stevenage		17 <sup>th</sup> Hemel Hempstead
Equality, Diversity and inclusion in Dementia Care		16 <sup>th</sup> Hemel Hempstead					21 <sup>st</sup> Stevenage					
Food Hygiene and Infection Control AM & PM			27 <sup>th</sup> Stevenage				15 <sup>th</sup> Hemel Hempstead			24 <sup>th</sup> Stevenage		27 <sup>th</sup> Hemel Hempstead
Health and Wellbeing in Dementia					14 <sup>th</sup> Stevenage				10 <sup>th</sup> Hemel Hempstead			
Healthcare needs of People with a Learning Disability				23 <sup>rd</sup> Stevenage			18 <sup>th</sup> Hemel Hempstead			17 <sup>th</sup> Stevenage		9 <sup>th</sup> Hemel Hempstead
Hertfordshire Services and Pathways (AM only)											26 <sup>th</sup> Stevenage	
Hoarding and Mental Health (AM only)											11 <sup>th</sup> Stevenage	

Course title	Apr 19	May 19	June 19	Jul 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
Introduction to Learning Disabilities		29 <sup>th</sup> Stevenage		31 <sup>st</sup> Hemel Hempstead		24 <sup>th</sup> Stevenage		20 <sup>th</sup> Hemel Hempstead		21 <sup>st</sup> Stevenage		16 <sup>th</sup> Hemel Hempstead
Introduction to Autistic Spectrum Conditions (ASC)		3 <sup>rd</sup> Hemel Hempstead		5 <sup>th</sup> Hemel Hempstead		24 <sup>th</sup> Stevenage		22 <sup>nd</sup> Stevenage		13 <sup>th</sup> Hemel Hempstead		16 <sup>th</sup> Stevenage
Introduction to Management				2 <sup>nd</sup> & 3 <sup>rd</sup> Stevenage				5 <sup>th</sup> & 6 <sup>th</sup> Hemel Hempstead		21 <sup>st</sup> & 22 <sup>nd</sup> Stevenage		3 <sup>rd</sup> & 4 <sup>th</sup> Hemel Hempstead
Law and Ethics in Dementia Care	23 <sup>rd</sup> Hemel		27 <sup>th</sup> Stevenage									
Leadership in Dementia Care		23 <sup>rd</sup> Hemel			16 <sup>th</sup> Stevenage							
Learning Disability and Dementia	11 <sup>th</sup> Hemel			8 <sup>th</sup> Stevenage								
Medication and Dementia							30 <sup>th</sup> Hemel		3 <sup>rd</sup> Stevenage			
Mental Capacity Act and Deprivation of Liberty Safeguards - Awareness		28 <sup>th</sup> Stevenage		3 <sup>rd</sup> Hemel Hempstead		19 <sup>th</sup> Stevenage		12 <sup>th</sup> Hemel Hempstead	16 <sup>th</sup> Hemel Hempstead	15 <sup>th</sup> Stevenage	5 <sup>th</sup> Stevenage	2 <sup>nd</sup> Hemel Hempstead
Mental Health Awareness							7 <sup>th</sup> Hemel	8 <sup>th</sup> Stevenage		23 <sup>rd</sup> Hemel		3 <sup>rd</sup> Stevenage
Mental Health and Dementia		30 <sup>th</sup> Stevenage		25 <sup>th</sup> Hemel								
Mental Health and Learning Disabilities										31 <sup>st</sup> Stevenage		
Mental Health and Medication (AM only)									13 <sup>th</sup> Hemel			17 <sup>th</sup> Stevenage
Mental Health at Work (Light Bite)								29 <sup>th</sup> Stevenage				13 <sup>th</sup> Hemel
Mental Health in the Workplace (AM only)							31 <sup>st</sup> Stevenage					13 <sup>th</sup> Hemel
Mental Health in the Workplace for Managers							24 <sup>th</sup> Hemel Hempstead			23 <sup>rd</sup> Stevenage		

Course title	Apr 19	May 19	June 19	Jul 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
Moving and Handling - Managers Responsibilities						10 <sup>th</sup> Hatfield						
Moving and Handling - Module 1: Basic Awareness			5 <sup>th</sup> Hatfield			9 <sup>th</sup> Hatfield		4 <sup>th</sup> Hatfield			5 <sup>th</sup> Hatfield	31 <sup>st</sup> Hatfield
Moving and Handling - Module 2 & 3 combined				16 <sup>th</sup> & 17 <sup>th</sup> Hatfield							18 <sup>th</sup> & 19 <sup>th</sup> Hatfield	
Multi-morbidity and Dementia						26 <sup>th</sup> Hemel Hempstead		19 <sup>th</sup> Stevenage				
Patient/Client Handling where Hoisting is not Required (AM or PM)							10 <sup>th</sup> Hatfield				10 <sup>th</sup> Hatfield	
Person Centred Dementia Care					8 <sup>th</sup> Hemel 15 <sup>th</sup> Hemel							
Personality Disorders (AM Only)										30 <sup>th</sup> Hemel Hempstead		10 <sup>th</sup> Stevenage
Promoting Positive Wellbeing (AM only)								18 <sup>th</sup> Stevenage			19 <sup>th</sup> Hemel Hempstead	
Recognising Fire Risks and Scam Mailings – Caring Together		9 <sup>th</sup> Watford	5 <sup>th</sup> St Albans	17 <sup>th</sup> Welwyn Garden City	14 <sup>th</sup> Hemel Hempstead	26 <sup>th</sup> Stevenage						
Report Writing			24 <sup>th</sup> Stevenage									5 <sup>th</sup> Hemel Hempstead
Safe Handling of Medication	24 <sup>th</sup> Stevenage		5 <sup>th</sup> Hemel Hempstead	17 <sup>th</sup> Stevenage	22 <sup>nd</sup> Hemel Hempstead			8 <sup>th</sup> Stevenage			4 <sup>th</sup> Stevenage	
Safe Handling of Medication – Refresher (AM)			28 <sup>th</sup> Hemel Hempstead	31 <sup>st</sup> Stevenage	8 <sup>th</sup> Hemel Hempstead					8 <sup>th</sup> Stevenage		
Safe Handling of Medication – Managers Workshop			19 <sup>th</sup> Hemel Hempstead			24 <sup>th</sup> Stevenage				7 <sup>th</sup> Hemel Hempstead		12 <sup>th</sup> Stevenage

Course title	Apr 19	May 19	June 19	Jul 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
Safeguarding Adults Basic Awareness AM or PM		2 <sup>nd</sup> Stevenage	17 <sup>th</sup> Hemel Hempstead	4 <sup>th</sup> Stevenage	14 <sup>th</sup> Hemel Hempstead	25 <sup>th</sup> Stevenage	17 <sup>th</sup> Stevenage	14 <sup>th</sup> Hemel Hempstead	5 <sup>th</sup> Hemel Hempstead		18 <sup>th</sup> Hemel Hempstead	
Safeguarding Adults for Managers			10 <sup>th</sup> Stevenage			4 <sup>th</sup> Hemel Hempstead		8 <sup>th</sup> Stevenage			5 <sup>th</sup> Hemel Hempstead	
Sexuality and Intimacy in Dementia Care									19 <sup>th</sup> Stevenage	8 <sup>th</sup> Hemel Hempstead		
Suicide Awareness- <b>See page 77</b>							25 <sup>th</sup> St Albans	29 <sup>th</sup> Stevenage	13 <sup>th</sup> Potters Bar			
Supervision Skills				16 <sup>th</sup> Hemel Hempstead				7 <sup>th</sup> Stevenage		15 <sup>th</sup> Hemel Hempstead		12 <sup>th</sup> Stevenage
Supporting an Individual in Crisis (AM only)								25 <sup>th</sup> Stevenage			4 <sup>th</sup> Hemel Hempstead	
The Dementia Environment						23 <sup>rd</sup> Stevenage		21 <sup>st</sup> Hemel Hempstead				
Stress Management in the Workplace (AM only)								14 <sup>th</sup> Hemel Hempstead	12 <sup>th</sup> Stevenage			
Stress Management in the Workplace for Managers									11 <sup>th</sup> Stevenage		27 <sup>th</sup> Hemel Hempstead	
Supporting Older People with a Learning Disability			25 <sup>th</sup> Stevenage		14 <sup>th</sup> Hemel Hempstead			18 <sup>th</sup> Stevenage			10 <sup>th</sup> Hemel Hempstead	
Trauma Informed Practice												10 <sup>th</sup> Hemel Hempstead