



WORKING TOGETHER, LEARNING TOGETHER

**SCAT-PP**

## Contact

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**Bookings will only be made upon receipt of a completed nomination form**

## Cancellation of training places

To give those candidates on the waiting lists for courses every opportunity to attend we require 3 working days prior notice via email to cancel a confirmed place on a course.

**All non - attendance without 3 working days prior notice remains payable.**

*If you require a course/workshop or a briefing session that isn't mentioned in this flyer, please contact Julie on the details above and we will do our best to accommodate your requirements.*



## PARK AND RIDE

Have you considered using the park and ride when attending training at the Civic Offices? You pay £4 per car, which can have up to 8 people travelling together.

Bus times, maps and other useful information can be found by following the link below

<http://parkandride.portsmouth.gov.uk/index.shtml>



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## **LEARNING AND DEVELOPMENT POLICY**

### **Statement of Purpose**

Through partnership working we provide high quality training to enable our staff and our partners to deliver responsive services for the community of Portsmouth.

### **What you can expect?**

All training provided will incorporate the values and culture of anti-discrimination and equal opportunities.

A partnership approach with service users and carers, to ensure that their input and perspectives are fully integrated into training.

All training commissioned will include evidence based practice where appropriate.

Wherever possible and appropriate, courses will include workers from:

Independent Sector

Service Users and Carers

Voluntary and Community Sector

Other Agencies

## **FREE E-LEARNING**

### **Autism**

Autism is a lifelong condition which affects 1 in 100 people. It is a spectrum condition which means that, while all people with autism share certain difficulties, their condition will affect them in different ways.

Autism can impact on how a person senses the world around them and it affects how a person communicates and relates with other people. People with Autism can find it hard to tell other people how they are feeling and trying to understand what others are thinking may not be easy. This can make it hard to make friends and meeting people can be difficult.

The Autism Awareness link below provides an explanation and quiz on the basic principles of autism, produced by Southampton, Hampshire, Isle of Wight and Portsmouth's Health and Social Care Authorities and Autism Hampshire.

<https://www.forms.portsmouth.gov.uk/AutismAwareness/>



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## **BASIC LIFE SUPPORT (FIRST AID)**

11 Nov 2019 - Civic offices - 1:30pm - 4:30pm - £35

25 Nov 2019 - Civic Offices - 9:30am - 12:30pm - £35

This course is for social care staff who are working towards the Care Certificate and do not require a full EFAW or FAW qualification.

### **Learning Outcomes**

You will be able to:

state the role of the first aider including reference to: the importance of preventing cross infection; the need for recording incidents and actions; use of available equipment;

assess the situation and circumstances in order to act safely, promptly and effectively in an emergency;

administer first aid to a casualty who is unconscious (including seizure);

administer cardiopulmonary resuscitation and demonstrate the safe use of an AED;

administer first aid to a casualty who is choking;

### **Practical Assessments**

Practical skills are an essential element of First Aid training. You will need to lie, kneel and get on and off of the floor. Please contact us before the start of the course if you have any medical conditions or injuries which stop you, or make it difficult for you to take part in these assessments. We will be able to discuss your requirements and offer advice.

### **Theory Assessments**

Depending on the course you are attending there maybe theory assessments for you to take part in.

If you have any issues around reading and writing please contact us before the start of the course so that we can arrange additional support. Any information that you share with us will be treated as strictly confidential.

### **Dress Code**

Please ensure that you are dressed appropriately for a practical First Aid course. The following items of clothing might compromise your safety/dignity and so are best avoided:

Low cut tops or blouses, Short skirts, Short shorts, Open toe shoes. If you arrive dressed in any of the above the trainer may ask you to leave and return on a different day (a charge may be incurred).

### **Identification**

Due to a change in requirements it is now essential that participants on any First Aid course take with them on the first day one of the following:

Picture Driving Licence





Passport

A signed credit card/debit card is acceptable if you are a non-driver and do not hold a passport

Work ID

## **BUILDING ASSERTIVENESS**

30 Aug 2019 - Civic Offices - 9:30am - 4:00pm - £35

### **Course Description**

Assertiveness plays a vital role in effective communications and respectful, productive relationships. This workshop will help you to become more assertive to enable you get the results you want and make the most of your potential.

This workshop is for anyone who finds it difficult to assert their needs and opinions to other people.

### **Training Objectives**

This is a trainer facilitated, highly interactive short day workshop (9.30am to 2.30pm) exploring assertive attitudes and behaviours.

The workshop will explore the difference between assertive and non-assertive behaviour and why one is effective and the other a lot less effective.

We'll get you to reflect on your own default behaviours and the beliefs that underpin them and you'll practise a range of verbal and non-verbal assertiveness techniques.

You will be asked to identify and commit to an action plan that the trainer will follow up with you 3-4 months after the event.

### **Learning Outcomes**

You will be able to:

- Describe the differences between assertive and non-assertive behaviour
- Recognise your own default beliefs and behaviours
- Use a range assertive tools and techniques, verbal and non-verbal
- Define assertiveness and the characteristics of assertive people

## **BUILDING RELATIONSHIPS**

08 Oct 2019 - Civic Offices - 10:00am - 3:00pm - £35

### **Course description**

Building effective relationships is an essential part of being able to get good business results. This one day course will provide you with insight and guidance on how to manage yourself and build effective relationships with diverse people in the workplace.

Whether the other person is a colleague, peer, partner or customer, this course will help you with approaches and techniques in building better relationships. It will help you to plan long term strategies for those ongoing relationships but also techniques you can use in the moment for handling difficult behaviours when you encounter them.

This course will not give easy answers to the difficult task of building relationships but aims to give you the confidence to feel in control of any situation.

It is for anyone who wants to extend their skills in building productive relationships with other people at work, whether you line manage, deal with customers or other council stakeholders.

You will get a facilitated session that encourages you to explore the extent to which your existing people skills and behaviours get you the relationships you want. You will be invited to participate in a variety of exercises individually, in pairs and in groups.

The trainer will ask you to identify specific actions to build your relationships which he will follow up with you in the spring of 2019.

### **Training objectives**

We will explore these topics at the session:

- The business reasons that sit behind the need to build better relationships
- The hard work of building trust
- The cost of taking a competitive approach to relationships
- How to use assertive behaviour to get better results
- Taking a restorative approach to dealing with and healing conflict
- An introduction to nonviolent communication

### **Learning outcomes**

What will I learn?

By the end of the session, we want you to be able to:-

- Identify how barriers to building relationships can be overcome by recognising attitude and behaviours in yourself and others
- Explain the importance of trust in a relationship and identify methods of developing trust
- Recognise the difference between assertive, aggressive and passive behaviours and how these impact on relationships
- Review of your successful relationships - what's successful about them and what behaviours made them successful

## **COMMUNICATION AND LOSS AND BEREAVEMENT IN END OF LIFE CARE (EOLC)**

24 Sep 2019 - Civic Offices - 9:30am - 1:00pm - £35

This half day course will give you an opportunity to explore how you can help in listening and responding to individuals who are distressed or concerned whilst working in an area that may deal with end of life care situations. It will provide you with knowledge on how individuals respond to loss and change.

Effective communication is essential in palliative, end of life care and bereavement. For a patient it can influence their emotional health, symptom resolution, and function; it may even result in a decrease of reported pain and drug usage. Barriers and blocks to communication and support in these situations are explored through group work.

For staff insufficient training in communication is a major factor contributing to stress, lack of job satisfaction and emotional burnout. The course will therefore be designed to not only help staff consider how to manage communication within EOLC but also help them consider how they care for themselves and indeed their colleagues in what is often described as an 'emotionally charged' area of practice.

The course will also explore the diversity of loss and the potential impact of loss. It will examine 2-3 theoretical approaches in understanding the journey of loss and identify difficult situations they might encounter.

The last part of the course will reflect on self-care and resilience in this area of work. There will be two facilitators to ensure option of breakout group work and support learners if affected for any reason as a difficult topic for some.

### **Who should attend?**

Staff working within a community or care/residential/nursing home environment that will encounter EOLC at some point. The frequency and chance of this happening in these environments will increase due to more people wanting to stay in their usual place of residence.

The aim of the course is provide you with a level of knowledge and skills that will support you in caring for people at the end of their life. This will be achieved through group discussions, in small groups first, examining areas such as some of the difficult conversations you may have had and the different types of loss and the feelings or behaviours that may come with this. you will then be asked to feedback themes rather than story telling. This allows a level of safety if personal experiences are discussed within the smaller groups and the learner themselves can feedback to the bigger group in a way that supports learning for learners but the learner has control on what they wish to feedback with.

A PowerPoint presentation is used to begin to explore the theories but much is asked of the group to consider what their/your experience is and what you think about these theories. There are a couple of video clips that can be used to explore this further and provide context.

Barriers and blocks to communication and support in these situations will also be explored through group work. Resilience and self-care will also be considered with activity.

## **Learning outcomes**

By the end of the session, we want you to be able to:

- Recognise situations that could potentially result in feelings of grief and loss
- Identify how EOLC and loss may affect individuals differently
- Define three current theories on bereavement and loss
- Explore ways of providing emotional support to individuals
- Explain how to recognise your own boundaries
- Consider what other services are out there to support an individual
- Identify strategies for looking after yourself and managing your own feelings when providing support

## **COMPULSIVE HOARDING AWARENESS**

19 Aug 2019 - Civic Offices - 9:30am - 4:30pm - £35

### **Course description**

A one day course to explore how hoarding disorder develops; the best ways to support those suffering from hoarding disorder and relevant UK legislation in relation to public providers and hoarding disorder. The course will build an understanding of how hoarders think and feel about their possessions and provide learners with an introduction to other illnesses which feature hoarding disorders in addition to a brief on the Human Rights Act and OCD.

### **Who should attend?**

Anyone who works with service users who would be described as compulsive hoarders

### **Training objectives**

What can I expect?

An interactive day where you will participate in activities and group discussions

### **Learning outcomes**

What will I learn?

This session will cover the following topics:

- Risk factors for hoarding behaviour
- Compulsive hoarding and Obsessive Compulsive Disorder
- Hoarder Logic
- Triggers for hoarding
- Animal Hoarding – a new phenomena
- Biological and genetic factors in compulsive hoarding – nature versus nurture
- Case Studies - Personal experiences of hoarding
- The health, safety and wellbeing implications of hoarding behaviour
- Collector or hoarder?
- Diogenes Syndrome
- Relevant Legislation in UK Hoarding



- Protection for Hoarders? The Equality Act 2010 and the Human Rights Act
- Medication, treatment and therapies
- The elephant in the room – talking about someone’s hoarding behaviour and assessing insight
- Supporting individuals in clearance and change – providing timescales, action planning and psychological support

## **CONFLICT MANAGEMENT**

Awaiting new dates

In some areas of your work you may have to deal with really difficult people, perhaps other members of staff or members of the public and you are not sure how to handle the situation you find yourself in, or lack the confidence to try and resolve a situation before it escalates. Conflict management training will help you to feel more confident when placed in such a situation. Although not every conflict has an easy-to-achieve resolution, most do, it's just that people are more adept at avoiding conflict than seeing what needs to be done to resolve it.

### **Training objectives**

This course aims to support staff who may have to deal with conflict with other people as part of their day to day job role such as

- Dealing with difficult telephone calls
- Dealing with difficult customers
- Delivering unwelcome news
- Caring for people with dementia
- Supporting people with learning disabilities
- Working with children and young adults
- Mental health or substance misuse issues

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Recognise potential conflict flashpoints and risks in their work
- Identify simple steps to prevent and reduce conflict and risk for all parties
- Develop positive relationships and interactions
- Defuse and resolve emotive situations
- Respond professionally and enhance the quality and reputation of your service



## **DYSPHAGIA (INCORPORATING IDDSI DESCRIPTORS)**

04 Sep 2019 - 9:30pm - 12:30pm - Civic Offices - £35 per person

17 Oct 2019 - 9:30pm - 12:30pm - Civic Offices - £35 per person

20 Feb 2020 - 1:30pm - 4:30pm - Civic Offices - £35 per person

### **Course Overview**

This course aims to raise awareness and knowledge of dysphagia, common swallowing problems and how to reduce the risk of choking. It also looks at the IDDSI texture descriptors for both food and drink with time to practise making up drinks to the correct consistency and guidance in identifying food at the correct consistency.

### **Target audience:**

Anyone with responsibility for making up drinks and preparing or serving food in a care setting.

### **Learning Outcomes:**

- Describe/recognise possible swallowing problems
- List possible issues for those with dysphagia and how these can be overcome, looking at IDDSI texture descriptors and how these apply to food and drink offered
- Discover your role in reducing risk and demonstrate how to make up thickened fluids to the correct consistency

## **EFFECTIVE COACHING SKILLS**

Awaiting new dates

Coaching is an essential leadership tool and one of the most effective ways to enable individuals and teams to deliver exceptional performance. This one-day course aims to provide you with a practical toolkit to use when working with your teams.

### **Training objectives**

The course is for any manager looking for new ways of motivating, inspiring and unlocking the potential of their team. It covers the key coaching skills and gives participants the opportunity to put them into practice using an established coaching model.

You'll get a highly interactive, facilitated session and will be asked to identify actions to put your learning into practice. The trainer will contact you 3-4 months after the event to check on your progress.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Explain what coaching is, and explain the differences between coaching and other approaches and when to use it
- Explain how to structure & create a positive coaching experience
- Use a range of high impact skills that support and challenge individuals to learn and develop
- Implement informal / formal coaching interventions in your management practice

### **Additional Information**

#### **Pre-session task**

You'll be paired up for coaching practice for much of the afternoon session. Therefore, you will need to bring a professional developmental challenge to the session; something related to your role that you need a little help with and don't mind discussing with someone else. Give your challenge some thought before the session. Write some notes about it if that helps.

If you don't have a current issue, use a possible future challenge for you.

## **EFFECTIVE MINUTE TAKING**

14 Oct 2019 - Civic Offices - 9:30am - 1:00pm - £35

An interactive, practical half-day workshop offering strategies on how to take effective minutes of a meeting. Suitable for beginner and intermediate level.

### **Training objectives**

- During the course, delegates will:
- Examine tasks and responsibilities of the minute-taker
- Discuss relevant (and irrelevant) points for inclusion in minutes
- Assess listening skills
- Practice summarising and shortcuts
- Look at specific terminology and jargon

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Build awareness of the principles of minute-taking, including legal implications.
- Develop understanding of how to record and produce accurate, clear and concise minutes.

## **EFFECTIVE REPORT WRITING SKILLS**

07 Oct 2019 - Civic Offices - 9:30am - 4:30pm - £35

All too often reports lack structure and are guilty of being unfocused and repetitive. This inevitably means the message and impact are lost. If a report proves difficult to write, chances are it will be difficult to read. This course will take you through the practical steps of writing a sequential, powerful and rewarding report – whether it's a short briefing note, information for providers, a tribunal or a complex investigation report. We will show you how to tackle each stage of report writing with clarity and confidence.

### **Training objectives**

You will understand the importance of:

- defining the report
- research
- structure and planning
- writing
- editing
- presentation

We will provide top tips for effective report writing and will also highlight the pitfalls (from common grammatical errors to word choice) and show you how to avoid them.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- plan your report effectively
- structure it in a way that is logical, professional and easy to navigate
- make use of simple design ideas to make your report look good
- write with confidence
- get your message across well
- understand the importance of summaries
- make your report easy to read and follow
- produce reports that make a maximum impact for both you as the writer and your organisation
- avoid getting stuck, and ultimately, save time

## **EMERGENCY FIRST AID AT WORK - LEVEL 3 RQF (1DAY)**

30 Oct 2019 - Civic Offices - 9:30am - 5:00pm - £50

14 Nov 2019 - Civic Offices - 9:30am - 5:00pm - £50

10 Dec 2019 - Civic Offices - 9:30am - 5:00pm - £50

12 Feb 2020 - Civic Offices - 9:30am - 5:00pm - £50

This course will provide a three year qualification in Emergency First Aid at Work (EFAW) for staff who are either coming to the end of their existing EFAW qualification or for staff who do not have a EFAW qualification and require it for their job role.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- state the role of the first aider including reference to: the importance of preventing cross infection; the need for recording incidents and actions; use of available equipment;
- assess the situation and circumstances in order to act safely, promptly and effectively in an emergency;
- administer first aid to a casualty who is unconscious (including seizure);
- administer cardiopulmonary resuscitation and demonstrate the safe use of an AED;
- administer first aid to a casualty who is choking;
- administer first aid to a casualty who is wounded and bleeding;
- administer first aid to a casualty who has a catastrophic bleed (optional module);
- administer first aid to a casualty who is suffering from shock;
- provide appropriate first aid for minor injuries (including small cuts, grazes and bruises, minor burns and scalds, small splinters)

### **Additional Information**

#### **Practical Assessments**

Practical skills are an essential element of First Aid training. You will need to lie, kneel and get on and off of the floor. Please contact us before the start of the course if you have any medical conditions or injuries which stop you, or make it difficult for you to take part in these assessments. We will be able to discuss your requirements and offer advice.

#### **Theory Assessments**

Depending on the course you are attending there maybe theory assessments for you to take part in.



If you have any issues around reading and writing please contact us before the start of the course so that we can arrange additional support. Any information that you share with us will be treated as strictly confidential.

### **Dress Code**

Please ensure that you are dressed appropriately for a practical First Aid course. The following items of clothing might compromise your safety/dignity and so are best avoided:

Low cut tops or blouses

Short skirts

Short shorts

Open toe shoes

If you arrive dressed in any of the above the trainer may ask you to leave and return on a different day (a charge may be incurred).

### **Identification**

Due to a change in requirements it is now essential that participants on any First Aid course take with them on the first day one of the following:

Picture Driving Licence

Passport

A signed credit card/debit card is acceptable if you are a non-driver and do not hold a passport

Work ID

## **FIRST AID ANNUAL REFRESHER - HALF DAY**

Awaiting new dates

The HSE strongly recommends that first aiders undertake annual refresher training within any three year certification period of First Aid at work or Emergency First Aid at work. This is not mandatory.

This course is not suitable for first aiders whose certificate has expired or is nearing expiry.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- state the role of the first aider including reference to: the importance of preventing cross infection; the need for recording incidents and actions; use of available equipment;
- assess the situation and circumstances in order to act safely, promptly and effectively in an emergency;
- administer first aid to a casualty who is unconscious (including seizure);
- administer cardiopulmonary resuscitation and demonstrate the safe use of an AED;
- administer first aid to a casualty who is choking;
- administer first aid to a casualty who is bleeding;

### **Additional Information**

#### **Practical Assessments**

Practical skills are an essential element of First Aid training. You will need to lie, kneel and get on and off of the floor. Please contact us before the start of the course if you have any medical conditions or injuries which stop you, or make it difficult for you to take part in these assessments. We will be able to discuss your requirements and offer advice.

#### **Theory Assessments**

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**Identification**

Due to a change in requirements it is now essential that participants on any First Aid course take with them on the first day one of the following:

Picture Driving Licence

Passport

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Work ID



## **FIRST AID AT WORK (3 DAYS)**

24, 25 & 26 Sep 2019 - Civic Offices - 9:30am - 5:00pm - £150

04, 05 & 06 Dec 2019 - Civic Offices - 9:30am - 5:00pm - £150

The First Aid at Work (FAW) course will allow delegates to act as a qualified first aider in the work place. This course will give delegates the Level 3 First at Work qualification, accredited by Quallsafe awards.

There is no need to attend Emergency First Aid at Work (EFAW) before attending this course. If you already hold the EFAW qualification, please contact the administrator of the course before booking.

If you are already FAW qualified and need to requalify please look for the First Aid at Work Requalification course. This is a two day course open to people who are approaching the end of their three year FAW qualification.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- state the role of the first aider including reference to: the importance of preventing cross
- infection; the need for recording incidents and actions; use of available equipment
- assess the situation and circumstances in order to act safely, promptly and effectively in an emergency
- administer first aid to a casualty who is unconscious (including seizure)
- administer cardiopulmonary resuscitation and demonstrate the safe use of an AED
- administer first aid to a casualty who is choking
- administer first aid to a casualty who is wounded and bleeding
- administer first aid to a casualty who has a catastrophic bleed
- administer first aid to a casualty who is suffering from shock
- provide appropriate first aid for minor injuries (including small cuts, grazes and bruises, minor burns and scalds, small splinters)
- administer first aid to a casualty with: injuries to bones, muscles and joints, including suspected spinal injuries; chest injuries; burns and scalds; eye injuries; sudden poisoning; anaphylactic shock

- recognise the presence of major illness and provide appropriate first aid (including heart attack, stroke, epilepsy, asthma, diabetes)

## **Additional Information**

### **Practical Assessments**

Practical skills are an essential element of First Aid training. You will need to lie, kneel and get on and off of the floor. Please contact us before the start of the course if you have any medical conditions or injuries which stop you, or make it difficult for you to take part in these assessments. We will be able to discuss your requirements and offer advice.

### **Theory Assessments**

Depending on the course you are attending there maybe theory assessments for you to take part in.

If you have any issues around reading and writing please contact us before the start of the course so that we can arrange additional support. Any information that you share with us will be treated as strictly confidential.

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Short shorts

Open toe shoes

If you arrive dressed in any of the above the trainer may ask you to leave and return on a different day (a charge may be incurred).

### **Identification**

Due to a change in requirements it is now essential that participants on any First Aid course take with them on the first day one of the following:

Picture Driving Licence

Passport

A signed credit card/debit card is acceptable if you are a non-driver and do not hold a passport

Work ID

## **FIRST AID AT WORK - REQUALIFICATION (2 DAYS IN TOTAL)**

17 & 18 Sep 2019 - Civic Offices - 9:15am - 5:00pm - £100

23 & 24 Jan 2020 - Civic Offices - 9:15am - 5:00pm - £100

The First Aid at Work Requalification (FAWR) is suitable only for those delegates who have an in date First Aid at Work qualification and it is approaching expiry.

Please only book on this course if your certificate is due to expire with 3-4 months of the date of this course.

If your certificate has expired and it is less than one month since your expiry date please contact the course administrator to discuss your options.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- state the role of the first aider including reference to: the importance of preventing cross infection; the need for recording incidents and actions; use of available equipment
- assess the situation and circumstances in order to act safely, promptly and effectively in an emergency
- administer first aid to a casualty who is unconscious (including seizure)
- administer cardiopulmonary resuscitation and demonstrate the safe use of an AED
- administer first aid to a casualty who is choking
- administer first aid to a casualty who is wounded and bleeding
- administer first aid to a casualty who has a catastrophic bleed
- administer first aid to a casualty who is suffering from shock
- provide appropriate first aid for minor injuries (including small cuts, grazes and bruises, minor burns and scalds, small splinters)
- administer first aid to a casualty with: injuries to bones, muscles and joints, including suspected spinal injuries; chest injuries; burns and scalds; eye injuries; sudden poisoning; anaphylactic shock
- recognise the presence of major illness and provide appropriate first aid (including heart attack, stroke, epilepsy, asthma, diabetes)

### **Additional Information**

#### **Practical Assessments**

Practical skills are an essential element of First Aid training. You will need to lie, kneel and get on and off of the floor. Please contact us before the start of the course if you have any medical conditions or injuries which stop you, or make it difficult for you to take part in these assessments. We will be able to discuss your requirements and offer advice.

### **Theory Assessments**

Depending on the course you are attending there maybe theory assessments for you to take part in.

If you have any issues around reading and writing please contact us before the start of the course so that we can arrange additional support. Any information that you share with us will be treated as strictly confidential.

### **Dress Code**

Please ensure that you are dressed appropriately for a practical First Aid course. The following items of clothing might compromise your safety/dignity and so are best avoided:

Low cut tops or blouses

Short skirts

Short shorts

Open toe shoes

If you arrive dressed in any of the above the trainer may ask you to leave and return on a different day (a charge may be incurred).

### **Identification**

Due to a change in requirements it is now essential that participants on any First Aid course take with them on the first day one of the following:

Picture Driving Licence

Passport

A signed credit card/debit card is acceptable if you are a non-driver and do not hold a passport

Work ID

## **FLUID & NUTRITION FOR PEOPLE WORKING WITH VULNERABLE ADULTS (INCLUDING THE 'MUST' SCREENING TOOL)**

07 Nov 2019 - 9:30am - 12:30pm - Civic Offices - £35 per person

04 Mar 2020 - 9:30am - 12:30pm - Civic Offices - £35 per person

### **Course Overview**

This course gives an overview of the importance of good nutrition and hydration in maintaining health and wellbeing

### **Target audience:**

Staff who are supporting vulnerable individuals in a care role, those who are working towards the Care Certificate and those wishing to refresh their knowledge in this subject.

### **What will the course cover?**

- Food groups and eating a balanced diet
- Nutrients required relevant to the service user
- Malnutrition - causes, signs and how we can help
- Importance of fluid in maintaining good health and well being
- Promotion of adequate nutrition and hydration and ensuring access to fluids
- MUST screening tool, why we use/how to use it

### **Learning Outcomes:**

- Outline the requirements of CQC outcome 5 in relation to suitable choice of food and fluids and meeting service users individual needs
- Identify the risks of poor diet and poor fluid intake and provide support for individuals, to have access to food and fluids according to their care plan
- Understand the principles of 'MUST' risk calculations

**FOOD SAFETY AND HYGIENE LEVEL 2**  
**(PREVIOUSLY CALLED LEVEL 2 FOOD SAFETY IN CATERING (RSPH ACCREDITED))**

24 Oct 2019 - 9:30am - 4:30pm - Civic Offices - £60 per person

05 Feb 2020 - 9:30am - 4:30pm - Civic Offices - £60 per person

**Course overview**

This course covers the basic principles of food hygiene for caterers and other food handlers. All participants are required to undertake a multiple choice exam at the end of the session with successful participants receiving a recognised basic food safety qualification accredited by the Royal Society for Public Health (RSPH).

**Target audience**

All staff where preparing food is a significant part of their role e.g. cooks, kitchen assistants and some carers.

**Learning Outcomes**

- Identify different food safety hazards, how they can cause harm and how they can be controlled
- Explain how to receive, prepare, cook and hold food safely
- Explain the importance of personal hygiene and effective cleaning procedures related to food safety
- Outline legal responsibilities of food handlers and food business operators

## **GREAT LEADERSHIP**

05 Nov 2019 - Civic Offices - 9:30am - 4:00pm - £35

Leadership in the complex and fast changing modern workplace has become about unlocking the power and potential of people to achieve organisational goals. The old command and control management paradigm is as obsolete as the typewriter.

Anyone can become a leader by adapting their current specialist skill set and developing new skills and behaviours. This training course explores what great leadership is, on the assumption that leadership starts with self and identifying what it is that burns in you and could inspire others to follow you.

We advise you do this workshop before attending other leadership / management workshops that can be completed in any order.

### **Training objectives**

You can expect a highly interactive, facilitated workshop with a variety of individual and group exercises, video and podcast. The trainer will ask you to identify questions that you would like answers to, so have a think about these before you attend (depending on your questions the day's content may be slightly modified to your requirements)

Topics covered on the workshop include:

Comparing leadership vs management - when is leadership required, how is it different to management?

Qualities of an effective leader - looking at examples of different leaders in a variety of fields - what makes them stand apart as leaders?

Using power and influence when you don't have formal authority - looking at different types of leadership in different settings, for different purposes

Leadership behaviours, styles and mind-sets - what do great leaders think, say and do?

Facilitating problem solving - discussing approaches to problems that teams encounter in the modern workplace

A tool for effective decision making and delegation

The trainer will ask you to identify actions you are going to take to build your leadership skills after the workshop. He will follow up with you on your progress 3-4 months after the event.



## **Learning outcomes**

By the end of the session, we want you to be able to:

- identify your personal leadership values and mission
- identify ways to increase your self-awareness and develop a positive approach to leadership
- utilise clear methods of getting the best out of your team and those around you
- implement working practices and behaviours that will help you to become a great leader



## **HANDLING OF PEOPLE - HOIST WORKSHOP**

21 Aug 2019 - Paulsgrove Area Office - 9:30am - 1:00pm - £35

19 Sep 2019 - Paulsgrove Area Office - 9:30am - 1:00pm - £35

30 Oct 2019 - Paulsgrove Area Office - 9:30am - 1:00pm - £35

28 Nov 2019 - Paulsgrove Area Office - 9:30am - 1:00pm - £35

13 Dec 2019 - Paulsgrove Area Office - 9:30am - 1:00pm - £35

This course includes theory and practice in relation to the use of hoists to transfer people

### **Who Should Attend?**

Having completed the Handling of People Induction programme, new staff whose role directly or indirectly involves the handling of people may attend this course to give more knowledge and experience.

Existing staff may also attend this course as part of their refresher programme - please reflect on handling experiences over the previous 6 months that may be problem solved during the session.

### **Training objectives**

The aim of the course is to clarify how to use hoists with minimal risk of harm to the client and how to recognise slings that should not be used.

Delegates will:

- Complete a short quiz
- Receive demonstrations using an active hoist and using a passive hoist
- Following instructions on a handling plan, be supervised using both type of hoists
- Experience what it feels like to be transferred by both types of hoist
- Practise handling techniques to insert hoist slings and to move mobile hoists

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Recalled the acronym used to undertake a manual handling risk assessment (TILE/LITE)
- Recalled the 5 biomechanical principles of handling
- Discussed hoist inspections
- Critically reviewed manual handling techniques required to use a hoist in relation to the above
- Critically reviewed handling documentation



### **Additional Information**

Please Note: Considering the practical element of the course, low-heeled shoes that support all of the foot and no tight clothing should be worn.

Managers should ensure that the staff they nominate are in a state of physical fitness commensurate with being able to undertake the practical elements of this course safely. If in doubt when nominating an individual or needing clarification about the state of physical fitness required undertaking the course safely, please discuss with the People Handling and Back Care Advisor prior to the course.

## **HANDLING OF PEOPLE - TRAIN THE TRAINER**

10, 11, 17, 18 & 25 Oct 2019 - Paulsgrove Area Office - 9:30am - 4:30pm - £180

This 5 day course is based on the inter-professional curriculum framework for Back Care Advisers giving the opportunity for the delegate to reach the standards of a Key Worker (manual handling)/ Lead Trainer as recommended by National Back Exchange.

### **Who should attend?**

Please note to be a lead trainer relevant professional qualifications and at least 5 years working in a healthcare, educational or social care setting are required. Staff without this can still attend the course but will work under the supervision of the lead trainer.

### **Training objectives**

What can I expect?

- The first two days are focusing on theory, to enable you to undertake manual handling risk assessment and competency assessment.
- The next three days are focusing on practice to enable you to give you the skills to teach your staff safe manual handling techniques

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Undertake manual handling risk assessments
- Document manual handling risk assessments clearly
- Competency assess manual handling practice in the workplace
- Teach safe manual handling techniques

### **Additional Information**

All course members are expected to participate in practical handling exercises. This will involve physical contact with other participants. Low-heeled shoes that support all of the foot and appropriate clothing should be worn. Managers should ensure that the staff they nominate are in a state of physical fitness commensurate with being able to undertake the practical elements of this course safely. If in doubt when nominating an individual or needing clarification about the state of physical fitness required to undertake the course safely, please discuss with the Learning & Development Officer. Candidates who in the professional judgement of the Learning & Development Officer would not be able to undertake the course with safety for themselves and others will not be trained.

## **HANDLING OF PEOPLE - TRAINERS UPDATE**

22 Aug 2019 - Paulsgrove Area Office - 9:30am - 4:30pm - £95

15 Nov 2019 - Paulsgrove Area Office - 9:30am - 4:30pm - £95

This one-day course is delivered by Kim Davidson, People and Handling Back Care Advisor for Portsmouth City Council. It will update the trainer on handling of people developments in Portsmouth and knowledge and experience gained from Kim's attendance at National Back Exchange conference.

### **Who should attend?**

Those with evidence of attending an initial 5 day Train the Trainer course who are due their yearly update

### **Training objectives**

The aim of this course is to provide an update in theory and practice. Opportunity will be given to critically analyse the handling techniques you are teaching your staff

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Deliver handling of people training that reflects up to date theory and practice
- Competency assess their staff in practice

## **HANDLING OF PEOPLE INDUCTION (THEORY AND PRACTICE)**

11 Sep 2019 - Paulsgrove Area Office - 9:30am - 4:30pm - £35

06 Dec 2019 - Paulsgrove Area Office - 9:30am - 4:30pm - £35

This is a one day course including theory and practice

### **Who Should Attend?**

New staff whose role directly or indirectly involves the handling of people should attend this course.

### **Training objectives**

The aim of the course is to introduce you to a range of manual handling techniques from at best (independent with verbal prompting) to at worst (use of hoists) to facilitate chair, bed and floor transfers and the manual handling equipment that may be used during the transfers

You will:

- Discuss manual handling scenarios relevant to your workplace
- Receive demonstrations and be supervised practising manual handling techniques to assist clients with chair transfers, bed transfers and floor transfers that are relevant to your workplace
- Explore the use of a range of equipment to assist with the above transfers

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Use the acronym TILE/LITE to undertake a manual handling risk assessment
- Distinguish between core, controversial and condemned handling techniques
- Safely transfer someone from one seated position to another
- Safely get someone off the floor
- Safely reposition someone in bed

### **Additional Information**

Please note, considering the practical element of the course, low-heeled shoes that support all of the foot and no tight clothing should be worn. Managers should ensure that the staff they nominate are in a state of physical fitness commensurate with being able to undertake the practical elements of this course safely. If in doubt when nominating an individual or needing clarification about the state of physical fitness required undertaking the course safely, please discuss with the People Handling and Back Care Advisor prior to the course.

## **HANDLING OF PEOPLE REFRESHER (THEORY AND PRACTICE)**

16 Aug 2019 - Paulsgrove Area Office - 9:30am - 12:30pm - £35

06 Sep 2019 - Paulsgrove Area Office - 9:30am - 12:30pm - £35

18 Sep 2019 - Paulsgrove Area Office - 9:30am - 12:30pm - £35

16 Oct 2019 - Paulsgrove Area Office - 9:30am - 12:30pm - £35

27 Nov 2019 - Paulsgrove Area Office - 9:30am - 12:30pm - £35

12 Dec 2019 - Paulsgrove Area Office - 9:30am - 12:30pm - £35

This is a practical course giving opportunity to apply the theory related to the handling of people.

### **Who Should Attend?**

This is aimed at experienced care staff wanting a refresher course in the moving and handling of people

### **Training objectives**

What can I expect?

The aim of the course is to give an update in manual handling theory. It will promote discussion, demonstration and opportunity to practice manual handling techniques relevant to your workplace

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Recalled the acronym used to undertake a manual handling risk assessment (TILE/LITE)
- Recalled the 5 biomechanical principles of handling
- In relation to a selected scenario critically review manual handling techniques in relation to the above

### **Additional Information**

Considering the practical element of the course, low-heeled shoes that support all of the foot and no tight clothing should be worn. Managers should ensure that the staff they nominate are in a state of physical fitness commensurate with being able to undertake the practical elements of this course safely. If in doubt when nominating an individual or needing clarification about the state of physical fitness required undertaking the course safely, please discuss with the People Handling and Back Care Advisor prior to the course.

## **HEALTH ACTION PLAN CHAMPION TRAINING**

Awaiting new dates

We will explore the health issues experienced by a person with a learning disability, national and local policy, resources and support available.

### **Who should attend?**

This session is aimed at paid carers working with people with a learning disability in Portsmouth. To ensure providers are equipped with the skills to promote and facilitate health action planning within their own organisations with support from the Integrated Learning Disability Service

### **Training objectives**

We will explore these topics at the session:

- Healthcare needs of people with a learning disability
- Diagnosis, treatment and diagnostic overshadowing
- Mental Capacity
- Experiences of healthcare services
- Environmental hurdles
- Reasonable adjustments
- Health facilitation
- Completing health action plans

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Recognise when health actions are needed for the people you support
- Have an increased understanding of how communication difficulties can impact on a person's ability to access healthcare
- Gain an increased knowledge of the health risks associated with swallowing disorders
- Consider strategies for health facilitation in your own working environment e.g. records and flagging concerns
- Be able to support your service users with health facilitation and health action planning.
- Be aware of resources and support available
- Be able to share your knowledge with your colleagues

## **INFECTION CONTROL**

23 Oct 2019 - Civic Offices - 10:00am - 12:00pm - £35

23 Oct 2019 - Civic Offices - 1:00pm - 3:00pm - £35

This 2hr course will give you a basic introduction to infection control.

### **Who should attend?**

Staff who have never received training in infection control

### **Training objectives**

To provide an interactive session using a mix of PowerPoint presentations and group work.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Be able to describe the ways an infection can get into the body
- Be able to describe the chain of infection
- Be able to explain how to break the chain of infection
- Understand the importance of adhering to standard infection control procedures
- Understand how your own health or hygiene might pose a risk to individuals you support



## **INTRODUCTION TO DEMENTIA AND PERSON CENTRED CARE**

17 Sep 2019 - Civic Offices - 9:00am - 4:30pm - £35

21 Jan 2020 - Civic Offices - 9:00am - 4:30pm - £35

This one-day course provides an introduction to key facts about dementia and the essential components of person-centred care

### **Who should attend?**

Anyone involved in the care or support of people with dementia in any setting

### **Training objectives**

The aim of the course is to provide you with knowledge about the nature of dementia and an understanding of person-centred care. This will be achieved through an interactive session involving the use of PowerPoint, video, various group activities and handouts to back up all the learning.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Understand what dementia is, including symptoms, types and risk factors
- Understand the impact of dementia on the individual
- Know about services that can provide support, advice and information to people with dementia and their carers and how to refer people to these
- Be able to identify how factors such as relationships and the environment affect people with dementia
- Understand the principles of person-centred dementia care and know how to care for a person with dementia in a way that meets their individual needs and enables maximum independence
- Be able to communicate effectively and compassionately with individuals who have dementia
- Recognise the value of life story work and gain ideas for how to undertake this

## **INTRODUCTION TO PROJECT MANAGEMENT**

27 Nov 2019 - Civic Offices - 9:00am - 4:30pm - £35

This one-day workshop provides a short introduction to key project management concepts and skills. It will help aspiring project managers to understand what is needed to deliver projects that achieve their objectives and deliver benefits.

### **Who should attend?**

The course is for anyone who is new to leading or making a key contribution as a team member in a project.

### **Training objectives**

The overall objective of the training is to enable participants who are new to project management to become more knowledgeable and conversant in the key project management concepts and skills.

We want participants to be able to contribute meaningfully to project outcomes, to understand why projects are carried out and to be able to engage effectively with stakeholders; including having the confidence to challenge when necessary.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- List the elements that define a successful project
- Explain the purpose of the business case, the project initiation document and other key Project Documentation
- Describe the difference between project deliverable and project outcomes
- Summarise how projects are governed - the different roles, responsibilities and accountabilities on a project
- Summarise what happens at different stages and milestones on a project
- Use the 'Influencer' tool to help understand the multiple systemic factors that influence desired or undesired behaviour and identify projects that lead to behaviour change
- Use some basic project planning tools

This workshop forms the first part of an entry level programme of learning which aims to equip learners with the knowledge and skills to manage and contribute effectively to project delivery.

The programme consists of this mandatory introductory workshop followed by three optional workshops, on a rolling basis, looking at benefit realisation, stakeholder engagement and project planning (we anticipate that more optional workshops will become available at a later date).

The total programme consists of approximately 22 hours of classroom time.

The programme is designed to support the real learning that can only take place in the workplace. Therefore, we strongly recommend that this programme be combined with shadowing or some degree of project delivery to support learners and ensure their effective consolidation and transfer of learning. Ideally, their service will be able to provide coaching and or mentoring whilst they learn on live projects.

#### Learning outcomes

By the end of the programme we want learners to be able to:

- Make a business case for a project, detailing benefits, costs, risks and its contribution to organisational strategic objectives
- Engage effectively with stakeholders at all levels on a project, with the confidence to challenge where necessary
- Assemble a project initiation document detailing project objectives, scope and deliverables, quality requirements and controls, stakeholder engagement plan and risks and issues
- The programme is facilitated by an experienced project manager, qualified to MSP Practitioner level
- All the sessions are highly participative with a range of small and whole group exercises to help participants learn the concepts and skills in an engaging, creative way
- Learners will participate in exercises requiring planning, communication and collaboration and also help prepare and deliver short presentations.
- Learners will receive a certificate upon their successful completion of the programme and a written review of their learning with action plan.

Please email Vincent Driscoll for more details or call him 023 9284 1134

## **LEADERSHIP IN DEMENTIA CARE**

22 Oct 2019 - Civic Offices - 9:30am - 4:30pm - £35

25 Feb 2020 - Civic Offices - 9:30am - 4:30pm - £35

This one-day course focuses on the knowledge and skills needed to lead a staff team to provide person-centred care to people with dementia

### **Who should attend?**

Anyone with an understanding of dementia and person-centred care who works in a senior role within a service that provides care or support to people with dementia

### **Training objectives**

The aim of the course is to provide you with the knowledge and skills necessary to lead a staff team supporting people with dementia. This will be achieved through an interactive session involving the use of PowerPoint, video, various group activities and handouts to back up all the learning.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Understand the key drivers and policies which influence national dementia strategy and service development
- Be aware of what constitutes best practice in the care of people with dementia and be able to appropriately address poor practices
- Be able to plan care to promote the use of appropriate, specific, evidence based interventions that meet the needs of the individual with dementia
- Be able to use a person-centred leadership style
- Understand the leader's role in promoting learning and reflective practice
- Understand the importance of collaborative working and effective communication within the team to ensure best outcomes for people with dementia
- Be able to contribute to the development of practices and services that meet the needs of people with dementia
- Understand the importance of striving for continual service improvement in dementia care and recognise factors that influence staff motivation

## **LEADING EFFECTIVE TEAMS**

Awaiting new dates

The course is for anyone who leads a team of people. It aims to help provide a working set of skills to be an effective leader and manager. It is equally relevant to new managers and those who are already managing but want to refresh their skills.

### **Training objectives**

The course includes:

- The qualities and behaviours of an effective leader - you will be asked to reflect on your own skill set and identify a plan to address gaps
- What a team needs to perform at its best
- The value of a clearly defined vision and an opportunity to consider the effectiveness of your own team's vision
- What motivates people and why you need to ask 'why' more than 'what' or 'how'
- How to be consistently different with people to get the best out of them
- Understanding the drivers of difficult people and developing strategies to motivate them
- Using 'instant' coaching techniques to motivate people to success

You will get a highly participative, facilitated workshop with a variety of different individual and group exercises and videos. You will be asked to come up with an action plan for yourself which the trainer will follow up with you early in 2019.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Be more aware of your own leadership skills and qualities and have a plan in place to address gaps
- Have a draft plan for addressing potential blocks and barriers in your team's performance
- Have a clearer vision of your team's part in achieving service and PCC objectives
- Be able to list strategies for improving employee motivation and addressing poor behaviour
- Be able to have coaching conversations that help people grow and drive team performance



## **Additional Information**

### **Pre-event task**

You'll be paired with a colleague for some coaching practice for the last hour of the session. Please think about an ideally 'wicked' (i.e. no easy answers) personal development issue. Ideally on the theme of working in a team or managing a team, or engaging stakeholders. Some aspect of that which you find difficult and need some help with. Obviously nothing too sensitive, and something you would be ok sharing with someone else.

## **MANAGING CHANGE**

20 Sep 2019 - civic Offices - 9:30am - 4:00pm - £35

Change is something we all have to deal with, in our personal lives as well as at work. The pace and frequency of change can put enormous pressure on people, affecting relationships and impacting business performance. The organisations that survive and thrive are those that can successfully manage change and make the most of the opportunities that change offer.

This workshop explores change in a business context, how it affects people and how the manager can build team resilience and lead people successfully through change.

This highly interactive workshop will draw on participants' experience of change and explore a number of models that relate to different aspects of change.

Participants will be asked to put the theory into practice and come up with an action plan to implement after the event.

### **Training objectives**

The course will explore the subject in a number of aspects:

How change affects us when it happens to us and how we recover and transition

Change as a permanent, never-ending process and how we can navigate and support people through the different cycles of change

The cycle that people need to go through when trying to quit an undesired or unhealthy behaviour

A useful tool to influence others to adopt new behaviours

The session will also include an electronic team game based on the Diffusion of Innovations model and the AIDA (Awareness Interest Desire Action) model used in marketing.

The team are change agents who have to plan and execute a strategy to introduce a new behaviour in an educational establishment.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- plan effectively for change
- engage and support people through change
- skilfully influence people towards the behaviours that achieve your desired business

## **MANAGING DIFFICULT CONVERSATIONS**

07 Nov 2019 - Civic Offices - 9:30am - 4:30pm - £35

Much of the quality of the outcomes we achieve at work starts with the quality of our conversations and our confidence and ability to handle difficult or sensitive issues.

This one-day course develops the core skills that professionals need to have to enable effective and constructive conversations. It is open to any member of staff but would be especially useful to line managers, colleagues needing to deliver difficult messages to customers or other colleagues responsible for effectively engaging stakeholders on council projects.

The workshop is highly participative with opportunities to practise the skills covered.

### **Training objectives**

The workshop covers:

- The link between unskilful communication, dysfunctional relationships and poor results
- How our default thinking and faulty beliefs prevent effective communication
- The mechanics of a productive conversation
- Strategies for managing the emotions that hinder communication

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Exercise mindful awareness of your thoughts and beliefs and how they impact your communication
- Manage your emotions and thoughts to deal effectively with an unexpected difficult Conversation
- Plan and carry out a difficult conversation

### **Pre-event task: your acid-test conversation**

This short task will help prepare you to learn.

Think of a conversation with a significant person - colleague, customer, partner - on an issue that's important to both of you.

Maybe you've been avoiding the conversation or not handling it too well, meaning that the issue has persisted or got worse with perhaps some damage to the relationship. Write down a few notes. What's happened so far? How do you feel about this situation?

This is your so-called acid test conversation. Following the workshop you will be invited to try using the new skills to improve or resolve the situation.





The trainer will contact you 3-4 months after the session to find out how you got on trying out the skills and if they have made a positive difference; to the conversation and in other important areas.

The details of your acid test conversation won't be shared with the trainer or anyone else on the day, or afterwards.

## **MANAGING PERFORMANCE**

Awaiting new dates

This one-day course explores how managers can create the conditions for excellent performance, treating performance management as a routine activity, not just to be considered when something goes wrong. It explores the link between the business environment, effective management and service performance.

It is equally relevant to new managers and those who are already managing but want to refresh their skills.

Please note the session will not focus on the procedural elements of the formal performance management process.

### **Training objectives**

- Contrasting the features and behaviours of excellent versus okay performance cultures
- The link between the organisation's, the team's and the individual's goals and performance
- Identifying the different elements that build team capability
- Using the team model to identify the balance of team capability and overall team performance
- How to know if your team is performing and achieving its purpose
- Using the Influencer tool to identify causes of poor performance
- How to prevent and tackle poor performance
- How to make team meetings and 1:1 supervisions more effective
- How to hold a productive performance conversation with the team or with an individual

You will get a highly participative, facilitated workshop with a variety of different individual and group exercises. You will be asked to come up with an action plan for yourself which the trainer will follow up with you later in the year.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Have a clearer understanding of your team's capability and its performance culture
- Be able to use different strategies for identifying barriers to performance
- Be able to have effective performance conversations that address poor performance, help people grow and drive team performance

## **MCA FOR PRACTITIONERS & PROVIDER SERVICES - PART 1/A AWARENESS**

01 Oct 2019 - Civic Offices - 9:30am - 4:30pm - £35

10 Jan 2020 - Civic Offices - 9:30am - 4:30pm - £35

A one-day training session to give participants an overall understanding of how the Mental Capacity Act applies to their day-to-day work settings

### **Who should attend?**

Social workers, care managers, independent support assistants and occupational therapists and care staff working in provider services (residential and day care) within Adult Social Care. This is specifically aimed at people who need to gain a thorough grounding in what the Act is all about. Part 2 / Part B of the MCA programme goes into more depth.

PLEASE NOTE THIS COURSE IS FOR BOTH PRACTITIONER AND PROVIDER SERVICES

### **Training objectives**

What can I expect?

An interactive session aimed at encouraging participants to ask questions, make comments and bring up their own issues through the use of a range of different methods including quizzes, case studies, video clips and small group work as well as direct teaching.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Be able to explain why and how the Act was introduced
- Have memorised the 5 principles of the Act's Code of Practice
- Be able to define what the Act means by "capacity"
- Know how to assess whether someone does or does not have capacity
- Know that the Act has introduced a new criminal offence of "ill-treatment or wilful neglect"
- Know how the Act protects health and social care workers from being prosecuted, and service users from being abused
- Be able to describe the purpose of an Advance Decision
- Be able to explain the purpose of a Lasting Power of Attorney



- Be able to list the functions and powers of the Court of Protection and the Office of the Public Guardian
- Know the role of the Independent Mental Capacity Advocate (IMCA)
- Have a very basic grasp of how the Mental Capacity Act 2005 links to the Deprivation of Liberty Safeguards
- Recognise the importance of record keeping to support all decisions
- Have explored some case law examples that have been heard in the Court of Protection
- Have discussed their own issues in relation to how the Mental Capacity Act applies in their work settings
- Be able to apply all of their knowledge to everyday situations that they may face at work

## **MCA FOR PRACTITIONERS & PROVIDER SERVICES - PART 2/B PUTTING INTO PRACTICE**

10 Oct 2019 - Civic Offices - 9:30am - 4:30pm - £35

20 Jan 2020 - Civic Offices - 9:30am - 4:30pm - £35

A one-day training session to enable participants to build on their understanding of the Act and how they can make sure it is properly implemented in the work settings for which they are responsible.

### **Who should attend?**

Social workers, care managers, independent support assistants and occupational therapists. All participants will be expected to have a thorough grasp of the Mental Capacity Act before attending this session (ideally by attending a “Part 1” session)

### **Training objectives**

What can I expect?

An interactive session aimed at encouraging participants to ask questions, make comments and bring up their own issues through the use of a range of different methods including quizzes, case studies, video clips and small group work as well as direct teaching.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Have received a basic reminder of the provisions of the Act
- Have explored how the 2014 House of Lords report on the implementation of the Mental Capacity Act should affect their own workplaces
- Be able to make links between the Mental Capacity Act and Safeguarding Adults and the Human Rights Act
- Have reviewed and discussed various cases which have come before the Court of Protection
- Be able to apply the judgments of the Court of Protection to similar cases that have arisen, or might arise, in their own work settings
- Have practiced carrying out capacity assessments, using the appropriate organisational paperwork and procedures
- Have practiced making best interests decisions using the appropriate organisational paperwork and procedures
- Have explored how to make a referral to the IMCA service using the appropriate organisational paperwork and procedures



- Understand the importance of keeping accurate and appropriate records in relation to all aspects of the Mental Capacity Act
- Have explored fully their own cases and scenarios in relation to the Mental Capacity Act in social work and care management settings
- Be able to apply all of their knowledge to everyday situations that they may face at work

## **MCA FOR PRACTITIONERS & PROVIDER SERVICES - PART 3/C DOLS**

11 Feb 2020 - Civic Offices - 9:30am - 4:30pm - £35

A one-day training session to give participants an overall understanding of how the Deprivation of Liberty Safeguards (“DoLS”) apply to their day-to-day work settings. NB: participants need to understand that a House of Lords report, followed by a Supreme Court judgement, both of which were published in March 2014, have fundamentally altered what DoLS are all about. Therefore this session is relevant even if you have previously attended DoLS training.

### **Who should attend?**

Social workers, care managers, independent support assistants and occupational therapists. It is essential for all participants to have a good understanding of the Mental Capacity Act 2005 prior to attending the DoLS training (for example by attending a “Part 1” and “Part 2” session).

### **Training objectives**

What can I expect?

An interactive session aimed at encouraging participants to ask questions, make comments and bring up their own issues through the use of a range of different methods including quizzes, case studies, video clips and small group work as well as direct teaching.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Have thoroughly explored how the 2014 House of Lords report on the implementation of the Deprivation of Liberty Safeguards should affect their own workplaces
- Have thoroughly explored how the Supreme Court rulings of March 2014 in the “Cheshire West” and “MIG and MEG” cases have changed our understanding of what constitutes a “deprivation of liberty”
- Be able to distinguish between a deprivation of liberty in various different settings: e.g. care homes, hospitals, supported living, Shared Lives etc.
- Have been given a quick recap of the Mental Capacity Act 2005 (as appropriate to the participants’ needs)
- Be able to explain the difference between restriction of liberty and deprivation of liberty
- Be able to list the six Qualifying Requirements of a DoLS application, and be able to distinguish between an Urgent Authorisation and a Standard Authorisation
- Be able to describe the functions of the Independent Mental Capacity Advocate, Best Interests
- Assessor and the person’s Representative in the DoLS process



- Know how their own policies, and the policies of the relevant Supervisory Body, should be used in their own work settings
- Appreciate the importance of using DoLS as a last resort



## **MENTAL CAPACITY ACT REFRESHER: LEARNING LESSONS FROM COURT OF PROTECTION CASES**

06 Sep 2019 - Civic Offices - 9:30am - 4:30pm - £35

27 Jan 2020 - Civic Offices - 9:30am - 4:30pm - £35

This is a one-day training session to refresh your knowledge on the Mental Capacity Act. Mental Capacity Act cases go to the Court of Protection either where there is conflict amongst the people involved, and/or where the issue is so serious or complicated that it cannot be resolved through meetings and negotiation. The rulings of the Court, and the reasons for those rulings, can be invaluable in helping health & social care practitioners deal with similar issues in their own practice. So this session will look at a range of cases which have been considered by the Court of Protection, to see what lessons can be learnt for our everyday practice.

### **Who should attend?**

Anyone who works in a health and/or social care setting (e.g. hospitals, social work teams, residential or community care, GP surgeries etc.). Participants should already be familiar with the Mental Capacity Act and the Code of Practice, because this is not an awareness session.

### **Training objectives**

What can I expect?

An interactive session aimed at encouraging participants to ask questions, make comments and bring up their own issues through the use of a range of different methods including quizzes, case studies, video clips and small group work as well as direct teaching.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Have considered a range of Mental Capacity Act cases which have been dealt with in the Court of Protection
- Have analysed what the CoP has said about various issues, including:
  - Best interests - Fluctuating capacity - Unwise decisions
- The relevance of available resources to decision making
- How much weight to give to the person's own wishes and feelings, if these are not clear
- Life sustaining treatment
- Other serious medical treatment
- Restricting contact with family
- Have had an opportunity to raise their own difficult cases (as appropriate) for discussion and guidance within the group

## **MEDICATION - ASSESSING STAFF COMPETENCE TO ADMINISTER MEDICATION**

10 Sep 2019 - Civic Offices - 9:30am - 4:30pm - £35

03 Dec 2019 - Civic Offices - 9:30am - 4:30pm - £35

The aim of this course is to enable staff to competency assess medication administration in the workplace

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Describe what staff can and cannot do when it comes to administering medication given the training they've received
- Describe how often CQC require competence to be assessed
- Tailor a competency assessment checklist that covers the competencies in QCF HSC 3047 and ASM 34 to the way medicines are managed in their own organisation
- Describe what competency looks like when staff:
  - Administer medication
  - Support clients who decline their medicines
  - Administer controlled drugs
  - Book medicines in and out
- Demonstrate how to investigate medication errors in an open and honest way to ensure that the risk of the error occurring again is minimised

**PARTICIPANTS NEED TO HAVE ATTENDED THE ONE DAY PRACTICAL COMPETENCIES IN ADMINISTERING MEDICATION COURSE IN THE PAST**

## **MEDICATION - ASSESSING STAFF COMPETENCE IN MEDICATION ADMINISTRATION REFRESHER**

28 Jan 2020 - Civic Offices - 9:30am - 1:00pm - £35

The Care Quality Commission (CQC) requires care providers to have a formal system to assess staff competence. This half day workshop will ensure assessors in the workplace are up to date in relation to knowledge, materials and skills to achieve this

Who should attend?

Assessors in the workplace due their update

The aim of this course is to ensure assessors are still competent to assess medication administration in the workplace

### **Learning outcomes**

By the end of the session delegates should be able to:

- Describe what staff can and cannot do when it comes to administering medication given the training they've received
- Describe how often CQC require competence to be assessed
- Tailor a competency assessment checklist that covers the competencies in QCF HSC 3047 and ASM 34 to the way medicines are managed in their own organisation
- Describe what competency looks like when staff:
  - Administer medication
  - Support clients who decline their medicines
  - Administer controlled drug
  - Book medicines in and out
- Demonstrate how to investigate medication errors in an open and honest way to ensure that the risk of the error occurring again is minimised

## **MEDICATION - MANAGING MEDICATION ERRORS**

19 Sep 2019 - Civic Offices - 9:30am - 1:00pm - £35

22 Jan 2020 - Civic Offices - 9:30am - 1:00pm - £35

This 1/2 day course will teach you how manage, report and learn from medication errors (incidents). It will enable you to provide the correct response to Safeguarding Teams and the Care Quality Commission. It will enable you to reduce the chance of medication errors re-occurring by learning from them

### **Who should attend?**

Managers and seniors in all care settings

### **Training objectives**

To provide an interactive session involving group activities and discussion

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Explain which medication incidents need reporting outside of the organization (to Safeguarding teams and CQC)
- Explain how to set up/monitor a reporting system that ensures the whole organization learns from incidents
- Demonstrate how to carry out root cause investigation of actual medicines incidents
- Demonstrate how to establish and spread learning from actual medication incidents
- Demonstrate how to differentiate human from systems errors for actual medication incidents
- Explain how to establish if staff members are culpable from actual medication incidents
- Demonstrate how to learn from actual medication incidents and spread the learning
- Demonstrate how to reduce the chance of medication errors recurring

## **MEDICATION - PRACTICAL COMPETENCIES IN MEDICINES ADMINISTRATION**

16 Jan 2020 - Civic Offices - 9:30am - 4:30pm - £35

The aim of the course is to ensure you are competent to deliver medication. You will undertake simulated medicines rounds at three key stages (before, during and at the end of the workshop). Deliberate mistakes are included which you must identify. You will sit these assessments at the start, middle and end of the workshop

### **Learning outcomes**

This is a practical workshop and you will demonstrate:

- How to record medicines taken on time
- How to record medicines given late or early
- How to record flexible doses
- Different options for recording when required medicines
- How to record when required medicines offered but not taken
- How to select the correct medication
- How to check once opened dates and expiry dates
- How to check cautionary and advisory labels
- How to give and record medicines in a systematic way
- How to measure out oral liquids accurately (spoons vs. measuring cups vs. syringes)
- How to administering using oral syringes
- How to apply creams, ointments and barrier creams
- How to apply transdermal patches
- How to administer inhalers with spacers
- How to administer accuhalers
- How to administer turbohalers and other inhaler types
- How to apply eye drops, eye gels and eye ointments

## **MEDICATION - PRACTICAL COMPETENCIES IN MEDICINES ADMINISTRATION REFRESHER**

15 Jan 2020 - Civic Offices - 9:30am - 1:00pm - £35

The aim of the course is to assess competence to administer and record medication, using two simulated medicines rounds (one pre and one post learning round). Participants must reach a certain standard by the second simulated medicines round to gain a certificate. Feedback is supplied to managers detailing how staff performed on the workshop and what support might be required for those who are referred.

### **Learning outcomes**

What will I learn?

- How to give medicines in a person-centred way (and evidence this) in line with CQC expectations
- Managing and recording when required medicines (in line with new nice recommendation)
- Assessing pain in clients with limited communication and mental capacity
- An initial simulated medicines round to establish the knowledge and skills gaps in the group then, depending on the results:- how to record common scenarios on a medicines chart.- how to administer medicines in a more systematic way to avoid errors.- why mistakes occur and how to minimize the chances of them happening.- administering medicines correctly in line with cautionary and advisory labels
- A follow on simulated medicines round to measure the knowledge and skills improvement in the group after training

## **PERSONAL SAFETY FOR LONE WORKING**

Awaiting new dates

This course is for anyone working in the community on their own, including Adult and Children's workforce practitioners, housing and community workers. It is run by MAYBO - leaders in conflict management training and focuses on the interpersonal skills and techniques of staff safe when working alone rather than any physical interventions

### **Training objectives**

The course covers:

- The physical and emotional changes a person experiences in threatening situations
- Knowledge of the basic elements of communication that are involved in difficult situations
- How to develop practical skills and confidence to signal non-aggression during potentially difficult situations
- How to recognise the signs of escalation in order to effectively defuse and calm
- Recognising when removing oneself to a place of safety is the best decision and appreciate
- the law in relation to self-defence

### **Learning outcomes**

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

- Describe the physical and emotional changes a person experiences in threatening situations
- Make use of their knowledge of the basic elements of communication that are involved in difficult situations
- Develop practical skills and confidence to signal non-aggression during potentially difficult situations
- Recognise the signs of escalation in order to effectively defuse and calm
- Recognise when removing oneself to a place of safety is the best decision and appreciate the law in relation to self-defence

## **PLANNING CARE, RECOGNISING DYING AND WHAT YOU SHOULD BE AWARE OF IN END OF LIFE CARE (EOLC)**

Awaiting New Dates

This half day course will explore three key areas when providing care in EOL. First, the course will define advance care planning within EOLC. There have been a number of significant and influential national documents produced in recent years clearly recognising that health and social care professionals must work with an individual to identify their needs, wishes and preferences as an individual. It must not be assumed!

### **Areas explored;**

- Preferred Place of Care
- Religious/Spiritual beliefs
- Funeral wishes/plan
- Who to be present at end of life
- Who to look after the dog!

It is important to acknowledge this is not about taking responsibility but having a good awareness and being able to support individuals in your work capacity.

Secondly, the course will review the physical care of a person in the dying stages of weeks to months, and identify how we can deliver high standards of support and provision in those last few days.

### **Areas examined;**

- Movement and mobility
- Oral hygiene
- Personal hygiene (washing)
- Individual choice and control
- Pressure area care

Lastly, the course will facilitate discussions around recognising dying. What could this look like on an individual? How we can support in our role? And who to refer and work with at this point.

### **Who should attend?**

Staff working within a community or care/residential/nursing home environment that will encounter EOLC at some point. The frequency and chance of this happening in these environments will increase due to more people wanting to stay in their usual place of residence.

### **Training objectives**

The aim of the course is to provide you with a level of knowledge and skills that will support you in caring for people at the end of their life. This is achieved through group activities and group discussions. These will be in small groups first, examining areas around care planning, recognising dying and what we need to be aware of.



You feedback themes rather than story telling. This allows a level of safety if personal experiences are discussed within the smaller groups and the learner themselves can feedback to the bigger group in a way that supports learning for learners but the learner has control on what they wish to feedback with.

A PowerPoint presentation is used to begin to explore the national guidance and local direction but much is asked of the group to consider what your experience is and what you think about these theories. There are a couple of video clips that can be used to explore this further and provide context.

There is also space to explore the different ways we can care for the individual to ensure safe and compassionate practice.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Explore different perspectives on death and dying and, what would constitute to be a good death?
- Explain the aims, principles and policies of end of life care set out through national and local policy that will affect what you do
- Define what advance care planning is and how it differs from general care planning
- Consider Individual staff roles in the advance care planning process within your service.
- Identify how to support patients and residents in creating their own individual care plans management and how advance care planning decisions are documented within your organisation.
- Develop skills and knowledge to provide compassionate care at EOL.

## **POSITIVE BEHAVIOUR SUPPORT**

17 Oct 2019 - Civic Offices - 9:30am - 4:30pm - no charge

This is a one-day course to provide an awareness of strategies and interventions to positively support people within their daily lives.

### **Who should attend?**

This course is suitable for any staff working with people with learning disabilities and vulnerabilities.

### **Training objectives**

To provide a presentation, interspersed with group activities and opportunity for discussion.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Gain a brief understanding of what Positive Behaviour Support is.
- Work with people with a positive approach.
- Gain an understanding of the functions of behaviours that can challenge.
- Identify strategies to positively reduce behaviour that challenges.
- Feel more confident and skilled when supporting individuals that can challenge.



## **POSITIVE BEHAVIOUR SUPPORT - NEXT STEPS (ADVANCED COURSE)**

Awaiting New Dates

This course will follow on from the PBS awareness training. It will support staff to further their skills and competences when working with people who can challenge in order to promote positive behavioural support which will enhance the quality of life for the service users whom they work with.

### **Who should attend?**

People who attended the PBS awareness training.

### **Training objectives**

What can I expect?

You can expect a day long course. It will be a mixture of presentations, information sharing, activities and applying learnt skills to work related situations.

There will be a brief recap of information covered in the previous course.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Have an overview of a range of behavioural recording forms, with an opportunity to complete some.
- Have an overview of a range of assessments used to identify the functions of behaviours, with an opportunity to complete some.
- Have gained confidence in their ability to complete a PBS, and understand how PBS care plans should be interpreted and used in day to day practice
- Have an overview of the importance of skills teaching.
- Have an overview of how to teach service users new skills and develop service user independence
- Understand how to use DRO/ DRI reward systems

## **POSTURE AWARENESS**

28 Aug 2019 - Civic Offices - 1:30pm - 3:30pm - £35

05 Sep 2019 - Civic Offices - 9:30am - 11:30am - £35

18 Sep 2019 - Paulsgrove Area Office - 1:30pm - 3:30pm - £35

16 Oct 2019 - Paulsgrove Area Office - 1:30pm - 3:30pm - £35

23 Oct 2019 - Civic Offices - 1:30pm - 3:30pm - £35

14 Nov 2019 - Civic Offices - 1:30pm - 3:30pm - £35

27 Nov 2019 - Paulsgrove Area Office - 1:30pm - 3:30pm - £35

05 Dec 2019 - Civic Offices - 1:30pm - 3:30pm - £35

12 Dec 2019 - Paulsgrove Area Office - 1:30pm - 3:30pm - £35

A 2 hour course to enable people to recognise when their posture is not good and the effect on the back if the posture is not good.

### **Who should attend?**

Any staff who would like to know how to Avoid Back Injury at Work

### **Training objectives**

The aim of the course is to enable you to avoid back injury at work and to prevent exacerbation of any back pain you may already have

Delegates will:

- Discuss their experiences of back pain
- Reflect on activities they may undertake which may be causing their pain
- Practise techniques to promote good posture when undertaking daily activities

## **RECRUITMENT INTERVIEW SKILLS**

Awaiting New Dates

### **Who should attend?**

This course is designed for participants wishing to develop their skills in interviewing candidates at a recruitment selection process. Ideally it is for people new to recruitment who will shortly be involved in a recruitment & selection process.

The number of participants is limited to 3 to give participants the chance to practise and receive feedback from peers and trainer.

### **Training objectives**

The aim of the workshop is to give you the confidence and re-assurance that you've recruited the best person for the role.

We will discuss the skills needed, practise them in a realistic interview situation and share feedback afterwards. You will leave with a better idea of your strengths as an interviewer and elements you need to attend to.

With your consent, your practice session will be recorded and sent to you after the session to give you the opportunity to review your skills.

Please get in touch with Vincent Driscoll if you have any questions about the task or anything else about the workshop.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- plan, structure and deliver a recruitment interview
- develop effective questions and use the question funnel
- listen actively to what a candidate is saying and how they are responding
- assess answers against job and candidate criteria to make a confident selection decision

## **RESILIENCE AWARENESS**

Awaiting new dates

The workplace can be rich with opportunity. It's a place where we can learn and grow, develop and contribute, build our careers, earn our living and provide for our family. It can also be challenging, demanding and exhausting.

Everyone has to cope with the stresses and strains of work and everyday life. Challenges and change are a constant for all of us. Some of these involve taking some degree of risk, while some may be crises or emergencies that demand your immediate attention.

You will have developed coping mechanisms during your life that help you deal with familiar adverse situations and many unfamiliar ones. Some of your coping mechanisms however, aren't so effective and can even make situations worse.

What separates those who can hold their own and keep going in times of adversity is a cluster of habits that centre on resilience. This workshop will explore what resilience is and the habits that strengthen your resilience enabling you to:

- Deal with pressure and handle stress
- Maintain your motivation and engagement
- Develop and sustain self-esteem
- Bounce back from set-backs and disappointments
- Transform your work life

### **Training objectives**

The workshop explores 5 dimensions of resilience, the physical, psychological, social, professional and spiritual. In each dimension you will learn how making small, achievable changes – in mind-set, approach, conduct and daily practice – can significantly enhance your resilience and wellbeing.

You will also:

Practice using a tool that helps you manage pressures in the workplace

Learn mental techniques that help build your resilience

The trainer will ask you to identify actions you are going to take to build your resilience after the workshop. He will follow up with you on your progress 3-4 months after the event.



## **Learning outcomes**

By the end of the session, we want you to be able to:

- Define what resilience is
- Identify the habits and behaviours of resilient people
- Reflect on the practices and beliefs that either support or undermine your resilience
- Identify your personal mission (in life or work or both)
- Adopt practices that build your resilience

## **RIGHTS, RISK AND ACTIVITIES IN THE CARE OF PEOPLE WITH DEMENTIA**

14 Jan 2020 - Civic Offices - 9:30am - 4:30pm - £35

This one-day course provides guidance on ways of working to uphold the rights of people with dementia and support them to be meaningfully occupied, while managing risk to ensure maximum benefits

### **Who should attend?**

Anyone with an understanding of dementia and person-centred care who is involved in the care or support of people with dementia in any setting

### **Training objectives**

The aim of the course is to enable you to work in a way that upholds rights, manages risk and promotes meaningful activity in your work with people with dementia. This will be achieved through an interactive session involving the use of PowerPoint, video, various group activities and handouts to back up all the learning.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Understand a rights-based approach to the support of people with dementia and recognise their responsibilities under mental capacity legislation
- Be able to recognise signs of possible abuse, and know what steps to take
- Know how the physical environment may need to be altered or adapted to promote independence, orientation and safety and to avoid mistaken perceptions
- Understand how to manage risk to promote rights, benefits and safety from harm
- Know how to respond to a range of individual needs including sexual needs and relationships of people with dementia
- Know how to support people with dementia to be meaningfully occupied in doing things that address their interests and life histories, draw on their strengths and address their changing needs
- Be able to work in partnership with people with dementia to support them to meet their daily living needs and engage in occupations



## **SAFEGUARDING ADULTS AWARENESS**

08 Oct 2019 - Civic Offices - 1:30pm - 4:30pm - £35

09 Jan 2020 - Civic Offices - 9:30am - 12:30pm - £35

09 Jan 2020 - Civic Offices - 1:30pm - 4:30pm - £35

A half day course to give participants an overall understanding and appreciation of what safeguarding adults is all about, and what responsibilities each participant has in safeguarding their service users

### **Who should attend?**

Any staff with face to face contact with adults

### **Training objectives**

What can I expect?

The sessions are interactive. Participants are encouraged to ask questions, make comments and bring up their own issues. A lot of different methods including quizzes, case studies, video clips and small group work as well as direct teaching are used.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Be able to define the term “adult at risk” (formerly a “vulnerable adult”)
- Understand the importance of the Care Act Statutory Guidance for Safeguarding
- Be able to list and give examples of the ten main types abuse
- Understand the role of the Disclosure and Barring Service (DBS - formerly the CRB and ISA)
- Be able to explain how the Mental Capacity Act 2005 links to Safeguarding Adults
- Know where to find the policies and procedures that are relevant to their own workplaces in relation to Safeguarding
- Be able to list the various alternative terms that are sometimes used for Safeguarding (e.g. POVA, Adult Protection etc.)
- Be confident in recognising some of the common symptoms which indicate that abuse might be occurring
- Be able to take actions in their own workplaces to reduce the risk of abuse occurring
- Be able to explain the difference between confidentiality, secrecy and collusion



- Understand the importance of recording: what, when and how
- Know how to respond if an adult at risk makes a disclosure of abuse, or if there is any suspicion that a vulnerable adult may be being abused
- Know what procedures to use, and when to call the emergency services
- Know how to support the alleged victim, as well as how to deal with the alleged abuser
- Understand the importance of the concept of “Making Safeguarding Personal”
- Understand the role of the Multi-Agency Safeguarding Hub (MASH) for adults in Portsmouth

## **SAFEGUARDING ADULTS - BEST PRACTICE FOR SAFEGUARDING PLANNING & REVIEW MEETINGS**

10 Feb 2020 - Civic Offices - 9:30am - 4:30pm - £35

A one-day course to enable managers and senior staff to chair and/or contribute to safeguarding meetings effectively and in line with the Care Act 2014, ensuring a safe outcome for the service user consistent wherever possible with their chosen outcome(s).

### **Who should attend?**

Senior or experienced health and social care professionals, who are required to chair and/or attend such meetings. All participants would be expected to have a firm grasp of safeguarding issues prior to attending this training

### **Training objectives**

What can I expect?

The sessions are interactive. Participants are encouraged to ask questions, make comments and bring up their own issues. A lot of different methods including quizzes, case studies, video clips and small group work as well as direct teaching are used.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Understand the purpose of strategy meetings and case conferences.
- Be able to chair the meetings effectively, enabling the sharing of information and analysis of risk and protective factors.
- Know how to enable the service user or their advocate/family member to take part in the meeting and express their views by attendance at the meeting or other methods.
- Understand how to resolve areas of disagreement.
- Know how to develop a SMART safeguarding plan.
- Know how to record the meeting
- Have taken part in a strategy meeting scenario and reflected on this.

## **SAFEGUARDING ADULTS - DETAILED AWARENESS: KNOW HOW FOR EXPERIENCED STAFF**

13 Aug 2019 - Civic Offices - 9:30am - 4:30pm - £35

12 Nov 2019 - Civic Offices - 9:30am - 4:30pm - £35

13 Feb 2020 - Civic Offices - 9:30am - 4:30pm - £35

A one-day course to enable managers in the public, voluntary, private and independent sector to fulfil their safeguarding responsibilities effectively, and to work with their partners in the statutory sector to achieve, wherever possible, the outcomes service users wish to achieve for themselves.

### **Who should attend?**

Anyone who works in a managerial or senior capacity in a health or social care provider setting (e.g. residential homes, day centres, supported living, domiciliary care etc.). Participants should already have a good understanding of the basics of Safeguarding Adults as this is not an awareness session.

### **Training objectives**

What can I expect?

The sessions are interactive. Participants are encouraged to ask questions, make comments and bring up their own issues. A lot of different methods including quizzes, case studies, video clips and small group work as well as direct teaching are used.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Understand their role as a manager/ senior staff member responsible for safeguarding adults
- Have updated their knowledge of safeguarding legislation, guidance and local procedures in particular the nature of domestic abuse and the new offence of coercive control
- Understand how the DBS (formerly CRB) links to Safeguarding Adults
- Have explored the tensions between the Safeguarding Adults procedures, and employment law and the criminal law
- Know how to share and gather information in order to contribute to a safeguarding enquiry
- Have developed skills to communicate with a service user to enable them to express the outcomes they wish to achieve to keep themselves safe
- Know how to make a safeguarding referral and how to contribute to the safeguarding process
- Know how to contribute to and comply with a safeguarding plan



- Have identified strategies for effective risk assessment in Safeguarding Adults
- Have a greater understanding of the role of the Safeguarding Adults Boards, and how organisations work together in defined geographical areas to safeguard adults
- Understand the role of the Multi-Agency Safeguarding Hub (MASH) for adults in Portsmouth

## **SAFEGUARDING ADULTS - REFRESHER: LEARNING LESSONS FROM SAFEGUARDING ADULTS (PRACTICE) REVIEWS**

05 Nov 2019 - Civic Offices - 9:30am - 4:30pm - £35

23 Mar 2020 - Civic Offices - 9:30am - 4:30pm - £35

A one-day course to enable practitioners, in a supportive, non-blaming environment, to understand the key themes emerging from Safeguarding Adults Reviews (in Wales these are called “Safeguarding Adults Practice Reviews”). Participants will also reflect on what the learning means for their practice with service users and their communication and joint working with staff of partner agencies.

This session will look at a selection of Reviews from across England and Wales, as well as some Reviews which are more local to the venue in which the training is taking place

### **Who should attend?**

Anyone working in a health and/or social care setting. All participants should already be familiar with what Safeguarding Adults means in theory and in practice. This is an advanced session, for experienced practitioners. It is not an awareness session.

### **Training objectives**

What can I expect?

The sessions are interactive. Participants are encouraged to ask questions, make comments and bring up their own issues. A lot of different methods including quizzes, case studies, video clips and small group work as well as direct teaching are used.

### **Learning outcomes**

By the end of this session participants should:

- Understand the themes emerging from SARs/SAPRs and what these mean for developing individual practice
- Have analysed different sections of SARs/SAPRs with a view to considering the multi-agency context and the risks to the service user
- Understand the concept of static and dynamic risks and the protective / mitigating factors within a person’s life and how to balance them
- Have clarified best practice in information sharing and the multi-agency dynamics which can operate to as a barrier to gathering information
- Know how to use supervision effectively to share and analyse risk
- Understand the inter relationship between the Mental Capacity Act and safeguarding work and how the assumption of capacity and the concept of ‘Lifestyle choice’ can detract from understanding the risk of harm



- Know how the ‘Rule of Optimism’ can operate when there are serious risks to service users and understand how to recognise this
- Appreciate the importance of “professional curiosity” in all safeguarding

## **SAFEGUARDING ADULTS (SECTION 42): MAKING SAFEGUARDING ENQUIRIES**

26 & 27 Nov 2019 - Civic Offices - 9:30am - 4:30pm - £70

A two-day course to enable staff to engage effectively with service users and/or their advocates to prevent or minimise the risk of neglect or abuse and where required, to make enquiries into allegations of abuse, in line with the Care Act 2014.

### **Who should attend?**

Health and social care professionals and managers who conduct or are involved in safeguarding adults enquiries. Staff attending must already have a thorough understanding of Safeguarding Adults

### **Training objectives**

What can I expect?

The sessions are interactive. Participants are encouraged to ask questions, make comments and bring up their own issues. A lot of different methods including quizzes, case studies, video clips and small group work as well as direct teaching are used.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Be able to engage effectively with service users when issues of potential or actual harm arise and enable them or their advocate/family member to express their chosen outcome and effectively contribute to the safeguarding process.
- Be able to make effective safeguarding enquiries involving and gathering and sharing information with partner agencies.
- Have enhanced their skills in assessment of, and enquiries into, of allegations of abuse.
- Be able to analyse the information gathered and assess risk and protective factors and be able to make an informed decision about the likelihood of future harm.
- Have the confidence to make a reasoned judgement about the steps needed to safeguard the service user and promote their welfare.
- Know how to make a SMART safeguarding plan.
- Know how to record effectively.
- Know how to ask safely about domestic abuse
- Understand the role of the Multi-Agency Safeguarding Hub (MASH) for adults in Portsmouth



## **SUPPORTING PEOPLE WITH DEMENTIA AND THEIR CARERS THROUGHOUT THE DEMENTIA JOURNEY**

13 Nov 2019 - Civic Offices - 9:30am - 4:30pm - £35

This one-day course enables delegates to understand how best to support a person with dementia and their carers from diagnosis through to end of life

### **Who should attend?**

Anyone with an understanding of dementia and person-centred care who is involved in the care or support of people with dementia in any setting

### **Training objectives**

The aim of the course is to help you develop knowledge, skills and confidence in supporting people with dementia and their carers from the beginning to the end of the dementia journey. This will be achieved through an interactive session involving the use of PowerPoint, video, various group activities and handouts to back up all the learning.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Recognise the importance of assessment and diagnosis, and what this might involve, when an individual is presenting with possible signs of dementia
- Recognise the importance of relationships for people with dementia and be able to support their close relationships with others
- Be able to recognise the feelings and needs of family members and carers of people with dementia, develop partnerships with them and provide appropriate support
- Understand symptoms of advanced dementia and be able to connect with people who have advanced dementia
- Know how to meet the holistic needs of people with dementia towards the end of their lives, making use of end of life care pathways
- Understand the feelings of those close to a dying person with dementia and be able to provide support before and after death

## **SUPPORTING PHYSICAL AND PSYCHOLOGICAL HEALTH OF PEOPLE WITH DEMENTIA**

20 Nov 2019 - Civic Offices - 9:30am - 4:30pm - £35

This one-day course provides guidance on how to support people with dementia with basic care needs, how to recognise common medical issues and how to enable people with dementia to experience good psychological well-being

### **Who should attend?**

Anyone with an understanding of dementia and person-centred care who is involved in the care or support of people with dementia in any setting

### **Training objectives**

The aim of the course is to help you gain knowledge and confidence in supporting people with dementia to optimise their physical and psychological well-being. This will be achieved through an interactive session involving the use of PowerPoint, video, various group activities and handouts to back up all the learning.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Recognise potential barriers to a person with dementia eating and drinking and know how to support nutrition and hydration
- Be aware of the risk of delirium, the ways delirium may present and steps that can be taken to prevent and treat delirium
- Understand the risk of depression in people with dementia
- Know how to recognise and manage pain in people with dementia
- Be able to support people with dementia with basic care needs such as washing, dressing and continence, in a way that also addresses psychological needs
- Understand the importance of monitoring the effects of medication taken by people with dementia
- Understand possible causes of stress and distress for people with dementia and know how to respond
- Be able to recognise and monitor signs of well-being and signs of ill-being shown by people with dementia

## **TIME MANAGEMENT ESSENTIALS**

### Awaiting New Dates

If you don't manage your time, other people will manage it for you. This short workshop for busy people explores four big ideas that will help you make the most of your time.

### **Training objectives**

The 4 big ideas covered on the workshop are:

- 80% of our results are achieved during 20% of our prime time
- To be effective you have to suppress urgency
- Your head is a lousy office
- Distraction is the greatest thief of time

You can expect a highly interactive, facilitated workshop with a variety of individual and group exercises.

The trainer will ask you to identify actions you are going to take to maximise these 4 ideas after the workshop. He will follow up with you on your progress 3-4 months after the event.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- make the most of your prime time
- prioritise important over urgent tasks
- use a system of planning that frees up your mental and creative energies
- achieve greater focus to resist distraction

## **TIME MANAGEMENT IN THE WORKPLACE**

24 Oct 2019 - Civic Offices - 10:00am - 3:00pm - £35

If you've ever wanted more hours in the day or wondered where all your time goes, this course may be of help to you. Covering effective techniques to protect and manage time, this 3 hour course is for busy people who need to be able to manage their time in the most effective ways possible.

This course is for anyone who wants to learn useful tools and techniques to best use their time to achieve their priorities.

### **Training objectives**

You can expect a highly interactive, facilitated workshop with a variety of individual and group exercises.

Topics covered on the workshop include:

- Smarter use of email
- How to make the most of meetings
- How to prioritise and organise your 'to do' list more effectively
- Tips to overcome procrastination of difficult or unpleasant tasks
- How to say 'No' and handle requests with confidence
- A tool to help you plan small projects

The trainer will ask you to identify actions you are going to take to build your time management skills in the workplace after the workshop. He will follow up with you on your progress 3-4 months after the event.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Use the time spent on emails and at meetings more effectively
- Make effective use of lists and other tools
- Manage common time wasters including procrastination and interruptions

## **TRAIN THE TRAINER - INTRODUCTION TO TRAINING SKILLS**

Awaiting New Dates

This course will introduce the basic principles of how people learn and how to use those principles to develop skills to deliver effective training.

The course will introduce the basic theory and build on those ideas through group activities and discussion, leading to each learner developing and delivering a short (10-15 min) training session.

The course is best suited to those who will need to deliver training to individuals or groups, but have little or no experience in delivering training.

### **Training objectives**

A 2 day trainer facilitated fully interactive course with group activities and discussion

You will prepare and deliver a short training sessions (10-15 minutes), and there will be an opportunity to offer constructive feedback on the short sessions delivered, and to reflect on the feedback you receive.

### **Learning outcomes**

By the end of the 2 day course you will be able to:

- Demonstrate which qualities make an effective trainer.
- Explain what the training cycle is and why it is important.
- Describe Training Needs Analysis, and how it is used to produce effective training.
- Name 4 Learning Styles and explain why designing training sessions to meet all of them produces a better learning experience for learners.
- Deliver a short training session using all the principles covered in the course.
- Explain how and why evaluation is used to improve training events.

## **UNDERSTANDING BEHAVIOUR AND SUPPORTING COMMUNICATION WITH PEOPLE WITH DEMENTIA**

15 Nov 2019 - Civic Offices - 9:30am - 4:30pm - £35

This one-day course provides guidance on how to communicate with people with dementia to overcome a variety of communication difficulties and how to understand and respond appropriately to distressed behaviour

### **Who should attend?**

Anyone with an understanding of dementia and person-centred care who is involved in the care or support of people with dementia in any setting

### **Training objectives**

The aim of the course is to provide you with knowledge, skills and confidence in communicating with people with dementia and responding appropriately to their behaviour. This will be achieved through an interactive session involving the use of PowerPoint, video, various group activities and handouts to back up all the learning.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Recognise the communication difficulties that can result from dementia and be able to adapt communication techniques to meet the needs of people with dementia
- Be able to demonstrate active listening skills
- Know how to avoid or address potential barriers to effective communication with people with dementia
- Be able to respond helpfully to people with dementia who express beliefs relating to a different reality
- Know how to interpret and respond to strong feelings and unmet needs expressed through behaviour.
- Be aware of and able to address a range of factors that can contribute to distressed behaviours

## **INTRODUCTION TO VALUES BASED RECRUITMENT IN ADULT SOCIAL CARE**

30 Oct 2019 - Civic Offices - 9:30am - 4:30pm - £35

29 Nov 2019 - Civic Offices - 9:30am - 4:30pm - £35

This course is a one day course which introduces course participants to Values Based Recruitment (VBR) and gives them the opportunity to develop practice in Values Based Recruitment interview skills.

Values Based Recruitment is about using recruitment techniques to help recruit people with the right values and behaviours to provide high quality care.

### **Who should attend?**

Anyone involved in recruitment of staff and volunteers

(This method of recruitment requires a minimum of two trained interviewers. It is important that organisations have at least two people trained to use this method.)

### **Training objectives**

The aim of the course is to provide you with knowledge, skills and confidence in communicating with people with dementia and responding appropriately to their behaviour. This will be achieved through an interactive session involving the use of PowerPoint, video, various group activities and handouts to back up all the learning.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Understand what values based recruitment (VBR) is and apply it to their organisational context
- Identify the values, behaviours and attitudes which are essential to work in Adults' Health and Care
- Use a range of questioning techniques to identify whether candidates have the values, behaviours and attitudes needed to work in our organisation

## **WORKING WITH A STRENGTH BASED APPROACH**

01 Nov 2019 - Civic Offices - 9:30am - 4:30pm - £35

06 Dec 2019 - Civic Offices - 9:30am - 4:30pm - £35

### **Who should attend?**

All staff and practitioners working directly with service users in Adult Social Care

### **Training objectives**

- To support staff to be Care Act compliant
- To ensure that practitioner understand personalisation and to work in collaboration with service user to co-produce their eligible assessed needs
- To be aware of agencies that can support a strength base approach

### **Learning outcomes**

- Understand the underpinning legislation to a strength based approach
- To understand the community resources that will promote a strength based approach
- To support practitioner to think creatively
- To support service users to look at their own resources
- To personalise outcome to the needs of the services users



## **WORKING WITH PEOPLE WHO EXPERIENCE STRESS, ANXIETY AND DEPRESSION**

26 Nov 2019 - Civic Offices - 9:30am - 4:30pm - £35

This one day course will include two half day workshops with the following aims:

1. To have an understanding of what anxiety is, and the effects it can have. To learn some tools to manage anxiety and stress using a CBT approach.
2. To have an understanding of what depression is, and the effects it can have. To learn some tools to manage depression and stress using a CBT approach.

### **Who should attend?**

Anybody who wants to learn about anxiety and depression some techniques to manage them is welcome. This course would be helpful for anybody who works with clients who experience anxiety or depression as it will hopefully introduce you to what they are experiencing and the ways they would be encouraged to manage it.

### **Training objectives**

To provide an interactive session using a mix of PowerPoint presentations and group work.

### **Learning outcomes**

By the end of the session, we want you to be able to:

All participants will be able to:

- Give a definition of anxiety
- List two physical aspects of anxiety
- Give a definition of depression
- Understand components of the vicious flower of depression

Most participants will be able to:

- Understand how worry and anxiety can be maintained (safety behaviours and avoidance)
- Understand the difference between hypothetical and practical worries
- Understand how reducing our behaviour can maintain depression (lethargy spiral)

Some participants will be able to:

- Identify one technique that can be used to manage worry or anxiety
- Understand the difference between automatic thoughts and negative automatic thoughts and how they affect depression

## **WORKING WITH PEOPLE WHO HAVE A PERSONALITY DISORDER**

24 Sep 2019 - Civic Offices - 9:30am - 4:30pm - £35

Through an interactive workshop the aim of the course is to provide information about personality disorder, allow opportunities to reflect on your own experiences in a supportive and reflective way and learn some skills to help you support people living with Borderline Personality Disorder (BPD).

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Define what is meant by personality disorder (PD)
- Name the different types of PD
- Focusing on Borderline PD (BPD), also known as EUPD; discuss the traits of the diagnosis
- Describe the best approach by staff when working with people with BPD
- Develop an awareness of what it's like to have lived experience of BPD

## **YOUNGER ONSET DEMENTIA, LEARNING DISABILITIES AND DIVERSITY IN DEMENTIA CARE**

21 Oct 2019 - Civic Offices - 9:30am - 4:30pm - £35

24 Feb 2020 - Civic Offices - 9:30am - 4:30pm - £35

The aim of the course is to help you understand how dementia can impact on a diverse range of groups including younger people and those with learning disabilities, and gain skills in supporting people who develop dementia. This will be achieved through an interactive session involving the use of PowerPoint, video, various group activities and handouts to back up all the learning.

### **Learning outcomes**

By the end of the session, we want you to be able to:

- Understand some key facts about dementia and be able to challenge stigma, myths and stereotypes about dementia
- Understand the impact of dementia on people from ethnically diverse communities
- Be aware of the prevalence and impact of younger onset dementia
- Be aware of some specific needs and rights of younger people with dementia and their families
- Understand the impact of dementia on people with learning disabilities and know how dementia can be identified in this group
- Know how to interpret and respond to changing needs when a person with a learning disability develops dementia
- Understand how to support people with learning disabilities to maintain well-being in the face of dementia



**SCAT-PP NOMINATION FORM**

Please email [Julie.gauntlett@portsmouthcc.gov.uk](mailto:Julie.gauntlett@portsmouthcc.gov.uk) for an email copy of the nomination form

**SCAT-PP NOMINATION FORM**



(Please write clearly)

<b>Name of Organisation:</b> <input type="text"/>	
<b>Address:</b> <input type="text"/>	
<input type="text"/>	
<input type="text"/>	
<b>Email Address:</b> <input type="text"/>	
<b>Phone:</b> <input type="text"/>	<b>Fax Number:</b> <input type="text"/>
<b>Contact Name:</b> <input type="text"/>	

<b>Course Title:</b>	
<b>Course Date:</b>	
<b>NAMES:</b>	<b>JOB TITLE:</b>
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<b>SPECIAL REQUIREMENTS (DIETARY/SENSORY/DISABILITY ETC).</b> <input type="text"/>
<b>Cancellation:</b> Your organisation will be liable for a cancellation fee for non-attendance on the day or cancellation within 3 working days of the course.
<b>Cancellation Fees:</b> Full course fees will be charged for all non-attendance or cancellation within 3 working days of the course start date.
<b>Please initial here [ ] to confirm you have read and understood our cancellation policy.</b>

Completed forms to be sent to:  
 Julie Gauntlett, Portsmouth City Council,  
 Independence and Wellbeing Team (Adult Social Care)  
 Floor 1, Core 6, Civic Offices, Portsmouth, PO1 2QA  
 ☎ Fax to 023 92841170  
 ✉ E-mail: [julie.gauntlett@portsmouthcc.gov.uk](mailto:julie.gauntlett@portsmouthcc.gov.uk)



## NOTES