



WORKING TOGETHER, LEARNING TOGETHER

SCAT-PP

Social Care & Training - Portsmouth Partnership

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.

EDUCATION INFORMATION AND LEARNING SERVICES

Education Information & Learning Services (www.eils.co.uk)

Social Care Information & Learning Services (www.scils.co.uk)

Portsmouth City Council subscribe to these websites which provide access to training materials and information providing underpinning knowledge for the Health & Social Care National Occupational Standards (Child Care and Adult Care) and Early Years Certificates, as well as Induction Standards and The Registered Managers Award.

Both websites can be accessed using the following registration code:

231 PORTAST

Once you have accessed the website using this code, you can create your own user ID and password. Please note that your ID should not include any space.



Scils Social Care Information & Learning Services

Eils Education Information & Learning Services

Social Care learning materials and information available

Flexible learning - the way forward

Individual Learning, News Desk, Discussion Board, Group Learning, Personal Development Plan

KEY FEATURES

3 easy steps to gain access to the learning materials and information:

- 1** Go to www.scils.co.uk or www.eils.co.uk
- 2** Click on register and Enter the Registration Number below
- 3** Create your own username and password

REGISTRATION NUMBER:

231 PORTAST

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 can you 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

GREY MATTER LEARNING - PART FUNDED SOCIAL CARE TRAINING FROM PORTSMOUTH CITY COUNCIL

Portsmouth City Council (PCC) has purchased the services of Grey Matter Learning (GML), a Skills for Care Centre of Excellence, to support providers to have access to online learning. From 1st April Click can be accessed for £1 per learner, per month, plus VAT. This is subsidised by Portsmouth Council who will be covering two thirds of the cost of Click. You will continue to access all the existing courses provided on Click and also be given access to a range of Wellbeing courses.

“Grey Matter Learning are an award-winning training provider in social care. Since 2006, it has been our mission to ‘improve lives through learning’.

As a Skills for Care ‘Centre of Excellence’, we help thousands of social care services and local authorities to maintain compliance, reduce staff turnover and improve CQC ratings. We’re proud to support over 110,000 carers in delivering outstanding quality of care with competence and confidence.

Our eLearning platform, Click, features over 130 online courses, including all mandatory training. The system seamlessly links assessment, learning, and evidence – enabling considerable time and cost savings for providers.”

Website: www.greymatterlearning.co.uk

You can also access the updated landing page for Portsmouth City Council here:
<https://greymatterlearning.co.uk/local-authority/portsmouth-city-council/>



What is available to you?

COURSES

Access 130+ courses

- ✓ Access to Click eLearning platform
- ✓ Person-centred learning for care
- ✓ Includes the Care Certificate



View all courses

LMS

Click Learning Management System

- ✓ Includes all 130+ courses
- ✓ Access Click LMS and App
- ✓ Includes training matrix and reporting



View all features

LEADERSHIP

Leadership and Management Courses

- ✓ Skills for Care accredited courses
- ✓ Care Leaders Programme
- ✓ Management eLearning



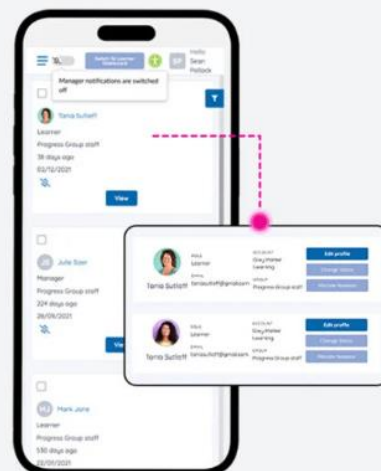
View leadership courses

Click eLearning platform for social care providers

Digitalise your Health and Social Care training with a Skills for Care 'Centre of Excellence'. Access Click eLearning platform and its 130+ Health and Social Care courses and certificates with unlimited access in one simple subscription.

-  **Saving time & costs**
Highly affordable eLearning platform with powerful features.
-  **Improving care standards**
Evidence compliance and improve quality of care.
-  **Person-centred learning**
Creating unique learner experiences through meaningful training.

[View Features](#)



If you have any questions, please contact Grey Matter Learning



FREE E-LEARNING

Autism Developing Understanding and Implementing Practical Approaches (v1)

It is important that autism is better recognised and understood, enabling inclusion, independence and well-being for people on the autism spectrum.

This module will provide information and practical suggestions to enable people who are on the autism spectrum, families, friends, colleagues and professionals, to adopt an approach which embraces difference and enables positive change.

This eLearning has been created by Autism Hampshire on behalf of the four local authorities - Southampton, Hampshire, Isle of Wight, and Portsmouth.

[Autism Developing Understanding and Implementing Practical Approaches Web
\(autismhampshire.org.uk\)](http://autismhampshire.org.uk)



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DEMENTIA - INTRODUCTION TO DEMENTIA AND PERSON-CENTRED CARE

24 Sep 2024 - Civic Offices - 9:30am - 12:30pm - £40

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

DYSPHAGIA

Awaiting new dates

Who should attend?

Anyone caring for or working with individuals suffering with swallowing difficulties

Course overview:

Aims to raise awareness and knowledge of dysphagia and common swallowing problems. The course looks at the causes and issues around eating and drinking, how to recognise the signs of dysphagia and equip with skills to be able to manage dysphagia safely including the making of thickened drinks and awareness of modified food textures.

Learning outcomes

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

- Describe, recognise possible swallowing problems
- List possible issues for people with dysphagia
- Gain an understanding of the IDDSI framework and any implications to the provision of food and drink
- Discover your role in reducing risk and demonstrate how to make thickened drinks to the correct consistency

FIRST AID - BASIC LIFE SUPPORT

28 Jun 2024 - Civic Offices - 1:30pm - 4:30pm - £40

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 may be 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 - EMERGENCY FIRST AID AT WORK - LEVEL 3 RQF (1 DAY)

19 Jul 2024 - Civic Offices - 9:30am - 4:30pm - £55

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)

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 AT WORK (3 DAYS)

22, 23 & 24 Jul 2024 - Civic Offices - 9:30am - 4:30pm - £165

The First Aid at Work (FAW) course will allow delegates to act as a qualified first aider in the workplace. 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.

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

HANDLING OF PEOPLE - HOIST WORKSHOP

25 Jul 2024 - Civic Offices - 9:30am - 1:00pm - £40

26 Sep 2024 - Civic Offices - 9:30am - 1:00pm - £40

16 Oct 2024 - Civic Offices - 9:30am - 1:00pm - £40

14 Nov 2024 - Civic Offices - 9:30am - 1:00pm - £40

11 Dec 2024 - Civic Offices - 9:30am - 1:00pm - £40

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

Training objectives

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 hoists
- 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

Note

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 - INDUCTION (THEORY AND PRACTICE)

11 Jul 2024 - Civic Offices - 9:30am - 4:30pm - £40
26 Jul 2024 - Civic Offices - 9:30am - 4:30pm - £40
22 Aug 2024 - Civic Offices - 9:30am - 4:30pm - £40
06 Sep 2024 - Civic Offices - 9:30am - 4:30pm - £40
18 Sep 2024 - Civic Offices - 9:30am - 4:30pm - £40
10 Oct 2024 - Civic Offices - 9:30am - 4:30pm - £40
25 Oct 2024 - Civic Offices - 9:30am - 4:30pm - £40
06 Nov 2024 - Civic Offices - 9:30am - 4:30pm - £40
21 Nov 2024 - Civic Offices - 9:30am - 4:30pm - £40
06 Dec 2024 - Civic Offices - 9:30am - 4:30pm - £40

Who Should Attend?

You can attend this course if you are new staff working for PCC or the private sector. Your role should directly or indirectly involve the handling of people. Ideally the posture awareness workbook should be read prior to the 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:

- Discussed the acronym used to undertake a manual handling risk assessment (TILE/LITE)
- Recalled the 5 biomechanical principles of handling (explained in the posture awareness workbook)
- Critically reviewed manual handling techniques in relation to the above

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 - MANUAL HANDLING - TRAIN THE TRAINER

Awaiting new dates

Who Should Attend?

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.

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

- 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 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

Note

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.

The course is divided into three parts. Between each part time will be required to complete course work.

HANDLING OF PEOPLE - TRAINERS UPDATE

11 Oct 2024 - Civic Offices - 9:30am - 4:30pm - £95

15 Nov 2024 - Civic Offices - 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

Note

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 FOR INFORMAL CARERS AND NON-AGENCY STAFF (PERSONAL ASSISTANTS)

- Informal carers need to be referred to the Carers Centre, preferably via email carerscentre@portsmouthcc.gov.uk Olivia Greenham is the project officer responsible for the training at the Carers Centre, professionals may contact her to discuss carers needs on 02392 851864
- Portsmouth City Council Occupational Therapists/Social Workers may request a place for personal assistants by contacting Kim directly
- Staff working for Portsmouth City Council may request a place by contacting Kim directly

The Handling of People course is delivered in two parts:

1. Theory

- Posture Awareness: Anatomy and physiology of the back to explain occurrence of back pain and what is meant by good posture
- Information about the manual handling legislation, manual handling risk assessment processes and documentation
- The definition of core, controversial, condemned techniques

2. Practical

- Please choose from option A or B

Practical - Option A

24 Jul 2024 - Civic Offices - 9:30am - 12:30pm - £0

17 Oct 2024 - Civic Offices - 9:30am - 12:30pm - £0

If the person you are looking after can still stand up and transfer with minimal assistance, you can attend option A which will cover the following:

Transferring from one seated position to another

- Independently with verbal prompting
- Physical assistance with a variety of standing aids e.g. Rotundas and Stedys.

Getting off the floor

- Independently with verbal prompting
- Using the Mangar Elk (inflatable cushion)

Practical - Option B

19 Jun 2024 - Civic Offices - 9:30pm - 12:30pm - £0

05 Sep 2024 - Civic Offices - 9:30pm - 12:30pm - £0

20 Nov 2024 - Civic Offices - 9:30pm - 12:30pm - £0

Option B will cover techniques for repositioning in bed and using hoists - this is for looking after someone who cannot stand up.

If you need both option A and B you will be offered a 1-day course that carers working in care homes and agencies attend.

11 Jul 2024 - Civic Offices - 9:30am - 4:30pm - £0

26 Jul 2024 - Civic Offices - 9:30am - 4:30pm - £0

06 Nov 2024 - Civic Offices - 9:30am - 4:30pm - £0

21 Nov 2024 - Civic Offices - 9:30am - 4:30pm - £0

The training is provided in the Mountbatten Gallery at the Civic Offices by Kim Davidson, People Handling and Back Care Advisor.

HANDLING OF PEOPLE REFRESHER (THEORY AND PRACTICE)

30 Aug 2024 - Civic Offices - 9:30am - 12:30pm - £40

27 Sep 2024 - Civic Offices - 9:30am - 12:30pm - £40

23 Oct 2024 - Civic Offices - 9:30am - 12:30pm - £40

07 Nov 2024 - Civic Offices - 9:30am - 12:30pm - £40

27 Nov 2024 - Civic Offices - 9:30am - 12:30pm - £40

18 Dec 2024 - Civic Offices - 9:30am - 12:30pm - £40

Course Description

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 working for PCC or the private sector wanting a classroom-based 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 you will have:

- 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 reviewed manual handling techniques in relation to the above

Note

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.

LEVEL 2 IN FOOD SAFETY AND HYGIENE - (RSPH ACCREDITED)

21 Aug 2024 - Royal Albert Day Centre, Portsmouth - 9:30pm - 4:00pm - £60

Who should attend?

Anyone involved in the preparation, cooking, or presentation of food either as a new food handler or someone who needs to renew their level 2 food safety certificate.

Course overview:

Designed for anyone who prepares, cooks, or serves food in the catering industry. Covers all aspects of food safety and enables learners to understand their legal responsibilities and know what constitutes best practice with regards to controlling food safety hazards, key temperatures, food storage, food preparation, personal hygiene, and premises cleaning.

Learning outcomes

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

- Explain how individuals should behave responsibly within food safety law
- Outline personal hygiene procedures and describe how to keep the working area clean and hygienic
- Explain how to prepare, cook, and hold food safely within food safety management controls

MANUAL HANDLING OF LOADS

31 Jul 2024 - Civic Offices - 1:30pm - 3:30pm - £40

27 Sep 2024 - Civic Offices - 1:30pm - 3:30pm - £40

23 Oct 2024 - Civic Offices - 1:30pm - 3:30pm - £40

27 Nov 2024 - Civic Offices - 1:30pm - 3:30pm - £40

Practical course aimed at teaching correct load handling techniques

Training objectives

- Demonstrate how to manually handle loads safely
- The benefits of documenting manual handling assessments
- Where to seek further advice and guidance on manual handling

Learning outcomes

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

- Understand and carry out safe manual handling of loads

MCA - ANNUAL REFRESHER - LEARNING LESSONS FROM COURT OF PROTECTION CASES

06 Nov 2024 - Civic Offices - 9:30am - 4:30pm - £40

23 Jan 2025 - Civic Offices - 9:30am - 4:30pm - £40

Who should attend?

Experienced professionals in any health or social care setting (e.g. hospitals, social work teams, residential or community care, GP surgeries etc). Participants should already be very familiar with the Mental Capacity Act 2005 as the Code of Practice, because this is **NOT** an awareness session.

What to expect?

All of our training sessions, whether face-to-face or virtual, are intended to be as interactive as possible. Participants are encouraged to ask questions, make comments and bring up their own issues. We use lots of different methods including quizzes, case studies, video clips and small group work as well as direct teaching. We want participants to leave the session saying, "that was really enjoyable – and it was directly relevant to my working life."

Training objectives

Mental Capacity Act cases go to the Court of Protection 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 amongst professionals, families and individuals. The rulings of the Court, and the reasons for those rulings, can be invaluable in helping health & social care professionals 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.

Learning outcomes

By the end of this 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 (and occasionally the Court of Appeal or the Supreme Court)
- Have analysed what the Courts have said about various issues, including, but not limited to:
 - Assessing capacity
 - Fluctuating capacity
 - Making best interests decisions
 - 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 and other serious medical treatment
 - Restricting contact with family
 - Sexual activity
 - Unwise decisions
 - The use of advocates
 - Advance Decisions and Lasting Powers of Attorney
- Have had an opportunity to raise their own difficult cases (as appropriate) for discussion and guidance within the group

MCA - BEST PRACTICE FOR BEST INTERESTS DECISIONS & MEETINGS

04 Mar 2025 - Civic Offices - 9:30am - 4:30pm - £40

Who should attend?

All professional staff who are required to carry out these tasks. All participants should come to the training with a thorough general understanding of the Mental Capacity Act, as we will not have time to cover the basics of the Act.

What to expect?

All of our training sessions, whether face-to-face or virtual, are intended to be as interactive as possible. Participants are encouraged to ask questions, make comments and bring up their own issues. We use lots of different methods including quizzes, case studies, video clips and small group work as well as direct teaching. We want participants to leave the session saying, "that was really enjoyable – and it was directly relevant to my working life."

Training objectives

To give participants the skills necessary to plan, participate in and/or chair the process of making best interests decisions in line with the Mental Capacity Act 2005. The ultimate aim would be for practice to improve which would in turn reduce the likelihood of complaints or challenges being made.

Learning outcomes

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

- Know how to make a best interests decision
- Be clear about when a best interests meeting is, and is not, appropriate
- Be confident about when and whether to use a balance sheet to weigh up the various elements of a best interests decision
- Understand who should participate in the best interests decision-making process, and why
- Be able to support other people, for example family members, who have to attend best interests meetings or who have to participate in the best interests process
- Be able to identify who is the best person to chair a best interests meeting
- Have practised some of the skills which are needed to chair a best interests meeting effectively
- Have practised some of the skills which are needed to resolve disputes between professionals, and/or between professionals and family members
- Know how to ensure that records are robust and will stand up to scrutiny
- Have explored various best interests cases which have been considered by the Court of Protection, and learned the lessons from these, in order to reduce the possibility of their own cases being challenged or taken to Court

MCA - DEPRIVATION OF LIBERTY IN ALL SETTINGS

07 Nov 2024 - Civic Offices - 9:30am - 12:30pm - £40

07 Nov 2024 - Civic Offices - 1:30pm - 16:30pm - £40

Who should attend?

Anyone working in a health or social care setting. You might decide that this topic is better suited to your more experienced members of staff, rather than your inexperienced/junior ones.

Course Overview

To give participants an overall understanding of how BOTH of these systems apply to their day-to-day work settings. (NB: “DoLS” applies to people aged 18+ being deprived of their liberty in care homes or hospitals, whereas “Court Authorisations” apply to people aged 16 or 17 being deprived of their liberty in any setting, as well as to people aged 18+ being deprived of their liberty in settings other than care homes or hospitals.)

Learning outcomes

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

- Have explored and fully understood a range of judgements that have been made by the Court of Protection in relation to “deprivation of liberty”, in particular the “Neary” and “Bournewood” cases.
- Have thoroughly explored how the Supreme Court rulings of March 2014 in the “Cheshire West” and “MIG and MEG” cases have clarified our understanding of what constitutes a “deprivation of liberty”
- Understand how DoLS/Court-Authorised deprivations of liberty protect the Human Rights of the service user, as well as the professionalism and integrity of the worker
- 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, Supervisory Body and the person’s Representative in the DoLS process
- Know which system is used to make an application to the local authority for authorisation to deprive a person of their liberty (*applicable to people aged 18+ in care homes or hospital settings*)
- Know which system is used to make an application directly to the Court of Protection for authorisation to deprive a person of their liberty (*applicable to people aged 16 or 17 in any setting, and to people aged 18+ in any setting other than care homes or hospitals*)
- Have been updated on the implications of the Government’s decision in April 2023 to delay the implementation of the Liberty Protection Safeguards

Training methods used:

All our training sessions are intended to be as interactive as possible. Participants are encouraged to ask questions, make comments, and bring up their own issues. We use lots of different methods including quizzes, case studies, video clips and small group work as well as direct teaching.

MCA - EXECUTIVE FUNCTIONING OF THE BRAIN AND QUESTIONS AROUND CAPACITY

07 Oct 2024 - Civic Offices - 9:30am - 12:30pm - £40

Who should attend?

Staff and practitioners that undertake Mental Capacity Assessments as part of their role.

Course Overview

To give participants a general understanding of the concept of “Executive Mental Capacity” (sometimes called “Executive Functioning”) and how to apply that understanding in their work with people who struggle to put theoretical decisions into practice.

Learning outcomes

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

- Be able to define the concepts of Executive Mental Capacity and Executive Functioning
- Be able to define and identify the “Frontal Lobe Paradox”
- Understand the difference between “talking the talk” (decisional capacity) and “walking the walk” (executive capacity)
- Be able to apply the “Pyramid Model of Awareness” to assess a person’s mental capacity where it seems likely that they may be unable to implement a decision in practice, even though they can make it in theory
- Be able to apply the “articulate/demonstrate” approach to assessing executive capacity
- Have examined a range of real cases and case examples where executive functioning is an issue, and be able to apply the learning from these cases to their own everyday working practices

Training methods used:

All our training sessions are intended to be as interactive as possible. Participants are encouraged to ask questions, make comments, and bring up their own issues. We use lots of different methods including quizzes, case studies, video clips and small group work as well as direct teaching. We want participants to leave the session saying, “that was really enjoyable – and it was directly relevant to my working life.”

MCA AND FLUCTUATING CAPACITY

17 Dec 2024 - Civic Offices - 1:30pm - 4:30pm - £40

Who should attend?

Anyone working in a health and/or social care setting.

What to expect?

All of our training sessions, whether face-to-face or virtual, are intended to be as interactive as possible. Participants are encouraged to ask questions, make comments and bring up their own issues. We use lots of different methods including quizzes, case studies, video clips and small group work as well as direct teaching. We want participants to leave the session saying “that was really enjoyable – and it was directly relevant to my working life.

Training objectives

To give participants a general understanding of the concept of “Fluctuating Mental Capacity” how to apply that understanding in their work with people whose ability to make decisions about their own lives changes over time.

Learning outcomes

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

- Understand the statutory framework for mental capacity assessments and how it can be applied to fluctuating capacity
- Know when assessments should be made and by whom?
- Have explored some of the practice challenges associated with fluctuating capacity
- Have discussed what the Code of Practice says about fluctuating capacity
- Have explored case law on fluctuating capacity
- Have examined a range of real cases and case examples where fluctuating mental capacity is an issue, and be able to apply the learning from these cases to their own everyday working practices

MCA AND INHERENT JURISDICTION

07 Oct 2024 - Civic Offices - 1:30pm - 4:30pm - £40

Who should attend?

Anyone working in a health and/or social care setting.

What to expect?

All of our training sessions, whether face-to-face or virtual, are intended to be as interactive as possible. Participants are encouraged to ask questions, make comments and bring up their own issues. We use lots of different methods including quizzes, case studies, video clips and small group work as well as direct teaching. We want participants to leave the session saying “that was really enjoyable – and it was directly relevant to my working life.”

Training objectives

To give participants a general understanding of the concept of the inherent jurisdiction of the High Court.

Learning outcomes

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

- Explain when the inherent jurisdiction of the High Court may be applied.
- Be able to explain when the inherent jurisdiction may NOT be applied.
- Be aware of some other legislative approaches that may be more appropriate than inherent jurisdiction.
- Appreciate the inter-relationship between the Mental Capacity Act 2005 and the inherent jurisdiction of the High Court.
- Understand the importance of identifying the “causative nexus” – i.e. the reason for a person’s inability to make a particular decision.
- Have examined a range of real cases and case examples where the High Court has considered using its inherent jurisdiction and be able to apply the learning from these cases to their own everyday working practice.

MCA FOR PRACTITIONERS & PROVIDER SERVICES - PART 1 AWARENESS

11 & 12 Nov 2024 - Virtual - 9:30am - 12:30pm - £40

04 & 05 Feb 2025 - Virtual - 9:30am - 12:30pm - £40

Virtual Online - A one-day training session is split over two consecutive dates which will give participants an overall understanding of how the Mental Capacity Act applies to their day-to-day work settings

Face to Face - A whole day course which is being held in the Civic Offices

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.

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 ADVANCED

17 Oct 2024 - Civic Offices - 9:30am - 4:30pm - £40

22 & 23 Jan 2025 - Virtual - 9:30am - 12:30pm - £40

13 Mar 2025 - Civic Offices - 9:30am - 4:30pm - £40

Virtual Online - A one-day training session is split over two consecutive dates which will give participants an overall understanding of how the Mental Capacity Act applies to their day-to-day work settings

Face to Face - A whole day course which is being held in the Civic Offices

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

MEDICATION - EMERGENCY MEDICATION TRAINING

Awaiting new dates

Training objectives

To provide an interactive session involving group activities and discussion.

A practical face-to-face workshop teaching how to manage and treat a seizure with rescue medicines such as buccal midazolam.

Learners have their competence individually assessed by an experienced pharmacist or nurse. Theory is studied using video, case studies, discussion and a comprehensive workbook provided on the day.

Learning outcomes

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

- Understand types of seizure (video clips),
- Individual care plans and seizure record diaries,
- Demonstrate how to provide first aid during a seizure,
- Demonstrate how to prepare the correct dosage of Epistatus,
- Demonstrate when to give midazolam,
- Demonstrate how to administer midazolam (Buccolam and Epistatus) to an individual,
- Explain what vitals to check after giving midazolam and what side effects to look for
- Demonstrate how to place an individual in the recovery position (if required)
- Demonstrate how to monitor for side effects after administering midazolam
- Demonstrate how to record the administration of midazolam

MINUTE TAKING AN INTRODUCTION

27 Jun 2024 - Civic Offices - 09:30am - 12:30pm - £40

Who should attend?

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

What can I expect?

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.

During the course the learning will:

- Understand what is required to prepare and set up a meeting effectively
- Apply techniques on how to take notes and prepare minutes
- Discuss relevant and irrelevant points for inclusion when minute taking
- Demonstrate listening skills
- Practice summarising skills
- Explore technology that can assist with note and minute taking

Note

Whilst this is a comprehensive workshop suitable for most staff who take minutes in meetings, it is not meant as an advanced level course. Those involved in minuting official meetings (e.g. Committee Secretaries) and seeking additional professional development are advised to contact us for further enquiries.

POSITIVE BEHAVIOUR SUPPORT - LEADS

18, 25 Jun & 02, 09 Jul 2024 - Civic Offices - 9:30am - 4:00pm - £0

Attendees who complete the 4-day course are encouraged to attend a 2 monthly PBS Leads forum, where good practice is shared, peer supervision facilitated, and PBS topics explored.

Who should attend?

The course is for those persons who have attended the PBS Awareness and PBS Next Steps (or have attended equivalent training)

The course is open to both paid and unpaid carers, who work with/for children's or adult services in Portsmouth.

Training objectives

What can I expect?

This course provides attendees with practice leadership tools and approaches to assist them in supporting others to deliver effective PBS

Learning outcomes

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

- Understand why practice leadership is essential in creating a culture of PBS
- Understand the role of a practice lead in the effective delivery of PBS
- Acquire skills and knowledge of a variety of practice leadership approaches
- Build working relationships with other PBS Leads

POSITIVE BEHAVIOUR SUPPORT & POSITIVE BEHAVIOUR SUPPORT - NEXT STEPS

Awaiting new dates

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.
- 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 FOR SUPERVISORS

18 Jul 2024 - Civic Offices - 1:30pm - 3:30pm - £40

08 Aug 2024 - Civic Offices - 1:30pm - 3:30pm - £40

12 Sep 2024 - Civic Offices - 1:30pm - 3:30pm - £40

11 Oct 2024 - Civic Offices - 1:30pm - 3:30pm - £40

07 Nov 2024 - Civic Offices - 1:30pm - 3:30pm - £40

A 2hr course focusing on the anatomy and physiology of the back and the causes of a compromised posture

Training objectives

The aim of the course is to enable you to recognise when your staff are working in a compromised posture and advise ways of changing how they work to reduce the risk of experiencing back pain.

Delegates will:

- Discuss their own experiences of back pain and what may have caused it.
- Referring to an observation tool, identify any tasks that may aggravate any pain their staff may experience.
- Explore strategies to reduce the risk of staff compromising their posture and exacerbating any back pain they may be vulnerable to.

Learning outcomes

By the end of the session delegates will have:

- Examined the anatomy and physiology of the spine
- Discussed different types of back pain
- Discussed causes of back pain
- Used an observation tool to identify when work activities are hazardous

PREVENT TRAINING

24 Sep 2024 - Virtual - 10:00am - 12:00am - £40

05 Dec 2024 - Virtual - 10:00am - 12:00am - £40

Prevent is part of the UK's counter terrorism strategy. This workshop will help participants to identify the issues and preventative measures from the Government strategy aimed at tackling the radicalisation of individuals, both in the UK and elsewhere (stopping people from becoming a terrorist or supporting terrorists or violent extremists).

The Counter-Terrorism and Security Act 2015 places a legal duty on the local authority to have “due regard to the need to prevent people from being drawn into terrorism”. This includes ensuring frontline staff have a good understanding of Prevent and how to refer when concerns are raised.

Training objectives

This course is open to frontline workers across the public sector or those that engage with vulnerable individuals.

Learning outcomes

By the end of the session delegates will have:

- Identify Prevent aims
- Recognise individuals / groups who may be vulnerable to terrorism
- Explain why some people are able to influence and manipulate others to commit crimes
- Recognise when a vulnerable individual may be in need of help
- Describe what help and support is available to vulnerable individuals
- Describe who can provide support to professionals concerned about vulnerable individuals

Additional Information

You can expect:

- An interactive 2-hour workshop facilitated by an experienced Senior Hate Crime Caseworker
- Discussion with Q&A

Prevent Training - e-learning

There are a number of free e-learning packages available. To access these, please click on the links below.

Prevent Awareness

This offers an introduction to the Prevent duty and explains how it aims to safeguard vulnerable people from being radicalised to supporting terrorism or becoming terrorists themselves.

Site address: <http://www.elearning.prevent.homeoffice.gov.uk>

Prevent Referrals

This package builds on the Prevent awareness eLearning training. It is designed to make sure



that when we share a concern that a vulnerable individual may be being radicalised, that the referral is robust, informed and with good intention, and that the response to that concern is considered, and proportionate.

Site address: <https://www.elearning.prevent.homeoffice.gov.uk/preventreferrals>

Channel Awareness

This training package is for anyone who may be asked to contribute to, sit on, or even run a Channel Panel. It is aimed at all levels, from a professional asked to input and attend for the first time, to a member of staff new to their role and organising a panel meeting.

Site address: <https://www.elearning.prevent.homeoffice.gov.uk/channelawareness>

Face to Face Training

For face-to-face training or bespoke training opportunities, please email:
prevent@portsmouthcc.gov.uk

SAFEGUARDING ADULTS AWARENESS

19 Nov 2024 - Virtual - 9:30am - 12:30pm - £40

13 Feb 2025 - Virtual - 1:30pm - 4:30pm - £40

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 PCC staff & partner organisations with face-to-face contact with adults

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 of 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 - DEVELOPING SAFEGUARDING PRACTICE
(Refresher for ASC staff after completing the basic safeguarding awareness course)

11 Sep 2024 - Civic Offices - 1:30pm - 4:30pm - £40

05 Dec 2024 - Virtual - 9:30am - 12:30pm - £40

Who should attend?

ASC Staff and PCC Partners who have previously attended the safeguarding awareness course and require an update and to develop their knowledge and skills of safeguarding adults (including ISAs, Carers, Nurses, SWs, OTs).

Training objectives

What can I expect?

This half day refresher will enable participants to discuss and develop their safeguarding knowledge and skills in a supportive learning environment

Learning outcomes

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

- To have received and understood updated knowledge about safeguarding legislation and guidance
- To have discussed the Making Safeguarding Personal agenda and know what it means for their practice
- Understand the effects of coercion and control on decision-making, and when a safeguarding response is required to protect a service user
- To have developed skills and knowledge in safeguarding practice
- To have worked with a case study from referral to conclusion of the safeguarding process and understand their role

SAFEGUARDING ADULTS (SECTION 42): MAKING SAFEGUARDING ENQUIRIES

05 & 06 Feb 2025 - Civic Offices - 9:30pm - 4:30pm - £80

These sessions 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

SAFER INTERACTIONS

05 Sep 2024 - Civic Offices - 1:30pm - 4:00pm - £50

07 Nov 2024 - Civic Offices - 9:30pm - 12:00pm - £50

Who should attend?

A 2 ½ -hour virtual training course for front-line workers providing skills and techniques for effectively handling difficult and aggressive customer behaviour.

What to expect?

To build front-line workers' skills and confidence when handling a difficult customer interaction, to:

- Prevent and de-escalate difficult customer situations
- Reduce number of incidents
- Reduce worker and witness stress
- Increase safety of workers and others
- Build customer trust and relationships

Learning outcomes

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

- Review core customer service behaviours
- Read other people's emotions to build social intelligence
- Techniques to de-escalate conflict
- Ensure the safety of self and others
- Box breathing - to centre ourselves during emotional hijack
- Know tips for de-stressing following a difficult incident
- Learning and communicating lessons from incidents



The following courses are delivered by the

INDEPENDENCE & WELLBEING TEAM

Adult Social Care

Important information about booking your place:

'For people working in Portsmouth PO1- PO6 or working in services for Portsmouth residents there is no charge for these courses. For those working outside Portsmouth there is a charge of £40 per person per course'.

Participants without Microsoft Teams can access the virtual learning session via a link sent to their email address

Spaces on all courses are limited, it is therefore essential that you fully complete our booking form. Your place will only be confirmed once we have received your booking form as we are not able to accommodate people just turning up on the day.

To receive a booking form or add your name to our waiting list email IWT@portsmouthcc.gov.uk for all other enquiries Tel: 02392 841762

Please note

Level 2 in Food Safety and Hygiene

and

Dysphagia

training courses can be found in the first part of this directory. Any questions please contact Julie.Gauntlett@portsmouthcc.gov.uk

COMMUNITY CONNECTOR OVERVIEW

04 Jul 2024 - Virtual - 2:00pm - 3:00pm - £0

24 Oct 2024 - Virtual - 10:00am - 11:00am - £0

13 Jan 2025 - Virtual - 2:00pm - 3:00pm - £0

Who should attend?

People who work with individuals who may be lonely and isolated and are wanting to connect back to their communities but lack the confidence in the first instant to do so.

Course overview:

This course will introduce you to the service and inform you of how it may support the individuals you work with. It will cover:

- How the service supports individuals
- What the service can and can't support with
- Case Studies
- How to refer

Learning outcomes

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

- Demonstrate understanding of what the community connector service can offer
- Describe how the service works with individuals to achieve their goals
- Understand the criteria and how to refer an individual

CULTURAL COMPETENCIES

09 Jul 2024 - Civic Offices - 9:30am to 2:30pm - £0

10 Sep 2024 - Civic Offices - 9:30am to 2:30pm - £0

12 Nov 2024 - Civic Offices - 9:30am to 2:30pm - £0

Who should attend?

The course is aimed at anyone, professionals and volunteers who would like to develop their practice in working with Black, Asian and minority ethnic groups in Portsmouth.

Course overview:

Cultural competencies gives you an overview of minority ethnic groups in Portsmouth. It explores what culture is and develops participants' cultural competencies. The course also looks at barriers that minority ethnic groups face when accessing services and how they can be overcome.

Training objectives

- Understand the principles of cultural competence.
- Understand the impact stereotyping has on practice.
- Explore the barriers minority communities face when accessing services.
- Develop best practice to engage with minority communities.

Learning outcomes

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

- Increase their knowledge about ethnic minority groups in Portsmouth.
- Develop their cultural competence and improve their practice when working with ethnic minorities and other marginalised communities.
- Become more aware of barriers minority ethnic groups face when accessing services and how they can be overcome.

INDEPENDENCE AND WELLBEING TEAM OVERVIEW INFORMATION SESSION

Understand, empower, and support people to maintain their quality of life

17 Jul 2024 - Virtual - 10:00am to 11:00am - £0

18 Sep 2024 - Virtual - 2:00pm to 3:00pm - £0

12 Nov 2024 - Virtual - 10:00am to 11:00am - £0

15 Jan 2025 - Virtual - 2:00pm to 3:00pm - £0

19 Mar 2025 - Virtual - 11:00am to 12:00pm - £0

Participants without Microsoft Teams can access the virtual learning session via a link sent to their email address

Who should attend?

All staff, volunteers and community organisations and members, working with people who are living independently within their community or those who have the capacity to regain the ability to do so.

Course overview:

This session gives a complete overview of the work of the IWT in helping the residents of Portsmouth keep well, stay independent and active in the community. The session covers our team purpose, approach, ways of working and client group(s).

This awareness raising session of the IWT will provide participants with understanding of the far-reaching impact of loneliness and social isolation and the projects, services, information and resources available to them from the IWT and wider community opportunities.

Learning outcomes

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

- Understand the purpose of the IWT, who our client group is and the way in which we work
- Know what projects and services are delivered by the IWT and who to contact for information
- Develop awareness of local services/groups linked to the IWT priorities and work focus

MAKING EVERY CONTACT COUNT HEALTHY CONVERSATION SKILLS (MECC)

15 & 22 Jan 2025 - Civic Offices - 9:15am to 1:00pm - £0

Who should attend?

People who work with communities to improve their health and wellbeing are ideal candidates for this training. MECC HCS training enhances the skills of those in people facing roles to optimise time spent with individuals by using the four key Healthy Conversation Skills.

Course overview:

Making Every Contact Counts - Healthy Conversation Skills (MECC HCS) is an approach that uses the millions of day-to-day interactions that organisations and individuals have with people to support them in making positive changes to their health and wellbeing, by using open discovery questions and active listening skills. MECC HCS is about enhancing the conversations we are already having with individuals. It's not about adding to already busy workloads.

The course is divided into two ½ day sessions set a week apart alongside four e-learning modules to be completed before session two. Both sessions and eLearning must be completed to gain the accredited Royal Society for Public Health certificate.

Learning outcomes

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

- Demonstrate understanding and use of open discovery questions to explore peoples worlds, in order to support them to identify barriers to change and find their own solutions
- Describe the use of the SMARTER planning tool in supporting individuals to set their own goals
- Demonstrate reflection skills linked to your current practice and show confidence in supporting others towards behaviour change

NOTES