

Department for People



# Southend Social Care CPD Programme

2016-17



**WORKFORCE**  
Commissioning

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# Introduction

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## Dear Colleagues...

Welcome to the Southend Social Care Continuous Professional Development Programme for October 2016 to September 2017 which has been aligned with various strategies affecting Adult Social Care along with links to other relevant courses.

The CPD offer for Adult Social Care has been refreshed to take account of our Transformation Programme, and many of you are now actively involved in this work. Training and development services are impacted by the same opportunities and challenges as those facing all Council functions; ensuring statutory obligations are met, analysing the impact of what we provide, and achieving value for money. Southend-on-Sea Borough Council is committed to investing in the development of our workforce and so we are continuing to provide a full and varied programme for staff across the Adult Social Care sector in Southend.

You will see in this programme, alongside conventionally funded training, an increase in e-learning opportunities and a focus on Champion and Train the Trainer courses that help to maximise our available resources and reach a greater number of people. Through our Workforce Development function we aim to equip, engage, and challenge ourselves to meet the corporate priority of creating a better Southend for residents and service users.

The Workforce Commissioning Team have introduced the Learning Cycle approach in order to assess the impact of the external social care programme so that we ensure that it continues to meet the requirements of the operational services and achieves value for money. The team are working on new processes for identifying current and future learning needs, the extent to which these are being met, and the impact of training on front-end service delivery. Feedback from participants and learners through a revised evaluation process will be essential for helping us to maximise learning outcomes and improve services as a direct result.

I appreciate your support as we work together collaboratively to embed new skills and knowledge obtained from this programme. I welcome your feedback on the programme, and I invite you to share your comments, ideas, and suggestions for how we take forward learning and development in Southend to [WorkforceCommissioning@southend.gov.uk](mailto:WorkforceCommissioning@southend.gov.uk)

I hope you find what's on offer in the coming year to be stimulating, challenging, and enjoyable!

With best wishes,

Sharon Houlden  
Director of Adult Services & Housing

# The Workforce Commissioning Team

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The Workforce Commissioning Team has the greatest workforce responsibility in Southend, supporting nearly 850 employees within Department for People, as well as providing development opportunities for 4,200 staff within adult social care provision across the borough. Our demographic includes Council services, private, independent and voluntary providers of care and the emerging workforce of those supporting people through Independent Budgets, Personal Health Budgets and carers, as recognised in the Care Act. In addition, the team has begun to develop partnerships with external organisations across Essex and into London. Our goal is to create alliances between partners working in Housing and Health to capitalise on resources, expertise and to be in a position to support the overarching social care agenda and cross cutting themes.

The remit of the Workforce Commissioning Team is essentially to support and develop the workforces detailed above to ensure they are assisted and enabled to maximise their contribution to their organisation and support better outcomes for those who use their services.

The success of the team is determined by its delivery of high quality, cost effective workforce development that has a tangible impact and outcomes for the workforce and ultimately, the people in receipt of services.

Practically, much of our external facing work involves enabling development opportunities across social care and emerging housing colleagues.

If you need support accessing development opportunities for your team or for yourself, then please contact us:

Team Email: [WorkforceCommissioning@southend.gov.uk](mailto:WorkforceCommissioning@southend.gov.uk)

Telephone: 01702 215487

Postal Address: Workforce Commissioning Team  
Department for People  
Southend-on-Sea Borough Council  
8th Floor, Civic Centre  
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SS2 6ER

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This document can be found on the Learning Network at [www.southendlearningnetwork.co.uk](http://www.southendlearningnetwork.co.uk) and on the Southend-on-Sea Borough Council website at [www.southend.gov.uk/cpd](http://www.southend.gov.uk/cpd)

A summary of this publication can be provided in alternative formats such as Braille, audiotape or in large print. Translations of this document in alternative languages are also available

Published by  
Southend-on-Sea Borough Council  
November 2016

# Southend-on-Sea Borough Council's Transformational Care Programme

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The adult social care transformation programme aims to change our approach to adults, families, carers and the community. The re-design will be a 'whole system transformational approach' to change and include community groups, health and social care. It will look at the positives through strengths-based assessments and care planning, focusing on individual abilities and community assets, rather than a negative approach that focuses on deficits and services to meet need.

Our approach will be empowering, and allow the adult to take control of their own lives rather than being told what is best for them with, social workers taking a preventative approach to their practice in community settings. The vision is for social workers, alongside their health colleagues, to have a strong understanding of their local community and engage wholly with Southend residents to maximise independence, inclusion and reduce marginalisation.

Adopting this approach to our practice will minimise admissions into long term residential care, admission into hospital and minimise the need for large domiciliary care packages. We will create a robust multi-disciplinary front-end adult social care team where advice, information and signposting to the wider community and universal services reduce the long term dependency on health and social care services. We will ensure that individuals are regularly reviewed to ensure that their needs are being met in the most empowering way. These teams will be developed into a highly skilled and adaptable workforce, which can respond to the changing needs of individuals and the communities, so adults and their carers can receive support and guidance at the right time and in the right way.

# Our Town, Our Future

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Southend-on-Sea Borough Council is building a vision for Southend in 2030, and we are really excited to hear what you think Southend could be like.

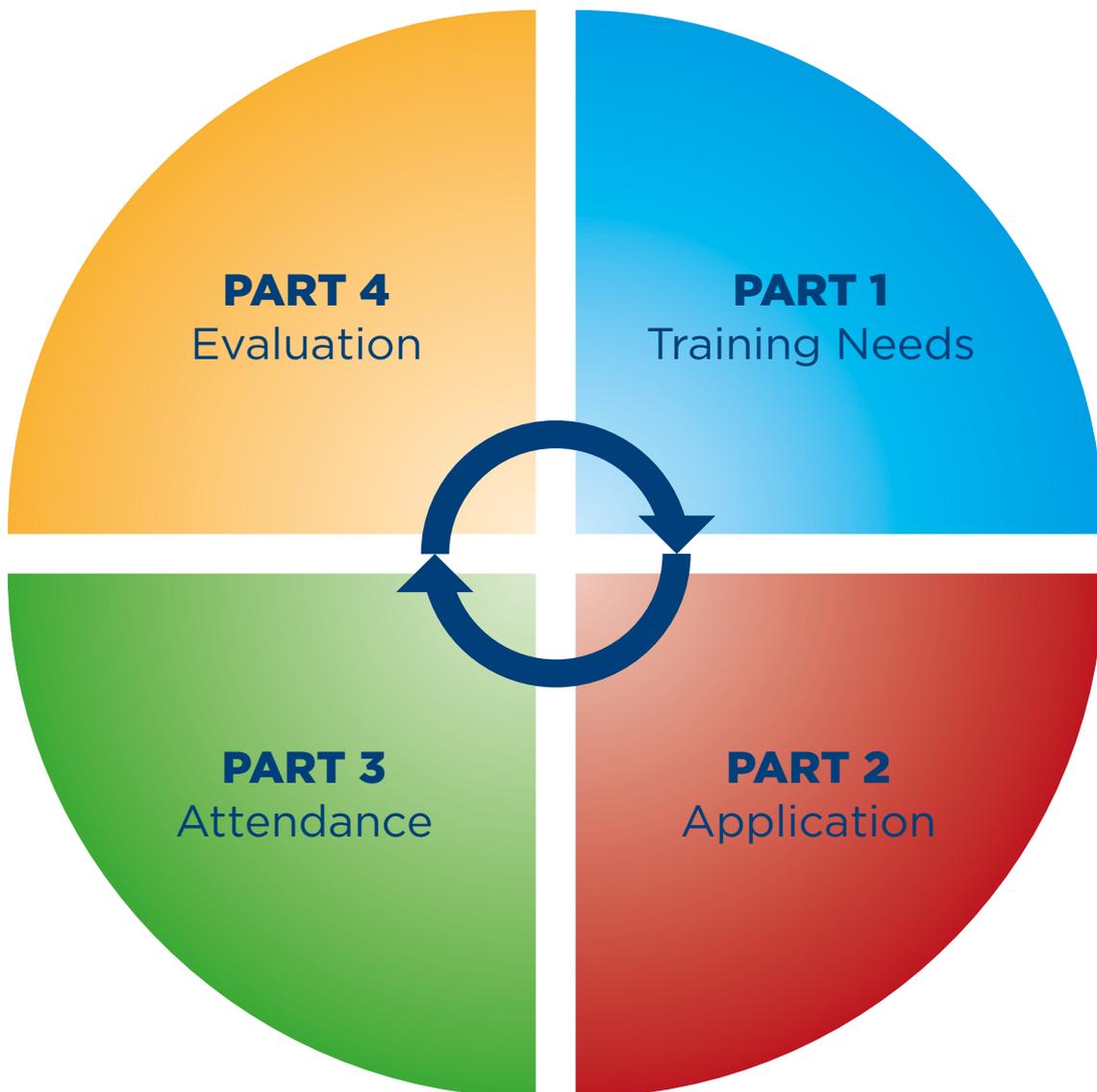
The idea of 'Our Town, Our Future' is to encourage local people to talk to each other and the Council about their aspirations for our town, and in particular to answer these questions:

- What could Southend be like in 2030?
- What are the strengths our borough can build on and the things we should work to change?

The aim is to build a vision for Southend-on-Sea, which the Council and other local organisations can use to help shape their future work. We want to understand people's ideas for how to make that future as bright as possible, and therefore we are inviting you to email any thoughts or ideas you have to [WorkforceCommissioning@southend.gov.uk](mailto:WorkforceCommissioning@southend.gov.uk) to have your voice heard.

# The Learning Cycle

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The Learning Cycle enables the Workforce Commissioning Team to build quality into its processes. This ensures learning programmes are enhanced and measurable in order to capture learner development, practice change and impact.

## Part 1 – Identify Development Need

### Through organisational performance systems

- In your organisations annual appraisals or reviews
- Supervision Process: suggested [supervision template](#)
- Discussion with Manager
- Service user feedback

## Part 2 – Application Process

### Ensure the learning method is based on needs discussed in Part 1

- Selecting the right learning to meet identified need (Part 1)
- Book training
- Manager agreement to support indirect costs (i.e. release, travel etc.) ad hoc or within supervision process

## Part 3 – Training Delivery

### Clear reasons for attending learning fully understood

- Participant to complete a [Learning Action Sheet](#) during training to capture learning and link to Part 1. To be retained by participant after the training for Line Manager discussion (Part 4). This can be used to evidence participant attendance.

## Part 4 – Evaluation

### Measures output of training against Part 1 to inform practice change and future learning needs

- Participant to discuss Learning Action Sheet with Line Manager to determine learning outcomes against Part 1 and begin to transfer the learning points practically into their work.
- [Learning Assessment Forms](#) automatically sent 4 weeks after the course. Participants must use their Learning Action Sheet to complete these evaluations. If a computer is unavailable, these can be completed by hand and returned to the Workforce Commissioning Team.
- Receipt of Learning Assessments will generate a Certificate of Learning for training attended.
- Reports based on participant evaluations designed to show training outcomes of staff will be regularly sent to Managers as part of the PMR process and to assist CQC inspection processes.
- New knowledge and skill evaluated against practice and service user experience.

# Endorsement by Skills for Care

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The Workforce Commissioning Team has achieved Recognised Provider status under the Skills for Care Endorsement Framework - a mark of quality that is awarded only to providers that deliver the best learning and development programmes in the Adult Social Care sector. This endorsement shows we have been through a rigorous quality assurance process and demonstrates that we deliver learning and development of excellent quality. This endorsement gives confidence to our current and prospective providers that we have an absolute commitment to provide high quality learning and development programmes. Practice is significantly improved, as are the lives of the service users they care for and support. An added benefit of going through the application process is that it provides a great opportunity to further review our own practice and give us an opportunity to consider and reflect on how we do things.

Achieving this external quality marker has many benefits to those we provide a learning and development service for, including:

- Assurance of using an excellent quality provider of quality training and qualifications that has a positive impact on learners and those relying on social care services
- Evidence of using an endorsed provider for staff training on CQC reports
- Training support and advice from an organisation with customer focused systems and processes, that provides the best possible customer service



# Training Pool Sustainability

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Classroom training is sometimes a barrier for the development of our workforce, as it requires a healthy budget, ability to release and cover staff members, which given the recruitment and retention difficulties, heavily impacts on all working within the sector.

Sustainability is high on our agenda given we no longer have a ring-fenced adult social care training budget provided by Central Government. As the budget has been decreasing over the last three years, we have been looking at additional resources that would allow us to deliver the high standard our consumers have grown to expect; and to increase effectiveness, availability, opportunity and subject matter.

As you may have found, finding training providers can be challenging and we are in the fortunate position to have a robust Quality Assurance process for all of our training and development provision. This is evidenced by the Skills for Care endorsement we have received, which recognises we align all of our training with local and national strategies.

Southend-on-Sea Borough Council are still committed to invest resources to enable quality training provision, therefore we have moved towards a more sustainable model of workforce development. We are looking at broadening our development offer to include webinars, broadcasts and e-learning.

To respond to budgetary pressures, we will be introducing training costs from April 2017 to cover trainer fees only. This will enable us to organise training the sector requests rather than being constrained is what we deliver. We are confident that our pricing structure reflects diminishing resources for Local Government and external Social Care and housing providers, and we strive for best value for money, which we hope you feel we will have achieved.

# Booking your Training and Development Activities

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## **southendtrainingnetwork**

Training Network is a web based system the Workforce Commissioning Team use to communicate with all care providers in Southend and allows care providers to communicate with each other.

Through the system you are able to see all training courses suitable for your setting and are able to book your staff directly onto courses.

Advantages of the system:

- Removes the need for paper booking forms
- Confirmation e-mails can be generated from the system
- The ability to book training in advance
- Managers continue to control all training within their organisation
- Helps to streamline and improve training and communication so organisations are able to identify development opportunities
- Managers are able to provide feedback one month after the course, and automatically receive certificates for course participants
- Managers are able to see a record of past training booked through the system within their organisation
- Provides dedicated forums to support staff holding 'Champion' and 'Train the Trainer' roles

[www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

If you want to create an account, need help logging in, or just need some extra support with using the Network then please contact:

Workforce Commissioning  
[WorkforceCommissioning@southend.gov.uk](mailto:WorkforceCommissioning@southend.gov.uk)  
01702 215487

# Training Calendar

## October

<b>Tuesday 11th</b> Safe Handling of Medicines for Residential <b>Page 30</b>	<b>Wednesday 12th</b> Training & Information Delivery Skills <b>Page 56</b>	<b>Thursday 13th</b> Stoma Care <b>Page 25</b>
<b>Monday 17th</b> Stroke Fundamentals and Recovery <b>Page 27</b>	<b>Tuesday 18th</b> Understanding People on the Autism Spectrum <b>Page 28</b>	<b>Wednesday 26th</b> NMDS Session 3.3 <b>Page 33</b>

## November

<b>Wednesday 2nd</b> Supporting People on the Autism Spectrum <b>Page 29</b>	<b>Monday 7th - Tuesday 8th</b> Person Centred Care Champions <b>Page 54</b>	<b>Tuesday 8th</b> Personal Safety for Lone Workers <b>Page 22</b>
<b>Friday 11th November</b> NMDS Session 3.1 <b>Page 34</b>	<b>Tuesday 15th</b> Catheter Care <b>Page 26</b>	<b>Thursday 17th</b> MCA DoLS Introduction for Managers/Seniors <b>Page 20</b>
<b>Tuesday 22nd</b> Basic Life Support <b>Page 12</b>	<b>Thursday 24th</b> Safeguarding for Managers/DASL <b>Page 18</b>	<b>Thursday 24th</b> Handling Threatening Situations <b>Page 24</b>
<b>Thursday 24th November</b> NMDS Session 3.2 <b>Page 35</b>		

## December

<b>Friday 2nd</b> Record Keeping Champions <b>Page 55</b>	<b>Tuesday 6th</b> Safeguarding Vulnerable Adults from Abuse – Raising Awareness <b>Page 16</b>	<b>Monday 12th</b> Infection Control <b>Page 21</b>
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<b>January</b>		
<b>Monday 9th</b> Voluntary Sector Safeguarding Basic Awareness <b>Page 17</b>	<b>Mon 23rd - Wed 25th - Fri 27th</b> Positive Behaviours Training <b>Page 32</b>	<b>Tues 10th and Wed 11th</b> MCA DoLS Refresher for Managers <b>Page 19</b>
<b>Tues 17th and Wed 18th</b> Dom & Day Care Medication TTT <b>Page 50</b>	<b>Tues 17th - Fri 20th</b> Moving and Handling TTT <b>Page 52</b>	<b>Tues 24th - Wed 25th</b> Moving and Handling TTT Refresher <b>Page 53</b>

<b>February</b>		
<b>Wednesday 1st</b> Catheter Care <b>Page 26</b>	<b>Thursday 9th</b> Safe Handling of Medicines for Residential <b>Page 30</b>	<b>Wed 15th - Thurs 16th</b> Safeguarding TTT <b>Page 48</b>
<b>Thurs 16th - Fri 17th</b> Moving & Handling TTT Refresher <b>Page 53</b>	<b>Tuesday 21st</b> Dom & Day Care Medication TTT Refresher <b>Page 51</b>	

<b>March</b>		
<b>Tuesday 7th</b> Personal Safety for those who Manage Lone Workers <b>Page 23</b>	<b>Friday 10th</b> Basic Life Support <b>Page 31</b>	<b>Monday 13th</b> Infection Control <b>Page 21</b>
<b>Tuesday 14th</b> Understanding People on the Autism Spectrum <b>Page 28</b>	<b>Tuesday 14th</b> MCA DOLS Intro for Managers/Seniors <b>Page 20</b>	<b>Wednesday 15th</b> Safeguarding for Managers/ DASL <b>Page 18</b>
<b>Thursday 16th</b> Stoma Care <b>Page 25</b>		

## Training Calendar

<b>April</b>		
<b>Tuesday 4th</b> Supporting People on the Autism Spectrum <b>Page 29</b>	<b>Tuesday 25th</b> Handling Threatening Situations <b>Page 24</b>	
<b>May</b>		
<b>Thursday 4th</b> Personal Safety for Lone Workers <b>Page 22</b>	<b>Monday 8th</b> Infection Control <b>Page 21</b>	<b>Tuesday 9th</b> Catheter Care <b>Page 14</b>
<b>Wednesday 17th</b> Safeguarding Vulnerable Adults from Abuse - Raising Awareness <b>Page 16</b>	<b>Tuesday 23rd</b> Stroke Fundamentals and Recovery <b>Page 27</b>	
<b>June</b>		
<b>Tuesday 6th</b> Training & Information Delivery Skills <b>Page 56</b>	<b>Friday 9th</b> Safe Handling of Medicines for Residential <b>Page 30</b>	<b>Wednesday 14th</b> Record Keeping Champions <b>Page 55</b>
<b>Wednesday 21st</b> Dom & Day Care Medication TTT Refresher <b>Page 51</b>	<b>Thurs 29th - Fri 30th</b> Person Centred Care Champions <b>Page 54</b>	
<b>July</b>		
<b>Tues 4th - Wed 5th</b> Dom & Day Care Medication TTT <b>Page 50</b>	<b>Friday 21st</b> Voluntary Sector Safeguarding Basic Awareness <b>Page 17</b>	
<b>August</b>		
<b>September</b>		
<b>Wednesday 20th</b> Catheter Care <b>Page 26</b>	<b>Monday 11th</b> Infection Control <b>Page 21</b>	

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# Social Care Programmes

The following courses are being offered for those supporting adults in social care to:

- develop and refresh skills to affect quality in care practice for those who use their services
- enable staff to carry out their duties in a safe and secure way
- underpin the Care Act 2014 and the Care Certificate

### Safeguarding Vulnerable Adults from Abuse – Raising Awareness

<b>Target Group</b>	All those who work within the field of Adult Social Care who come into contact with Service Users.
<b>Dates</b>	6th December 2016 and 17th May 2017
<b>Times</b>	09.00-12.30 or 13.15-16.45
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Jan Reed, Reed Training and Consultancy
<b>Places Available</b>	24
<b>Course Content &amp; Objectives</b>	<p>To introduce participants to safeguarding adults from abuse, using the SET Safeguarding Adults Guidelines (V4 April 2015), which incorporates the framework as set out in Care Act 2014</p> <p>Learners will:</p> <ul style="list-style-type: none"> <li>● Understand the principles of making safeguarding personal</li> <li>● Understand the principles of making safeguarding personal</li> <li>● Understand what Safeguarding is, and their role in Safeguarding Adults</li> <li>● Recognise an adult at risk of abuse, and take action as appropriate to their role</li> <li>● Understand the procedures for making a safeguarding alert</li> <li>● Understand Dignity and Respect when working with individuals</li> <li>● Have knowledge of policy, procedures and legislation that supports Adult Safeguarding activities</li> </ul>
<b>Outcomes</b>	Understand what safeguarding is and own role. Recognise and take action. Understand how to make an alert. Understand dignity and respect. Knowledge of policy, procedures and legislation.
<b>Measure</b>	Safeguarding feedback, revised Safeguarding procedures and good practice shared with others.
<b>Links to</b>	MCA/DoLS, Dignity, Person Centred Care, Record Keeping
<b>Entry Requirements</b>	Open to all
<b>Cost</b>	No cost

All bookings can be made by visiting [www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

## Voluntary Sector Safeguarding Basic Awareness

<b>Target Group</b>	All those who work in voluntary sector organisations that support Adult Social Care (both indirect and direct care staff) who come into contact with service users.
<b>Dates</b>	9th January 2017 and 21st July 2017
<b>Times</b>	9.30am - 12.00pm
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Jan Reed, Reed Training and Consultancy
<b>Places Available</b>	24
<b>Course Content &amp; Objectives</b>	<p>To introduce participants to safeguarding adults from abuse, using the SET Safeguarding Adults Guidelines (V4 April 2015), which incorporates the framework as set out in Care Act 2014</p> <p>Learners will...</p> <ul style="list-style-type: none"> <li>● Understand the principles of making safeguarding personal</li> <li>● Understand that abuse and neglect can take many forms</li> <li>● Understand how abuse and neglect can be recognised</li> <li>● Understand roles and responsibilities of staff and organisations working together to prevent and protect adults from abuse</li> <li>● Know what to do if they have a concern, and who to report to</li> <li>● Be clear about their actions and individual responsibilities (knowing what to do and what not to do)</li> </ul>
<b>Links to</b>	MCA/DoLS, Person Centred Care, Dignity, Record Keeping
<b>Measure</b>	
<b>Entry Requirements</b>	Attendees must be working in the voluntary or community sector
<b>Cost</b>	No cost

All bookings can be made by visiting  
[www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

### Safeguarding for Managers/Designated Adult Safeguarding Leads

<b>Target Group</b>	All managers/designated adult safeguarding leads who work in adult social care organisations
<b>Dates</b>	24th November 2016 and 15th March 2017
<b>Times</b>	09.30 - 16.30
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Jan Reed, Reed Training and Consultancy
<b>Places Available</b>	24
<b>Course Content &amp; Objectives</b>	<p>The aim of this session is for delegates to fully understand and embrace the role and responsibilities of the adult safeguarding lead, and be both confident and competent in leading their organisation in the protection of adults from abuse.</p> <p>Objectives – delegates will</p> <ul style="list-style-type: none"> <li>● Be brought up to date with all existing and new legislative requirements, and those which are on the agenda for change</li> <li>● Understand what to do if a safeguarding concern is raised and how to support staff through the process</li> <li>● Have a working knowledge of the support and pathways available in Essex in relation to specific issues e.g. honour based abuse, female genital mutilation, human trafficking and PREVENT.</li> </ul> <p>Please contact us for full course outline.</p>
<b>Outcomes</b>	Ensure their workforce understands how and when to alert. Knowledge of policy, procedures and legislation. Understanding of own role in local cases/incidents.
<b>Measure</b>	Evidenced in Safeguarding cases/incidents. Evidence from LA and police led investigations/case management.
<b>Links to</b>	MCA/DoLS, Dignity, Person Centred Care, Record Keeping
<b>Entry Requirements</b>	Open to managers/designated safeguarding leads
<b>Cost</b>	This course will be subject to training costs from April 2017 – please see page 10

All bookings can be made by visiting  
[www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

### MCA/DoLS Refresher for Social Care Managers

<b>Target Group</b>	All those in management positions working in Adult Social Care who are responsible for applying the Mental Capacity Act code of practice within their service.
<b>Dates</b>	10th and 11th January 2017
<b>Times</b>	09.30 - 12.30 or 13.30 - 16.30
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Dennis Little
<b>Places Available</b>	20
<b>Course Content &amp; Objectives</b>	<p>This half day refresher course will consider a care home and domiciliary care manager's responsibilities with regard to applying the Mental Capacity Act (MCA) in everyday practice, in line with recent developments.</p> <p>This will be achieved by re-visiting the MCA code of practice, other guidance and case law.</p> <p>The course will also cover when a referral for a Deprivation of Liberty Safeguards (DoLS) authorisation might be required in care homes, while examining the impact of the Cheshire West Supreme Court judgment for adults in both care homes and domiciliary settings.</p> <p>The course will provide opportunities for discussion and small group work to support learning.</p>
<b>Outcomes</b>	Refresh information and Knowledge on MCA/DoLS to check and improve practice.
<b>Measure</b>	Cascading knowledge and improved practice
<b>Links to</b>	Person Centred Care, Dignity, Safeguarding
<b>Entry Requirements</b>	N/A
<b>Cost</b>	This course will be subject to training costs from April 2017 - please see page 10

All bookings can be made by visiting  
[www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

### MCA/DoLS Introduction for Social Care Managers and Seniors

<b>Target Group</b>	All those in management positions working in Adult Social Care who are responsible for applying the Mental Capacity Act code of practice within their service.
<b>Dates</b>	17th November 2016 and 14th March 2017
<b>Times</b>	09:30–16:00
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Dennis Little
<b>Places Available</b>	20
<b>Course Content &amp; Objectives</b>	<p>This one-day course will begin by giving an outline of the main provisions of the Mental Capacity Act and then focus on the most relevant parts for social care managers and seniors.</p> <p>Delegates will learn how to support people to make their own decisions when possible, and how to assess capacity when required. They will also learn how to make best interests decisions and where responsibility lies in a range of different scenarios.</p> <p>From the wider provisions of the Act, the course will then discuss the Deprivation of Liberty Safeguards and cover issues including how to make a referral and consider a manager’s responsibilities once a referral is Authorised.</p> <p>As well as a PowerPoint presentation, there will be opportunities to ask questions, and take part in discussion and small group exercises.</p>
<b>Outcomes</b>	Gain information and Knowledge on MCA/DoLS to check and improve practice.
<b>Measure</b>	Cascading knowledge and improved practice
<b>Links to</b>	Person Centred Care, Dignity, Safeguarding
<b>Entry Requirements</b>	N/A
<b>Cost</b>	This course will be subject to training costs from April 2017 – please see page 10

All bookings can be made by visiting [www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

Infection Control	
<b>Target Group</b>	All those who work in organisations that support Adult Social Care (both indirect and direct care staff) who come into contact with service users.
<b>Dates</b>	12th December 2016, 13th March 2017, 8th May 2017 and 11th September 2017
<b>Times</b>	09.30 - 12.30
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Public Health England
<b>Places Available</b>	25
<b>Course Content &amp; Objectives</b>	The session aims to promote understanding of the roles and responsibilities in the prevention and control of infection in care settings and describes the basic infection control principles required for practice.
<b>Outcomes</b>	Information, knowledge and skill to stop the spread of infection
<b>Measure</b>	Measures to control and prevent and reduce infection and illness
<b>Links to</b>	Safeguarding, Record Keeping
<b>Entry Requirements</b>	N/A
<b>Cost</b>	This course will be subject to training costs from April 2017 – please see page 10

All bookings can be made by visiting  
[www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

<b>Personal Safety for Lone Workers</b>	
<b>Target Group</b>	Those who mobile work, attend meetings outside of the office environment or work isolated from other people.
<b>Dates</b>	8th November 2016 and 4th May 2017
<b>Times</b>	09.30 - 16.30
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	CMS Training Ltd
<b>Places Available</b>	16
<b>Course Content &amp; Objectives</b>	<p>A one day course to provide delegates with awareness &amp; knowledge of working safely alone. The course covers managing &amp; assessing risk, safe systems of working alone, defusing conflict &amp; personal safety.</p> <ul style="list-style-type: none"> <li>● Lone Worker responsibilities</li> <li>● The importance of working with others in order to reduce risks to personal safety while at work</li> <li>● Cover and refresh knowledge around tools and practices to help reduce risk when carrying out lone worker duties.</li> </ul>
<b>Outcomes</b>	Increase confidence, skills and knowledge to support personal safety and reduce risk.
<b>Measure</b>	Change to practice to support personal safety
<b>Links to</b>	Personal Safety for those who Manage Lone Workers, Handling Threatening Situations
<b>Entry Requirements</b>	N/A
<b>Cost</b>	This course will be subject to training costs from April 2017 - please see page 10

All bookings can be made by visiting [www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

### Personal Safety for those who Manage Lone Workers

<b>Target Group</b>	All those managing staff who mobile work, attend meetings outside of the office or work isolated from others
<b>Dates</b>	7th March 2017
<b>Times</b>	09.30 - 12.30
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	CMS Training Ltd
<b>Places Available</b>	16
<b>Course Content &amp; Objectives</b>	<p>A half day course to enable delegates to manage the risks of staff who work alone. Delegates will be able to carry out a risk assessment specific to lone working as well as understand a range of measures that should be covered in policies and procedures for lone workers.</p> <ul style="list-style-type: none"> <li>● refresh knowledge around lone working and your responsibilities</li> <li>● discuss what works well and where there are gaps</li> <li>● understand future training for staff who lone work</li> <li>● identify future actions and support for lone workers</li> </ul>
<b>Outcomes</b>	Increased confidence, skills and knowledge to support personal safety and reduce risk
<b>Measure</b>	Change to practice to support personal safety of the workforce
<b>Links to</b>	Personal Safety for Lone Workers, Handling Threatening Situations
<b>Entry Requirements</b>	N/A
<b>Cost</b>	This course will be subject to training costs from April 2017 – please see page 10

All bookings can be made by visiting  
[www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

<b>Handling Threatening Situations</b>	
<b>Target Group</b>	All those who wish to learn further techniques on handling threatening and volatile situations.
<b>Dates</b>	24th November 2016 and 25th April 2017
<b>Times</b>	09.30 - 16.30
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	CMS Training Ltd
<b>Places Available</b>	16
<b>Course Content &amp; Objectives</b>	<p>A one day course for staff in direct contact with customers and service users when there is potential for conflict to occur. Includes elements on understanding aggression, dynamic risk assessments, defusing &amp; resolving conflict &amp; aggression and personal safety skills.</p> <p>This training will include -</p> <ul style="list-style-type: none"> <li>● The definition of difficult and aggressive behaviour</li> <li>● Triggers that may provoke and incident</li> <li>● How to respond to threatening behaviour</li> <li>● The legal context</li> <li>● Planning for situations and the risk assessment process</li> </ul>
<b>Outcomes</b>	Confidence in threatening situations, effective management of own safety and the safety of others.
<b>Measure</b>	Reduced incidences of physical and verbal abuse
<b>Links to</b>	Personal Safety, Safeguarding
<b>Entry Requirements</b>	Personal Safety for Lone Workers
<b>Cost</b>	This course will be subject to training costs from April 2017 - please see page 10

All bookings can be made by visiting  
[www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

<b>Stoma Care</b>	
<b>Target Group</b>	All those who work in organisations that support Adult Social Care who come into contact with service users requiring this care.
<b>Dates</b>	13th October 2016 and 16th March 2017
<b>Times</b>	10.00 - 13.00
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Wendy Rajah, Ashingdon Care
<b>Places Available</b>	20
<b>Course Content &amp; Objectives</b>	<p>To provide an awareness of the psychological, social and physical needs of stoma care.</p> <ul style="list-style-type: none"> <li>● Gastro-intestinal Tract</li> <li>● Stoma Care - the terms</li> <li>● Colostomy, Ileostomy and Urostomy - definitions</li> <li>● When is a stoma required - including surgery procedure</li> <li>● Appliances, use of, management and dispose</li> <li>● Practical procedure - including group work</li> <li>● Complications, Psychological, body image and sexuality - including group work</li> <li>● Problem solving and Emergency complications</li> <li>● Diet</li> <li>● Dignity issues</li> <li>● Questions</li> </ul>
<b>Outcomes</b>	Skills, information and knowledge to improve stoma care
<b>Measure</b>	Service user feedback, evidence of improved practice
<b>Links to</b>	Catheter Care, Safeguarding, Person Centred Care, Dignity
<b>Entry Requirements</b>	
<b>Cost</b>	This course will be subject to training costs from April 2017 - please see page 10

All bookings can be made by visiting  
[www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

<b>Catheter Care</b>	
<b>Target Group</b>	All those who work in organisations that support Adult Social Care who come into contact with service users requiring this care.
<b>Dates</b>	15th November 2016, 1st February, 9th May and 20th September 2017
<b>Times</b>	09.30-13.00 or 13.30–17.00
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Jackie Brown, JB Training 4 Health
<b>Places Available</b>	18
<b>Course Content &amp; Objectives</b>	<p>Catheter Care session will aim to promote:</p> <ul style="list-style-type: none"> <li>● A basic understanding of the anatomy and physiology of the Urinary system, (short quiz, assessing prior learning)</li> <li>● Why a catheter maybe required, where it goes in the body and how it function, (Demonstration using models and equipment)</li> <li>● Health promotion to reduce complications Q&amp;As</li> <li>● Dignity in Care issues (discussion)</li> <li>● Signs and symptoms of catheter acquired urinary tract infections</li> <li>● Catheter care troubleshooting,</li> <li>● Partnership in Care</li> <li>● (Short Quiz to assess learning.)</li> <li>● Practical demonstration and learner participation of catheter care</li> </ul>
<b>Outcomes</b>	Infection control, improved catheter care practice and Service User comfort.
<b>Measure</b>	Maintain comfort, reduce hospital intervention and risk of infection.
<b>Links to</b>	Safeguarding, MCA/DoLS, Dignity, Person Centred Care, Record Keeping
<b>Entry Requirements</b>	N/A
<b>Cost</b>	This course will be subject to training costs from April 2017 - please see page 10

All bookings can be made by visiting  
[www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

<b>Stroke Fundamentals and Recovery</b>	
<b>Target Group</b>	All those wanting to develop a general awareness and understanding who work in organisations that support people who have experienced stroke.
<b>Dates</b>	17th October 2016 and 23rd May 2017
<b>Times</b>	10.00 - 16.00
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Stroke Association
<b>Places Available</b>	20
<b>Course Content &amp; Objectives</b>	<p>Stroke is a sudden and devastating illness - however many people are unaware of its widespread impact. This module provides clarity on what a Stroke is, including what causes it and the range of effects.</p> <p>This training will cover</p> <ul style="list-style-type: none"> <li>● To be clear what stroke and TIA's are</li> <li>● To know the signs and symptoms of a stroke/TIA</li> <li>● To know that stroke is a medical emergency and to act F.A.S.T</li> <li>● To have an understanding of the anatomy and physiology of the brain in relation to effects of stroke</li> <li>● To have an awareness of what The Stroke Association does</li> <li>● Relearning and reablement</li> <li>● The impact of stroke on swallowing</li> <li>● Family, carers and relationships</li> </ul>
<b>Outcomes</b>	Skills, information and knowledge of stroke to improve person centred support.
<b>Measure</b>	Service user feedback, evidence of changed practice
<b>Links to</b>	Person Centred Care, Dignity, Safeguarding
<b>Entry Requirements</b>	N/A
<b>Cost</b>	This course will be subject to training costs from April 2017 - please see page 10

All bookings can be made by visiting  
[www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

## Understanding People on the Autism Spectrum (Part 1)

<b>Target Group</b>	All those wanting to develop a general awareness and understanding who work in organisations that support people on the autism spectrum.
<b>Dates</b>	18th October 2016 and 14th March 2017
<b>Times</b>	09.30 - 16.00
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	National Autistic Society
<b>Places Available</b>	20
<b>Course Content &amp; Objectives</b>	<p>Benefits of attending this training will be:</p> <ul style="list-style-type: none"> <li>● Gaining an increased understanding of the autism spectrum</li> <li>● Ability to identify the triad of impairments.</li> <li>● An understanding that autism affects people in different ways.</li> <li>● Familiarity with current thinking around the causes of autism.</li> <li>● To gain an improved understanding of theories relating to autism.</li> <li>● Awareness of the practical strategies used to support people on the autism spectrum.</li> <li>● To Learn how to work more effectively to support people on the autism spectrum.</li> </ul> <p>Following attendance at this course, delegates should book on to Part 2 of this training.</p>
<b>Outcomes</b>	Increase skills, knowledge and understanding around ASD
<b>Measure</b>	Evidence that practice changes have taken place as a result of attending, and people have booked onto Part 2.
<b>Links to</b>	Person Centred Care, Dignity, Safeguarding
<b>Entry Requirements</b>	N/A
<b>Cost</b>	This course will be subject to training costs from April 2017 - please see page 10

All bookings can be made by visiting  
[www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

## Supporting People on the Autism Spectrum - SPELL Framework (Part 2)

<b>Target Group</b>	All those who work in organisations that support people on the autism spectrum. Participants will need to have attended the 'Understanding People on the Autism Spectrum' prior to this course.
<b>Dates</b>	2nd November 2016 and 4th April 2017
<b>Times</b>	09.30 - 16.00
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	National Autistic Society
<b>Places Available</b>	20
<b>Course Content &amp; Objectives</b>	<p>SPELL is a framework for understanding and responding to the needs of children and adults on the autism spectrum developed through evidence based practice. SPELL stands for Structure, Positive approaches and expectations, Empathy, Low arousal and Links. The framework is useful in identifying underlying issues, reducing the disabling effects of the condition and providing a cornerstone for communication.</p> <p>This course looks at each element of the framework, with practical examples to illustrate each component:</p> <ul style="list-style-type: none"> <li>● Supporting people with autism through structure</li> <li>● Maintaining positive approaches and expectations</li> <li>● Developing empathy for individuals with autism</li> <li>● Adopting a low arousal approach</li> <li>● Creating and maintaining links between the individual, their wider support networks and the community.</li> </ul>
<b>Outcomes</b>	Increase skills, knowledge and understanding around ASD
<b>Measure</b>	Evidence that practice changes have taken place as a result of attending.
<b>Links to</b>	Person Centred Care, Dignity, Safeguarding
<b>Entry Requirements</b>	Participants will need to have attended the 'Understanding People on the Autism Spectrum' prior to this course.
<b>Cost</b>	This course will be subject to training costs from April 2017 - please see page 10

All bookings can be made by visiting  
[www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

### Safe Handling of Medicines for Residential Care

<b>Target Group</b>	All those who have responsibility for and administration of Medicines.
<b>Dates</b>	11th October 2016, 9th February 2017 and 9th June 2017
<b>Times</b>	09.30 - 12.30
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Opus Pharmacy Services
<b>Places Available</b>	16
<b>Course Content &amp; Objectives</b>	<p>An accredited half day interactive session covering all aspects of administration and handling of medicines in the care home setting.</p> <p>Learning Outcomes</p> <ul style="list-style-type: none"> <li>● To use safe procedures for handling medication</li> <li>● To administer medicines safely and effectively</li> <li>● To use and maintain medication records</li> <li>● To recognise and avoid potential problems with medicines</li> </ul> <p>Course includes activities, exercises, real life examples and case studies.</p> <p>Comprehensive workbook issued to all delegates</p>
<b>Outcomes</b>	Confidence and improve safe practice
<b>Measure</b>	Evidence of safe medication practices
<b>Links to</b>	Safeguarding, Record Keeping, Person Centred Care
<b>Entry Requirements</b>	
<b>Cost</b>	This course will be subject to training costs from April 2017 - please see page 10

All bookings can be made by visiting  
[www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

<b>Basic Life Support</b>	
<b>Target Group</b>	All those who work in adult social care organisations who require support for Standard 12 of the Care Certificate.
<b>Dates</b>	22nd November 2016 and 10th March 2017
<b>Times</b>	13.30 - 16.00
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Jan Reed, Reed Training and Consultancy
<b>Places Available</b>	24
<b>Course Content &amp; Objectives</b>	<p>Course content will include:</p> <ul style="list-style-type: none"> <li>● Primary assessment</li> <li>● Airway maintenance</li> <li>● Cardiopulmonary Resuscitation (CPR) – Infant, Child and Adult</li> <li>● Choking</li> <li>● Top to Toe Assessment</li> <li>● Recovery Position</li> </ul> <p>On completion of the course delegates will</p> <ul style="list-style-type: none"> <li>● Feel more confident in managing emergency situations</li> <li>● Be able to perform CPR</li> <li>● Be able to place an individual in the recovery position</li> <li>● Be able to manage a choking incident</li> <li>● Understand the importance of calling the emergency services in a timely manner</li> </ul>
<b>Outcomes</b>	To meet Care Certificate standard 12
<b>Measure</b>	Competence in Care Certificate standard 12
<b>Links to</b>	Safeguarding
<b>Entry Requirements</b>	Open to managers/designated safeguarding leads
<b>Cost</b>	This course will be subject to training costs from April 2017 – please see page 10

All bookings can be made by visiting  
[www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

<b>Positive Behaviours Training</b>	
<b>Target Group</b>	All those who work in organisations that support Adult Social Care who come into contact with service users requiring this care.
<b>Dates</b>	23rd, 25th & 27th January 2017 (3 day)
<b>Times</b>	09.30 - 16.30
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Basis Training Ltd
<b>Places Available</b>	16
<b>Course Content &amp; Objectives</b>	This course is developed to provide those attending the skills to enable them to identify and deal with conflict by covering both practical and theoretical elements, and is delivered in a non-confrontational, and friendly way over the 3 days. It is also designed to give delegates more confidence to deal with situations in a therapeutic way.
<b>Outcomes</b>	Work within relevant legislation, use correct break-away techniques appropriately, use correct restraint techniques and work as part of a team.
<b>Measure</b>	Accurate recording of all incidences of break-away and restraint usage. Reduction of staff injury. Service user injury is consistent with restraint reporting.
<b>Links to</b>	Lone Working, Handling Threatening Situations, Safeguarding
<b>Entry Requirements</b>	
<b>Cost</b>	This course will be subject to training costs from April 2017 - please see page 10

All bookings can be made by visiting  
[www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

### NMDS 3.3 Evidence Based Decisions – getting the most from your NMDS-SC account

<b>Target Group</b>	Leaders and Managers within adult social care organisations
<b>Dates</b>	26th October 2016
<b>Times</b>	10.00 - 12.45 or 13.30 - 16.15
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Lee Stribling, Skills for Care NMDS Project Lead
<b>Places Available</b>	12
<b>Course Content &amp; Objectives</b>	<p>A session looking at accessing, interrogating and interpreting your organisation's data and how to use up-to-date workforce and service information to support evidence-based decision making.</p> <p>The focus to be around recruitment and retention, benchmarking, and sharing data with CQC, Southend Council, Skills for Care and NHS Choices</p>
<b>Outcomes</b>	Registered Managers and other strategic staff will have an understanding of the value of workforce data. They will understand how to access their reports, how to use their dashboards, and will experience hands-on sessions on how to use their data to support evidence based decision making.
<b>Measure</b>	Registered Managers and Senior leaders will regularly access and use their data to support decision making, future planning and how they market their business to potential customers
<b>Links to</b>	NMDS 3.1 and NMDS 3.2
<b>Entry Requirements</b>	N/A
<b>Cost</b>	This course will be subject to training costs from April 2017 – please see page 10

All bookings can be made by visiting  
[www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

<b>NMDS 3.1</b> <b>Embedding NMDS-SC into your business –</b> <b>how to plan and set up your account</b>	
<b>Target Group</b>	Aimed at those who will have operational responsibilities for inputting NMDS data.
<b>Dates</b>	11th November 2016
<b>Times</b>	10.00 - 13.15
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Lee Stribling, Skills for Care NMDS Project Lead
<b>Places Available</b>	12
<b>Course Content &amp; Objectives</b>	<p>A half-day session for up to 12 delegates, aimed at those who will have operational responsibilities for inputting the data and a senior manager, as the session involves both strategic and operational planning for NMDS-SC within an organisation.</p> <p>The session will include:</p> <ul style="list-style-type: none"> <li>● Assistance with planning, setting up and experiencing NMDS-SC;</li> <li>● Writing a plan for collecting the information you need to include in your NMDS-SC account and hands on familiarisation with NMDS-SC.</li> <li>● An introduction to the dashboards and how to use them for workforce planning</li> </ul>
<b>Outcomes</b>	Registered Managers will understand and be able to support their staff responsible for setting up and maintaining their NMDS-SC accounts. They will be able to draw up a plan for collecting information, and be familiar with the NMDS-SC system themselves.
<b>Measure</b>	The task will be efficient and sustainable and NMDS-SC accounts will meet the current criteria for workforce development funding. The data will also be of appropriate quality to enable data sharing with CQC and NHS Choices .
<b>Links to</b>	NMDS 3.2 and NMDS 3.3
<b>Entry Requirements</b>	N/A
<b>Cost</b>	This course will be subject to training costs from April 2017 – please see page 10

All bookings can be made by visiting  
[www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)

<b>NMDS 3.2</b> <b>Inputting data and managing your account</b>	
<b>Target Group</b>	Aimed at those who will have operational responsibilities for inputting NMDS data.
<b>Dates</b>	24th November 2016
<b>Times</b>	10.00 - 13.15
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Lee Stribling, Skills for Care NMDS Project Lead
<b>Places Available</b>	12
<b>Course Content &amp; Objectives</b>	<p>A half-day session for up to 12 employers which follows on from 'Embedding NMDS-SC into your business'.</p> <p>This will include covering parent and subsidiary accounts, starters and leavers, data protection, establishment information, logging into your account and entering data. It will also include an introduction to using your NMDS-SC reports and dashboards to analyse aspects of your workforce.</p>
<b>Outcomes</b>	Delegates will have agreed timescales by which time their NMDS-SC accounts will be fully completed and up to date and for them potentially to be eligible for WDF.
<b>Measure</b>	Delegates will have completed setting up their NMDS-SC accounts (establishment information) and have included information for 10 of their workers.
<b>Links to</b>	NMDS 3.1 and NMDS 3.3
<b>Entry Requirements</b>	Delegates must have already attended NMDS sessions 3.1
<b>Cost</b>	This course will be subject to training costs from April 2017 - please see page 10

All bookings can be made by visiting  
[www.southendtrainingnetwork.co.uk](http://www.southendtrainingnetwork.co.uk)





## E-Learning

We are pursuing a programme of E-Learning opportunities for a wide range of topics. As the time required to complete e-learning modules is significantly reduced to classroom training, it provides blended training with qualification outcomes to support individual and corporate objectives and targets.

### E-Learning - Safeguarding Adults (LSCB)

<b>Target Group</b>	All those who work in organisations that support Adult Social Care (both indirect and direct care staff) who come into contact with service users.
<b>Dates</b>	On-going
<b>Times</b>	Approx. 2.5 hours to complete
<b>Venue</b>	N/A
<b>Tutor</b>	E-Academy
<b>Places Available</b>	N/A
<b>Course Content &amp; Objectives</b>	<p>With this Level 1/2 training you can ensure you are trained adequately in the issues surrounding the safeguarding of adults at risk in just a few hours.</p> <p>You will explore commonly held attitudes towards adults at risk and how these impact on the service provided.</p> <p>You will discover how values and attitudes can block recognition and effect the decisions professionals make regarding taking action.</p> <p>The training outlines the signs, indicators, definitions and types of abuse including unintentional harm.</p> <p>The course also reflects on the law, including key legislation and guidance regarding issues of consent and duty of care.</p> <p>Finally, it is explained what to do if you have any concerns, what your responsibility is, what happens next and the role and responsibility of managers.</p>

To request a log-in, please email  
[WorkforceCommissioning@southend.gov.uk](mailto:WorkforceCommissioning@southend.gov.uk)

### E-Learning - Care Act

<b>Target Group</b>	All those who work in organisations that support Adult Social Care (both indirect and direct care staff) who wish to expand their knowledge on the Care Act.
<b>Dates</b>	Available until March 2017
<b>Times</b>	30 minutes per Module
<b>Venue</b>	N/A
<b>Tutor</b>	Me Learning
<b>Places Available</b>	N/A
<b>Course Content &amp; Objectives</b>	<p>There are 11 courses in total available via Me Learning. These are broken down into Modules for ease of understanding. The numbers of modules per course varies, but each should take a total of 30 minutes to complete.</p> <p>As the provision of information technology within social care is variable, these modules can run on any device. They have been designed for you to start and pause your learning so you will not lose any of your progress.</p> <p>In order to keep things simple, we have set up profiles for you based on what we anticipate are the most important Courses for Provider services. However, there is a Library of Resources containing the full 11 Courses available for both you and your staff to develop additional knowledge of the Care Act if desired.</p>

For information on how to self-register, please email  
[CareActE-Learning@southend.gov.uk](mailto:CareActE-Learning@southend.gov.uk)

# Social Care Information and Learning Services



The SCILS resources below have been set out by staffing areas, to make it easier to staff to identify learning materials appropriate for their role. For a comprehensive list of resources, please visit the SCILS website.

## Registered Managers and Providers

Advocacy	Managing Change
Assertiveness Skills	Managing Financial Resources
Complaints Procedure	Managing Policies and Procedures
Computer Skills - Learning the Basics	Managing Quality
Constructive Feedback	Mental Capacity Act 2005/Deprivation of Liberty Safeguards (DOLS)
Corporate Manslaughter and Corporate Homicide Act 2007	Mentoring Pack (Mentor to Peer)
CQC - New Registration Process	Mentoring Pack
Goal Setting	Personalisation Agenda - Culture Changes
Engaging People who Hoard	Personalisation Agenda - Reablement
Making Meetings Work	Research - Conducting a Survey
Managing a Team	Research to Improve Practice

## Manager Positions

Advocacy	Direct Payments and Personalised Budgets
Assertiveness Skills	Equality Act 2010
Care Programme Approach	Equipment and Assistive Technology - Telecare and Telehealth - an introduction
Caring for a Dying Person	Evaluation a Research Project
Coaching in the Workplace	Falls Prevention
Complaints Procedure	Goal Setting
Computer Skills - Learning the Basics	Hazard Analysis Critical Control Points - HACCP
Confidentiality	Engaging People who Hoard
Constructive Feedback	Life Story Work
Corporate Manslaughter and Corporate Homicide Act 2007	Listening Skills
Creative Movement in Social Care	Loss and Bereavement - an understanding
Decision Making	Loss and Bereavement - how to respond

**Registered Managers and Providers**

Making Meetings Work	Personal Development Plan
Management – becoming a new manager	Personalisation Agenda – Culture Change
Managing a Team	Personalisation Agenda – Reablement
Managing Change	Post Traumatic Stress Disorder
Managing Financial Resources	Recognising and Managing Conflicts
Managing Policies and Procedures	Recruitment Interviewing
Managing Quality	Recruitment Process
Managing Time	Reflective Practice
Mental Capacity Act 2005 – an introduction	Regulation of Adult Social Care
Mental Capacity Act 2005/Deprivation of Liberty Safeguards (DOLS)	Research – Conducting a Survey
Mentoring Pack (Mentor to Peer)	Research to Improve Practice
Mentoring Pack	Rights, Independence, Choice and Inclusion
Performance Appraisal	Risk Management: Risk Assessment and Positive Risk Taking

**Senior Staff**

Active Support – Achievement and Fulfilment	Challenging Behaviour
Active Support – Empowerment of Service Users	Communicating with People who are Deaf or Hearing Impaired
Activities for People with Multiple Impairments	Complaints Procedure
Activities in Social Care	Computer Skills – Learning the Basics
Advanced Nutrition for Older People in Residential Care Settings	Confidentiality
Advocacy	Constructive Feedback
Anti-discriminatory Practice	Creative Movement in Social Care
Assessing Quality Credit Frameworks (QCF) in Health and Social Care	Critical Incidents (supporting Personal Safety)
Attention Deficit Hyperactivity Disorder (ADHD)	Culture – Religious and Spiritual Needs
Care Programme Approach	Customer Care
Caring for a Dying Person	Decision Making

<b>Senior Staff - Continued</b>	
Dementia – defining	Managing Medication – Medicines in the UK
Dementia and Confusion – how to respond	Managing Medication – Types of Medication
Depression	Managing your time
Diabetes	Medication Administration
Drugs and Alcohol Misuse	Mental Capacity Act 2005 – an introduction
Dyspraxia	Mental Capacity Act 2005/Deprivation of Liberty Safeguards (DOLS)
Eating Disorders	Mental Health Awareness
Empathy	Moving and Handling
Epilepsy	Music in Social Care
Equality Act 2010	Music in Social Care – Learning Disability Focus
Equipment and assistive Technology – Telecare and Telehealth – an introduction	Numeracy Skills
Falls Prevention	Nutrition in Home Support Services
Goal Setting	Nutrition in Residential, Hospital and Day Settings
Group work (in activities)	Performance Appraisal
Hazard Analysis Critical Control Points – HACCP	Personal Care
Engaging People who Hoard	Personalisation Agenda – Culture Change
Life Story Work	Personalisation Agenda – Reablement
Listening Skills	Pressure Care – an introduction
Literacy Skills	Recording Skills
Loss and Bereavement – an understanding	Reflective Practice Regulation of Adult Social Care
Loss and Bereavement – how to respond	Reminiscence Work – Memory and Creativity
Managing a Team	Responding to Service Users
Managing Change	Rights, Independence, Choice and Inclusion
Managing Financial Resources	Risk Management: Risk Assessment and Positive Risk Taking
Managing Medication – Administrating Medicines with in Social Care Settings	Safe Food Handling

### Workers with a Care Role

Acquired Brain Injury	Falls Prevention
Active Support - Achievement and Fulfilment	Group work (in activities)
Active Support - Empowerment of Service Users	Engaging People who Hoard
Activities for People with Multiple Impairments	Learning Disability - an introduction
Activities in Social Care	Life Story Work
Advanced Nutrition for Older People in Residential Care Settings	Listening Skills
Aspergers Syndrome - an introduction	Literacy Skills
Attention Deficit Hyperactivity Disorder (ADHD)	Loss and Bereavement - an understanding
Carers and the Law	Loss and Bereavement - how to respond
Caring for a Dying Person	Mental Capacity Act 2005 - an introduction
Challenging Behaviour	Mental Capacity Act 2005/Deprivation of Liberty Safeguards (DOLS)
Communicating with People who are Deaf or Hearing Impaired	Mental Health Awareness
Computer Skills - Learning the Basics	Moving and Handling
Confidentiality	Music in Social Care
Creative Movement in Social Care	Music in Social Care - Learning Disability Focus
Critical Incidents (supporting Personal Safety)	Numeracy Skills
Culture - Religious and Spiritual Needs	Nutrition in Home Support Services
Customer Care	Nutrition in Residential, Hospital and Day Settings
Dementia - defining	Personal Care
Dementia and Confusion - how to respond	Personal Safety
Depression	Personalisation Agenda - Reablement
Diabetes	Pressure Care - an introduction
Drugs and Alcohol Misuse	Recording Skills
Dyspraxia	Reminiscence Work - Memory and Creativity
Eating Disorders	Responding to Service Users
Empathy	Rights, Independence, Choice and Inclusion
Epilepsy	Risk Management: Risk Assessment and Positive Risk Taking
Equality Act 2010	Safe Food Handling

<b>Support Staff</b>	
Aspergers Syndrome - an introduction	Dementia and Confusion - how to respond
Confidentiality	Empathy
Customer Care	Communicating with People who are Deaf or Hearing Impaired
Dementia - defining	

<b>Group Learning</b>	
These sessions are available for internal use by adult social care services. They can be delivered by senior staff or those with a training function either in an arranged trainer led session or as part of a team meeting.	
Active Support - Achievement and fulfilment	Health and Social Care Values - Understanding and Demonstrating
Active Support - Empowerment of Service Users	Loss and Bereavement - Introduction
Anti-discriminatory practice	Loss and Bereavement - Stages
Anti-discriminatory/anti oppressive practice	Medication Awareness
Assertion Skills - Saying No!	Mental Health Acts 1983 and 2007 -
Assertiveness Skills	Amendments and reformed practice
Communication Skills	Mentoring Pack - Created by Nottinghamshire County Council
Confidentiality	Personal and professional relationships - differences
Confidentiality - Sharing on a need to know basis	Policies and Procedures
Constraints and Conflicts	Safe Manual Handling
Control of Substances Hazardous to Health	Safeguarding Adults - Recognising Adult Abuse
Customer Care	Safeguarding Adults - Responding to the abuse of adults
Different Intervention Methods Used in Health and Social Care	Understanding, Using and Valuing Supervision
Fire Prevention - Introduction	

# Personal Development Courses

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## Champions Programmes

A Champion is someone who:

- has an interest in the subject area
- has received training in their chosen subject area
- has achieved, or is working towards, an NVQ Level 3 or above (or currently has the role of a lead person in this subject)

By attending a Champions course, you can:

- act as a key worker or lead person in a subject in your workplace
- consult colleagues and signpost information
- link with other professionals
- ensure knowledge in your subject is up to date by receiving supporting documents and the opportunity to attend annual review sessions

## Train the Trainer Programmes

Train the Trainer sessions are practical, hands on courses for people who are required to deliver training in the workplace for other staff.

Who should attend?

Qualified (e.g. PTLLS, Cert Ed ) In-house trainers who have received training in their chosen subject area and want to facilitate and communicate training more effectively.

Participants will:

- receive information and training on how to deliver the training programme
- receive supporting documents to take back to their organisation and develop as required
- practise their skills by delivering a micro-session on the subject
- have the opportunity to join a community forum on the Southend Training Network
- ensure their own subject knowledge is up to date by attending yearly review sessions

What we expect from in-house trainers:

In-house trainers will produce and deliver specialist training sessions and will provide evidence that they have made an effective contribution to the training and development of staff in their organisation.

## **Pre Champions/Train the Trainer Course**

Training and Information Delivery Skills

## **Champions Programmes**

MCA/DoLs Champions

Person Centred Care Champions

Record Keeping Champions

## **Train the Trainer Programmes**

Moving and Handling Train the Trainer

Moving and Handling Train the Trainer Refresher

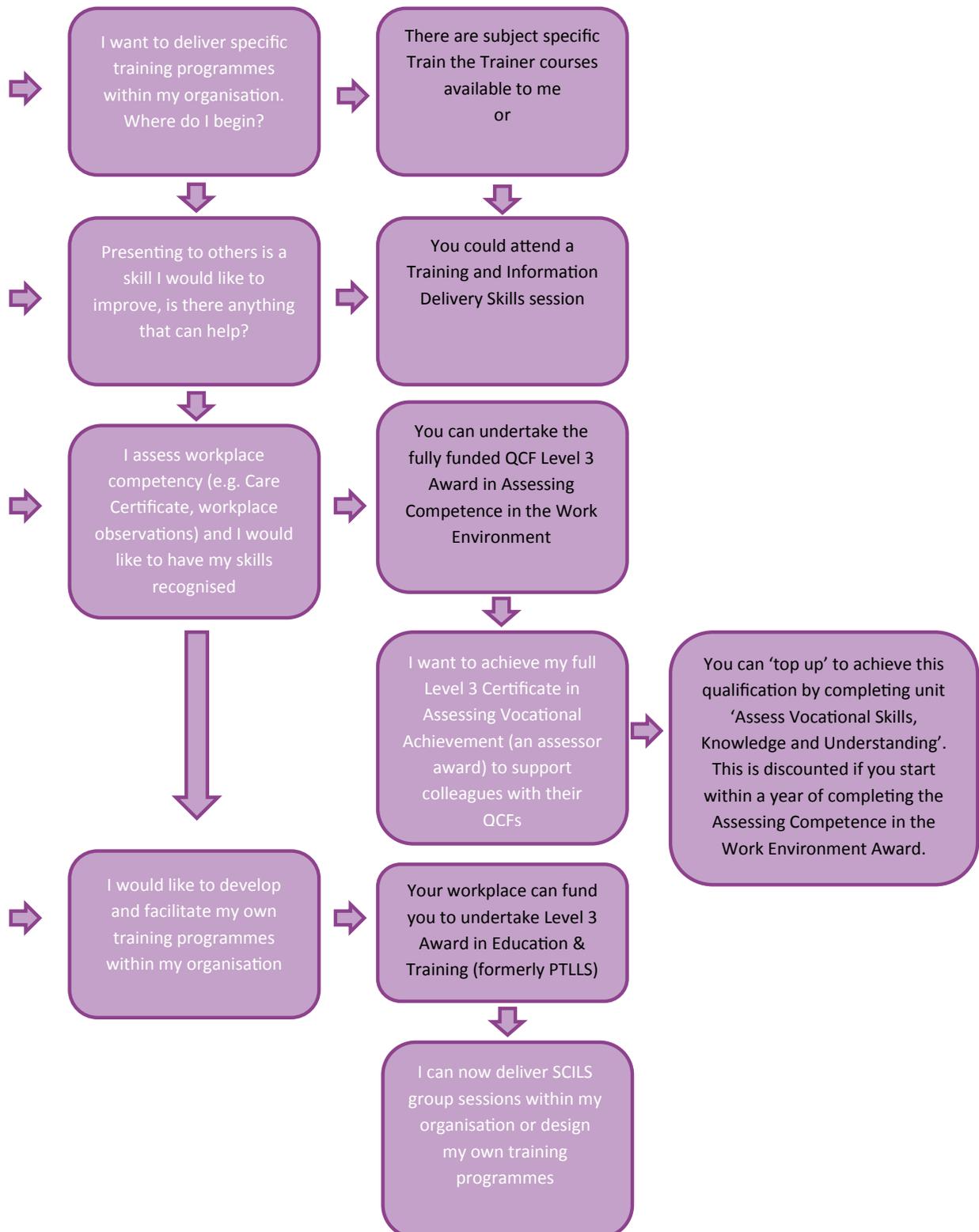
Safeguarding Train the Trainer

Domiciliary and Day Care Medication Train the Trainer

Domiciliary and Day Care Medication Trainer Refresher

## Trainers Pathway

The following pathway has been designed as guidance for anyone who delivers training within their own organisation.



<b>Safeguarding Train the Trainer</b>	
<b>Target Group</b>	Organisations that wish to teach and assess their own staff in line with the regional approach to Safeguarding, and who wish to develop and internal training resource in this area.
<b>Dates</b>	15th-16th February 2017 (two days)
<b>Times</b>	09.30-16.30
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Jan Reed, Reed Training and Consultancy
<b>Places Available</b>	12
<b>Course Content &amp; Objectives</b>	<p>Safeguarding Train the Trainer 2 day programme - all content in line with Southend Essex Thurrock (SET) Safeguarding Adult Guidelines 2015 and Care Act 2014.</p> <p>Content:</p> <p>Day 1 - Presentation Skills and Safeguarding Adult Awareness Programme</p> <p>Day 2 - Tool kit and delegate presentation</p> <p>On-going assessment and quality assurance audit - half day observation of each delegate presenting the SBC awareness session in their workplace.</p>
<b>Outcomes</b>	Ensuring all staff understand safeguarding processes and when to alert. Receive appropriate ad-hoc/ following an incident, new and refresher training.
<b>Measure</b>	Training records, follow up observations, Safeguarding records.
<b>Links to</b>	MCA/DoLS, Dignity, Person Centred Care, Record Keeping
<b>Entry Requirements</b>	Participants must have previously undertaken Safeguarding training. Applicants should ideally hold a QCF Level 3 or equivalent qualification.
<b>Cost</b>	This course will be subject to training costs from April 2017 - please see page 10
<p>All bookings can be made by visiting  <a href="http://www.southendtrainingnetwork.co.uk">www.southendtrainingnetwork.co.uk</a></p>	

<b>MCA/DoLS Champions</b>	
<b>Target Group</b>	Organisations who wish to develop a training resource that supports their staff in this area.
<b>Dates</b>	Dates tbc
<b>Times</b>	13.00 - 16.00
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Catherina Neat
<b>Places Available</b>	12
<b>Course Content &amp; Objectives</b>	This MCA Champions Programme will support and enable the Champions role within and across organisations. Champions promote good practice in MCA/ DoLS and ensure that they signpost to expertise available where there is a need for clarity and advice.
<b>Outcomes</b>	Increase skills, knowledge and understanding under MCA legislation and current DoLS guidance to promote in workplace.
<b>Measure</b>	Evidence that knowledge is being shared and practice changes have taken place regarding MCA and application of DoLS.
<b>Links to</b>	Safeguarding, Record Keeping , MCA/DoLS
<b>Entry Requirements</b>	Applicants should ideally hold a QCF Level 3 or equivalent qualification and will have attended MCA/DoLS training previously.
<b>Cost</b>	This course will be subject to training costs from April 2017 – please see page 10

To book your place, please email:  
[WorkforceCommissioning@Southend.gov.uk](mailto:WorkforceCommissioning@Southend.gov.uk)

### Domiciliary and Day Care Medication Train the Trainer

<b>Target Group</b>	Senior workers in Adult Social Care organisations who wish to develop a training resource to support their staff around Medication.
<b>Dates</b>	17th-18th January and 4th-5th July 2017 (two days)
<b>Times</b>	09.30 - 16.30
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Opus Pharmacy Services
<b>Places Available</b>	12
<b>Course Content &amp; Objectives</b>	<p>Day 1 will consist of activities, exercises, case studies and scenarios to demonstrate key points. The sessions will be interactive to bring out the main learning points and will provide guidance in emphasizing these points to frontline staff when the trainer delivers the course.</p> <p>Day 2 will consist of preparation for delivering the training session and practising training delivery. One to one feedback will be given following each observation. During each individual feedback session, the other delegates will undertake practical exercises e.g. completion of medication records, use of the Mental Capacity Act forms, using a PRN protocol etc.</p> <p>The session will finish with a roundup of best practice points and pointers to aid trainers in their delivery of the material.</p> <p>All delegates must complete a foundation e-learning course in medication management to be accepted on to the face-to-face training.</p>
<b>Outcomes</b>	Ensure all staff understand medication processes. Receive appropriate ad-hoc/ following an incident, new and refresher training.
<b>Measure</b>	Evidenced in Safeguarding cases/incidents. Evidence from LA and police led investigations/case management.
<b>Links to</b>	Safeguarding, Record Keeping, Person Centred Care
<b>Entry Requirements</b>	Ideally applicants should hold a QCF Level 3 or equivalent qualification.
<b>Cost</b>	No cost

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### Domiciliary and Day Care Medication Trainer Refresher

<b>Target Group</b>	Medication trainers working in Adult Social Care organisations who have previously attended Medication TTT to wish to undertake the mandatory annual update.
<b>Dates</b>	21st February 2016 and 21st June 2017
<b>Times</b>	09.30 - 16.30
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Opus Pharmacy Services
<b>Places Available</b>	12
<b>Course Content &amp; Objectives</b>	<p>Medication trainers are required to attend a yearly refresher course</p> <p>The aim of this update is to:</p> <ul style="list-style-type: none"> <li>● Refresh knowledge and skills for medicines administration trainers.</li> <li>● To answer questions and queries</li> <li>● To update on new guidance and best practice</li> <li>● To assess trainers as competent to continue delivering medicines training</li> </ul>
<b>Outcomes</b>	Ensure all staff understand medication processes. Receive appropriate ad-hoc/ following an incident, new and refresher training.
<b>Measure</b>	Evidenced in Safeguarding cases/incidents. Evidence from LA and police led investigations/case management.
<b>Links to</b>	Safeguarding, Record Keeping, Person Centred Care
<b>Entry Requirements</b>	Applicants must have already attended an initial Medication Train the Trainer course.
<b>Cost</b>	No cost

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<b>Moving &amp; Handling Train the Trainer</b>	
<b>Target Group</b>	Organisations that support people requiring assistance to mobilise who wish to develop an internal training resource in this area.
<b>Dates</b>	17th - 20th January 2017 (four days)
<b>Times</b>	09.00 - 17:00
<b>Venue</b>	ENS Venue Southend (to be confirmed)
<b>Tutor</b>	Edge Services
<b>Places Available</b>	10
<b>Course Content &amp; Objectives</b>	<p>By the end of the course, delegates should be able to:</p> <ul style="list-style-type: none"> <li>● Articulate a good knowledge of the key piece of legislation 'The Manual Handling Operations Regulations, 1992 (as amended)' and how it affects them as employees and how it affects their employer;</li> <li>● Broadly describe spinal function and how to reduce the risks of spinal injury, including the benefits of adopting improved posture;</li> <li>● Explain the key principles of biomechanics and how they can be applied to the efficient movement of patients/clients;</li> <li>● Identify the means by which ergonomics and anthropometrics can be used to reduce manual handling injuries;</li> <li>● Demonstrate a sound knowledge of the importance of risk assessment and the ability to undertake manual handling risk assessments appropriate to their working environment</li> </ul>
<b>Outcomes</b>	Skills, confidence and knowledge to train staff in safe moving and handling practices.
<b>Measure</b>	Service user feedback, incidence/accident reporting lowered, staff trained and confident.
<b>Links to</b>	Safeguarding, Person Centred Care, Dignity
<b>Entry Requirements</b>	Applicants should ideally hold a QCF Level 3 or equivalent qualification.
<b>Cost</b>	This course will be subject to training costs from April 2017 - please see page 10

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### Moving & Handling Train the Trainer Refresher

<b>Target Group</b>	Those who have attended Moving & Handling Train the Trainer and need to attend the mandatory update.
<b>Dates</b>	24th-25th January and 16th-17th February 2017
<b>Times</b>	09.00 - 17:00
<b>Venue</b>	ENS Venue Southend (to be confirmed)
<b>Tutor</b>	Edge Services
<b>Places Available</b>	10
<b>Course Content &amp; Objectives</b>	<p>To update your 'Key Trainer's Certificate' and to ensure that you keep abreast of new legislation and developments in manual handling, EDGE recommend a 'Refresher/Update' course at least every two years. This two day course will further advance your professional development and manual handling skills, and provide you with a valuable opportunity to trade experience with others.</p> <p>By the end of the course you will:</p> <ul style="list-style-type: none"> <li>● have been reminded of and made aware of any relevant changes to legislation which affects you, your job, your employers and employees;</li> <li>● have been reminded of the principles of biomechanics and how they can be applied to the efficient movement of clients;</li> <li>● have been reminded about ergonomics and anthropometrics as a means for the reduction of manual handling injury;</li> <li>● have been reminded of the importance of risk assessment;</li> <li>● have been reminded of the commonly known 'controversial techniques' and why some manoeuvres have been classified as such</li> </ul>
<b>Outcomes</b>	Skills, confidence and knowledge to train staff in safe moving and handling practices.
<b>Measure</b>	Service user feedback, incidence/accident reporting lowered, staff trained and confident.
<b>Links to</b>	Safeguarding, Person Centred Care, Dignity
<b>Entry Requirements</b>	Applicants must have already attended an initial Moving & Handling Train the Trainer course.
<b>Cost</b>	This course will be subject to training costs from April 2017 - please see page 10

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<b>Person Centred Care Champions</b>	
<b>Target Group</b>	Senior workers in Adult Social Care organisations who wish to develop a champion's resource to support their staff around person centred care.
<b>Dates</b>	7th-8th November 2016 and 29th-30th June 2017
<b>Times</b>	10.00 - 16.00
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Jane Coelho
<b>Places Available</b>	18
<b>Course Content &amp; Objectives</b>	<p>This two day course has been developed to support staff in the role of a Person Centred Care Champion. A champion has an interest and passion for person centred care &amp; support with the ability to lead and inspire others to provide services to individuals using person centred approaches.</p> <p>Learners will gain a greater understanding of person centered approaches, how requirements of legislation and best practice drive the implementation of this and how to promote in the workplace.</p> <p>The knowledge gained from this course will support champions to promote good practice in person centred care whilst working in services including residential care homes, hospitals, supported living, housing, domiciliary and homecare.</p>
<b>Outcomes</b>	Champions able to positively promote person centred care and support within own organisation.
<b>Measure</b>	Acting as a Champion within own organisation to help staff understand the subject and feel supported, ability to signpost staff to further information.
<b>Links to</b>	MCA/DoLS, Safeguarding, Record Keeping, Dignity
<b>Entry Requirements</b>	Ideally applicants should hold a QCF Level 3 or equivalent qualification.
<b>Cost</b>	This course will be subject to training costs from April 2017 - please see page 10

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<b>Record Keeping Champions</b>	
<b>Target Group</b>	Senior workers in organisations who wish to develop a training resource to support their staff around record keeping.
<b>Dates</b>	2nd December 2016 and 14th June 2017
<b>Times</b>	09.30 -16.30
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Amanda Cowan
<b>Places Available</b>	12
<b>Course Content &amp; Objectives</b>	<p>Maintaining accurate professional records is not only essential for effective care planning - it is a legal requirement. This course is individually tailored for Southend-on-Sea Borough Council to provide their senior social care services staff with the knowledge, understanding and practical skills to champion effective record keeping throughout their own organisations and in doing so will impact upon the quality of care for Service Users.</p> <p>Champions will be equipped with the knowledge and skills to effectively cascade the principles of effective record keeping and reporting, focusing on the key principles of:</p> <p>Why? When? How?</p>
<b>Outcomes</b>	Understand record keeping and promote good practice within the organisation, acting as a Champion for the subject.
<b>Measure</b>	All relevant staff understand the subject and feel supported
<b>Links to</b>	Safeguarding, Dignity, Person Centred Care
<b>Entry Requirements</b>	Ideally applicants should hold a QCF Level 3 or equivalent qualification.
<b>Cost</b>	This course will be subject to training costs from April 2017 - please see page 10

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### Training and Information Delivery Skills

<b>Target Group</b>	All those whose work requires them to present information or train others.
<b>Dates</b>	12th October 2016 and 6th June 2017
<b>Times</b>	10.00 - 13.30
<b>Venue</b>	The Tickfield Centre
<b>Tutor</b>	Carole Edgeworth
<b>Places Available</b>	15
<b>Course Content &amp; Objectives</b>	<p>This course has been developed for learners who are already in a role which requires them to present information or train others. Within the course learners will have the opportunity to refresh current skills and develop new skills which will support their confidence when delivering to either small or large groups.</p> <ul style="list-style-type: none"> <li>● Training, facilitation and providing information</li> <li>● Facilitating learning and development to meet the needs of groups</li> <li>● Identifying learning styles and how this may affect the learning environment</li> <li>● Managing risks and safeguarding individuals</li> <li>● Overcoming barriers to learning</li> <li>● Dealing with questions and common fears</li> <li>● Adapting delivery based on feedback</li> <li>● Action plan for future delivery</li> </ul>
<b>Outcomes</b>	Skills, information and knowledge to plan successful training
<b>Measure</b>	Evidence of changes to improve training
<b>Links to</b>	Champions and Train the Trainer programmes
<b>Entry Requirements</b>	N/A
<b>Cost</b>	This course will be subject to training costs from April 2017 - please see page 10

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# Dementia Courses (available Spring 2017)

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The aim of this dementia training pathway is to develop a trained, competent workforce across the Southend-on-Sea area with the knowledge and skills required to continue to improve personalised good practice and to excel in service provision for people and their families affected by Dementia.

This programme is underpinned by referral to the Adult Safeguarding Board and Dementia Strategy Group.

All training courses relevant to you in this pathway should be completed within twelve months. This is to ensure that your progress from foundation level upwards remains current in order to successfully build your understanding towards the more complex aspects of Dementia. Additional training sessions may be accommodated upon request.

## **Courses:**

Dementia Friends (Foundation)

Introduction to Dementia (Foundation)

Understanding Dementia (Level 1)

Dementia Practice (Level 1)

Learning Disability & Dementia (Level 1)

Meaningful Activities and Occupation (Level 2)

Effective Communication & Approaches to Positive Behaviour (Level 2)

Dementia: End of Life Care (Level 2)

Dementia: Leading Practice Change (Level 3)

Person Centred Dementia Practice (Level 3)

<b>Dementia Friends (Foundation Level)</b>	
<b>Entry Requirement</b>	None
<b>Target Group</b>	All staff including managers and members of the public
<b>Date</b>	Upon request
<b>Duration</b>	1 hour face-to-face
<b>Aims</b>	To help people understand what it's like to live with dementia and turn that understanding into action.
<b>Objectives</b>	<p>At the end of the course, participants will be able to:</p> <ul style="list-style-type: none"> <li>● Understand the term dementia</li> <li>● Understand what is a dementia friend</li> <li>● Explain some of the difficulties people with dementia face</li> <li>● Describe 5 things you should know about dementia</li> <li>● Turn understanding into action</li> </ul>
<b>Desired Outcomes</b>	To introduce dementia and understand its impact
<b>Target</b>	Increase of Dementia Champions in Southend
<b>Trainer</b>	Dementia Friends Champions and Alzheimer's Society Southend

<b>Introduction to Dementia (Foundation Level)</b>	
<b>Entry Requirement</b>	Dementia Friends
<b>Target Group</b>	All public facing staff including managers
<b>Dates</b>	5 x year - TBC
<b>Duration</b>	3 ½ hours
<b>Audience</b>	All those likely to come into contact a person affected by dementia
<b>Aims</b>	To provide a basic knowledge of dementia and begin to explore issues with communication
<b>Objectives</b>	<p>At the end of the course, participants will be able to:</p> <ul style="list-style-type: none"> <li>● Describe the most common types of dementia, broad signs and symptoms. (including common misconceptions about dementia and how this can affect the individual and potential causes of dementia)</li> <li>● Understand validation principles in relation to dementia and the impact a diagnosis can have on the individual, carers, family and friends</li> <li>● Outline person centred approaches to working with people affected by dementia and how they can live well</li> <li>● Develop an understanding outlining the main principles and methods of effective communication for those affected by dementia.</li> <li>● Be aware of legislation to support carers, including young carers</li> <li>● Understand the additional concerns of younger carers</li> <li>● Discuss the importance of recognising pain</li> <li>● Understand the role of diagnosis and the process</li> </ul>
<b>Desired Outcomes</b>	Establish the facts about Dementia in order to support knowledge and understanding needed to inform practice.
<b>Target</b>	Evidence of increased dementia understanding
<b>Trainer</b>	TBC

<b>Understanding Dementia (Level 1)</b>	
<b>Entry Requirement</b>	Foundation Level
<b>Target Group</b>	All those with a direct adult social care role including managers and social work teams working with people affected by dementia.
<b>Dates</b>	5 x year - TBC
<b>Duration</b>	½ day
<b>Aims</b>	To provide a basic understanding that should be in place to support a person living with dementia
<b>Objectives</b>	<p>At the end of this participants will be able to:</p> <ul style="list-style-type: none"> <li>● Provide an overview of end of life issues</li> <li>● Signpost and use key organisations, community activities, specialist services, information and research to support people.</li> <li>● Understand the importance of an approach to risk reduction which challenges myths and stigmas of dementia</li> <li>● Understand the importance of clear documentation to communicate care needs</li> <li>● Understand the importance of recognising pain</li> <li>● Gain awareness and impact of delirium, depression and social stressors</li> <li>● Understand the importance of requesting annual medication reviews.</li> <li>● Explain the role of others and transfer of care</li> <li>● Understand the impact that caring for a person with dementia in the family may have on relationships</li> <li>● Understand the potential for dilemmas arising where there are differing needs between people with dementia and their carers</li> <li>● Actively challenge any discriminatory practice that may compromise a person's right to dignity, respect and safety</li> </ul>
<b>Desired Outcomes</b>	Introduce the complexities of practically working with those living with dementia to increase understanding and empathy
<b>Target Measure</b>	Evidence of holistic practice changes to support Dementia
<b>Trainer</b>	TBC

<b>Dementia Practice (Level 1)</b>	
<b>Entry Requirement</b>	Foundation Level
<b>Target Group</b>	All those with a direct adult social care role including managers and social work teams working with people affected by dementia.
<b>Dates</b>	5 x year - TBC
<b>Duration</b>	1 day
<b>Aims</b>	To explore some of the complex issues relating to dementia to practically inform and change working practices
<b>Objectives</b>	<p>At the end of this participants will understand the benefit of, reference and apply Validation Principles and person-led approaches to:</p> <ul style="list-style-type: none"> <li>● Revisit key messages from the Foundation session</li> <li>● Experience what it's like to have Dementia</li> <li>● Understand the importance of regular fluids, nutrition and good physical and mental health</li> <li>● Understand the impact of sensory issues – sight, hearing and oral hygiene.</li> <li>● Recognise and adjust practice to reflect meaningful activities in every communication and understand the barriers to good communication.</li> <li>● Be able to support individuals to meet their daily living needs including personal appearance and hygiene.</li> <li>● Understand how to recognise and respond to cultural, spiritual and sexual needs of people with dementia</li> <li>● Be able to adapt assessment and care planning taking account of equality issues (e.g. cultural diversity, disabilities, gender and sexual orientation)</li> <li>● Understand the needs of individuals for day to day closeness with others e.g. sharing thoughts and feelings</li> </ul>
<b>Desired Outcomes</b>	Introduce the complexities of practically working with those living with dementia to increase understanding and empathy
<b>Target Measure</b>	Evidence of holistic practice changes to support Dementia
<b>Trainer</b>	TBC

<b>Level 1 Understanding Learning Disabilities and Dementia</b>	
<b>Entry Requirement</b>	Foundation Level
<b>Target Group</b>	All those with a direct adult social care role including managers and social work teams working with learning disabilities
<b>Dates</b>	3 x year - TBC To explore some of the complex issues relating to learning disability and dementia
<b>Duration</b>	½ day
<b>Aims</b>	To provide a basic understanding of dementia in the context of learning disabilities
<b>Objectives</b>	<p>At the end of this participants will be able to:</p> <ul style="list-style-type: none"> <li>● Provide an overview of end of life issues</li> <li>● Signpost and use key organisations, community activities, specialist services, information and research to support people.</li> <li>● Understand the importance of an approach to risk reduction which challenges myths and stigmas of dementia</li> <li>● Understand the importance of clear documentation to communicate care needs</li> <li>● Understand the importance of recognising pain</li> <li>● Gain awareness and impact of delirium, depression and social stressors</li> <li>● Explore the prevalence of learning disability and dementia and the meaning of dual diagnosis. Capturing baseline information and assessment tools used.</li> <li>● Understand the importance of requesting annual medication reviews. *</li> <li>● Understand the role of diagnosis and the process</li> <li>● Understand the potential for dilemmas arising where there are differing needs between people with dementia and others</li> <li>● Actively challenge any discriminatory practice that may compromise a person's right to dignity, respect and safety.</li> </ul>
<b>Desired Outcomes</b>	Introduce the complexities of practically working with those living with dementia to increase understanding and support for them.
<b>Target Measure</b>	Evidence of holistic practice changes to support Dementia
<b>Trainer</b>	TBC

<b>Dementia Practice in Learning Disabilities (Level 1)</b>	
<b>Entry Requirement</b>	Foundation Level
<b>Target Group</b>	All those with a direct adult social care role including managers and social work teams working with learning disabilities
<b>Dates</b>	3 x year - TBC
<b>Duration</b>	1 day
<b>Aims</b>	To explore some of the complex issues relating to dementia and learning disability to practically inform and change working practices
<b>Course Content &amp; Objectives</b>	<p>At the end of this participants will understand the benefit of, reference and apply Validation Principles and person-led approaches to:</p> <ul style="list-style-type: none"> <li>● Revisit key messages from the Foundation session</li> <li>● Experience what it's like to have Dementia</li> <li>● Understand the importance of regular fluids, nutrition and good physical and mental health</li> <li>● Understand the impact of sensory issues – sight, hearing and oral hygiene.</li> <li>● Recognise and adjust practice to reflect meaningful activities in every communication and understand the barriers to good communication.</li> <li>● Be able to support individuals to meet their daily living needs including personal appearance and hygiene.</li> <li>● Understand how to recognise and respond to cultural, spiritual and sexual needs of people with dementia</li> <li>● Be able to adapt assessment and care planning taking account of equality issues (e.g. cultural diversity, disabilities, gender and sexual orientation)</li> <li>● Understand the needs of individuals for day to day closeness with others e.g. sharing thoughts and feelings</li> </ul>
<b>Desired Outcomes</b>	Introduce the complexities of practically working with those living with dementia to increase understanding and empathy
<b>Target</b>	Evidence of holistic practice changes to support Dementia
<b>Trainer</b>	TBC

<b>Level 2 Meaningful Activities and Occupation Including Reminiscence and Life Story Work</b>	
<b>Entry Requirement</b>	Foundation and Level 1
<b>Target Group</b>	All those who have direct contact with people affected by dementia including those who support them
<b>Dates</b>	3 x year - TBC
<b>Duration</b>	1 day (please note this is a participative practical workshop)
<b>Aims</b>	<ul style="list-style-type: none"> <li>● To provide knowledge and practice skills to support and assist individuals to participate in meaningful activities and occupation to enhance well being, health and dignity.</li> <li>● To explore the importance and benefits of reminiscence and life story work and to consider a variety of practical ways in which a life story can be created</li> </ul>
<b>Objectives</b>	<p>At the end of the course, participants will be able to apply validation principles and person-led support to:</p> <ul style="list-style-type: none"> <li>● Understand the purpose and concept of a meaningful activity and assistive technology</li> <li>● Examine the concept of 'involvement' especially as dementia progresses and the role of carers, family and friends</li> <li>● Understand the importance of relevant and meaningful reminiscence and the five senses</li> <li>● Describe the importance of planning and evaluating reminiscence and life story work</li> <li>● Underpin person-led principles of reminiscence and life story work and respond to signs of anxiety, ill-being and fatigue.</li> <li>● Outline how to engage with the life story of a person with dementia, describe issues of memory and storytelling</li> <li>● Introduce and understand 'This is Me' Balance activity planning with spontaneity and flexibility to support a person with dementia to 'be in the moment'</li> <li>● Explain the difference between structured and unstructured activities and how these can be broken down into single steps/tasks.</li> <li>● Outline how to set up the environment to encourage safe participation in activities</li> <li>● Understand the importance of maintaining good physical and mental health through exercise and activities that includes social engagement and outside pursuits to maintain abilities and independence.</li> <li>● Understand how to recognise and respond to cultural, spiritual and sexual needs of people with dementia</li> </ul>
<b>Desired Outcomes</b>	To understand the importance of a person's history to their overall care
<b>Target Measure</b>	Evidence of tailored, individual support that demonstrates increased participation and well-being
<b>Trainer</b>	TBC Link to Dementia Action Alliance work regularly to actively promote and engage

<b>Effective Communication &amp; Approaches to Positive Behaviours (Level 2)</b>	
<b>Entry Requirement</b>	Foundation and Level 1
<b>Target Group</b>	All those who have direct contact with people affected by dementia including those who support them, Managers of Services and Social Work Teams
<b>Dates</b>	4 x year - TBC
<b>Duration</b>	1 ½ day (please note this is a participative practical workshop)
<b>Aims</b>	To support participants to explore and understand effective communication skills when supporting people affected by dementia.
<b>Objectives</b>	<p>At the end of the course, participants will be able to apply validation principles and person-led support to:</p> <ul style="list-style-type: none"> <li>● Understand, apply Bataris Box and the effect of positive communication</li> <li>● Explore all given and received communication</li> <li>● Recognise and support ‘sundowning’ and night disturbances.</li> <li>● Outline behaviours that people may describe as challenging, recognise the impact, identify possible reasons and positive responses that minimise risk of harm or abuse</li> <li>● Recognise and manage ‘unmet needs’ such as pain, understand how these are communicated and any difficulties.</li> <li>● Outline the impact that the environment, medication and communication has on an individual with dementia</li> <li>● Understand the needs of individuals for day to day closeness with others e.g. sharing thoughts and feelings</li> <li>● Be able to develop strategies to reduce the struggle with unfamiliar environments</li> <li>● Understand the importance of clear documentation to communicate the care needs of the person with dementia</li> <li>● Be aware of the impact of delirium, depression and social stressors</li> <li>● Be aware of the benefits and limitations of medication to manage behavioural and psychological issues including associated risks</li> <li>● Be aware of the role of therapeutic work including complementary therapies and sensory stimulation</li> </ul>
<b>Desired Outcomes</b>	<p>To effectively communicate both verbally and non-verbally using a variety of tailored approaches</p> <p>To effectively enable positive support for people with dementia whose behaviour challenges those around them</p>
<b>Target Measure</b>	To communicate effectively with each person regardless of their ability. To realise behaviour is a direct response to an unmet need and not a deliberate action
<b>Trainer</b>	TBC

<b>Dementia: End of Life Care (Level 2)</b>	
<b>Entry Requirement</b>	Foundation and Level 1
<b>Target Group</b>	All those who have direct contact with those affected by dementia including those who support them
<b>Dates</b>	2 x year - TBC
<b>Duration</b>	3½ hours (please note this is a participative practical workshop)
<b>Aims</b>	To underpin national and local guidance around the effective promotion of person led support for people at the end stages of dementia to prepare for and experience a good death.
<b>Objectives</b>	<p>At the end of the course, participants will be able to apply validation principles and person-led support to:</p> <ul style="list-style-type: none"> <li>● Support Dignity Principles and End of Life in relation to achieving a good death and recognising end of life stages</li> <li>● Understand advance planning tools and DNACPR (Do not Attempt Cardiopulmonary Resuscitation) and the importance of clear documentation and records</li> <li>● Recognise care partners, their role and active involvement</li> <li>● Understand the use of effective communication and non-verbal communication</li> <li>● The role of appropriate physical contact and continuing to engage</li> <li>● Recognise signs of pain</li> <li>● Understand and support a persons psychological, social and spiritual needs.</li> <li>● Be aware of the impact of delirium, depression and social stressors</li> <li>● Be aware of the role of therapeutic work including complementary therapies and sensory stimulation</li> <li>● Be aware of concerns and needs affecting younger people at the end of life</li> <li>● Be aware of the needs of bereaved families and friends including the potential for conflicting emotions</li> <li>● Be aware of cultural and religious differences associated with death, care of the dying and the deceased person.</li> </ul>
<b>Desired Outcomes</b>	To establish and implement Preferred Priorities of Care.
<b>Target Measure</b>	Evidence to support a person achieve a good death
<b>Trainer</b>	TBC

<b>Dementia: Leading Practice Change (level 3)</b>	
<b>Entry Requirement</b>	Foundation and Level 1
<b>Target Group</b>	All those with a Registered Manager, Manager, Deputy and Social Work role involved in direct dementia support.
<b>Dates</b>	2 x year - TBA
<b>Duration</b>	One day
<b>Aims</b>	To provide a basic understanding that should be in place to support a person living with dementia
<b>Objectives</b>	<p>At the end of this participants will be able to:</p> <ul style="list-style-type: none"> <li>● Understand the role of diagnosis and the process</li> <li>● Promote effective communication in a health and care environment</li> <li>● Reference the impact of delirium, depression &amp; social stressors</li> <li>● Understand the benefits and limitations of medication to manage behavioural and psychological issues including associated risks.</li> <li>● Support for people with dementia to access local services and referral pathways including voluntary and community services which would promote their physical and mental health.</li> <li>● Understand the complexity of ageing and co-morbidity in dementia</li> <li>● Actively challenge any discriminatory practice that may compromise a person's right to dignity, respect and safety.</li> <li>● Describe relevant equality, diversity and human rights legislation</li> <li>● Understand the options available when informed consent may be compromised</li> <li>● Describe actions to take if there are barriers to alerting safeguarding issues to the relevant agencies</li> <li>● Know the roles and responsibilities of different agencies involved in dementia care</li> <li>● Describe the principles of equality and diversity for access to, and delivery of services</li> <li>● Recognise carers stress and appropriately signpost</li> <li>● Contribute to the development of practices and services that meet the needs of families and carers.</li> <li>● Understand the potential for dilemmas arising where there are differing needs between people with dementia and their carers.</li> <li>● Signpost carers for further support around legal issues (e.g. lasting power of attorney).</li> <li>● Understand the importance of collaborative working in the provision of support, care and services for people with dementia, their families and carers.</li> </ul>
<b>Desired Outcomes</b>	Introduce the complexities of practically working with those living with dementia to increase understanding and empathy
<b>Target Measure</b>	Evidence of holistic practice changes to support Dementia
<b>Trainer</b>	TBA

<b>Dementia: Person Centred Dementia Practice (L3)</b>	
<b>Entry Requirement</b>	Foundation and Level 1
<b>Target Group</b>	All those with a Registered Manager, Manager and Deputy role involved in direct dementia service provision.
<b>Dates</b>	2 x year - TBA
<b>Duration</b>	One day
<b>Aims</b>	To provide a basic understanding that should be in place to support a person living with dementia
<b>Objectives</b>	<p>At the end of this participants will be able to:</p> <ul style="list-style-type: none"> <li>● Exploring the 'Skills around the Person' model to maximise working relationships between staff and those they support.</li> <li>● Understand and implement person centred approaches in the management and development of services.</li> <li>● Lead practice and an organisational culture that values and respects the diversity of individuals.</li> <li>● Understand the importance of demonstrating leadership in delivering compassionate person centred care.</li> <li>● Disseminate the importance of recording and reporting side effects and/or adverse reactions to medication.</li> <li>● Understand the needs of individuals for day to day closeness with others e.g. sharing thoughts and feelings.</li> <li>● Recognise daily activity and meaningful occupation to support satisfaction and achievement as essential components to living well with dementia</li> <li>● Contribute to the development of practices and services that meet the needs of people with dementia including communication needs.</li> <li>● Understand how to recognise and respond to cultural, spiritual and sexual needs of people with dementia.</li> <li>● Understand the principles, processes and options for self-directed support</li> <li>● Identify principles to develop action plans with managers, supervisors and staff to create a learning culture that facilitates and promotes learning into practice.</li> <li>● Understand how to ensure team members are trained and supported to meet the needs of people with dementia.</li> <li>● Examine the barriers to transfer learning into practice and how to overcome these</li> <li>● Describe different evaluation methods that measure quality of care and support</li> </ul>
<b>Desired Outcomes</b>	Introduce the complexities of practically working with those living with dementia to increase understanding and empathy
<b>Target Measure</b>	Evidence of holistic practice changes to support Dementia
<b>Trainer</b>	TBA

# Coming Soon

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In addition to the courses that are already available to you, the following courses are currently in development and will be available soon. If you would like to register your interest in the below courses, please contact Workforce Commissioning.

## **Autism Training Pathway**

This is currently being developed in partnership with services supporting those on the Autism Spectrum and in consultation with people with autism and Asperger's and the National Autistic Society. It is anticipated this will be accessible next year.

## **Webinars**

To provide on-going and up to date knowledge, we will from time to time screen webinars to provide this, and by monitoring demand, may generate a rolling programme.

Webinars will be shown post 'live' date and will be screened in a meeting room, giving the opportunity for a wider audience and, post screening allows for discussions amongst colleagues from a range of departments/teams.

The running time for webinars is usually between 1-1.45 hours and provides a good source of information without the need to take too long away from your workplace.

We would hope to screen topics (some specific, some general) which will benefit Social Workers, Social Care, Housing officers, and include Legal updates, common issues such as hoarding, safeguarding and developing emotional resilience etc. Subject matter will be endorsed by experts such as Care and Health Law, CC Inform, and CIH.

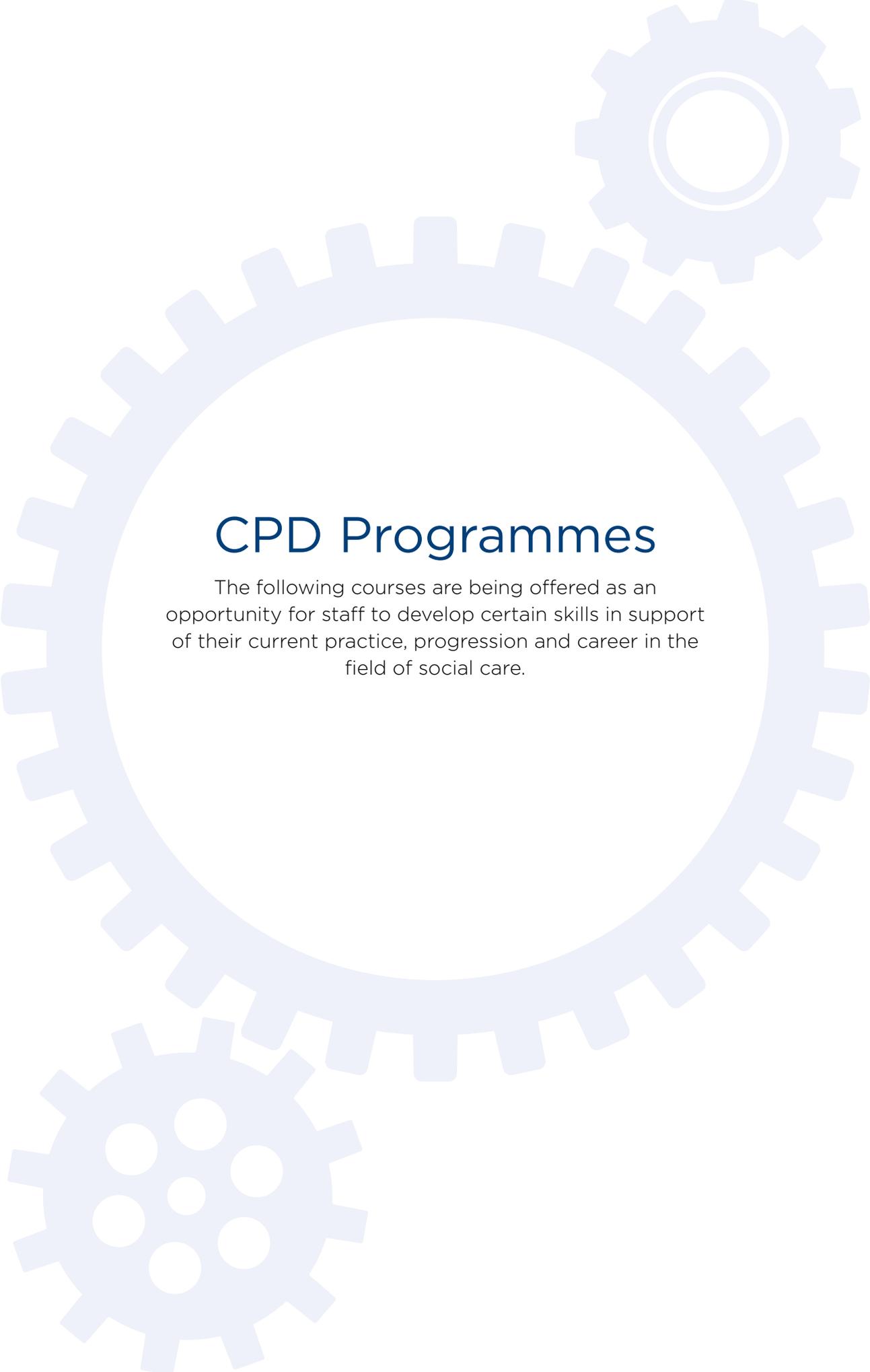
If you have any suggestions for specific or general webinars which could benefit a group, please contact Workforce Commissioning

## **E-Learning**

Further on from webinars, we are pursuing a programme of E-Learning opportunities for a wide range of topics. Again, the time required to complete e-learning modules is significantly reduced to classroom training, and provides blended training with qualification outcomes to support individual and corporate objectives and targets.

The above are examples of potential opportunities to generate motivation, sense of value and being invested in for staff which will range from no cost to nominal charge and should lead to improved practices and a wider knowledge for staff across shared strands of their roles.





## CPD Programmes

The following courses are being offered as an opportunity for staff to develop certain skills in support of their current practice, progression and career in the field of social care.

### QCF Level 3 Certificate in Assessing Vocational Competence

<b>Target Group</b>	<p>All those who want to evidence a nationally recognised level of competence to support new employees through the Care Certificate.</p> <p>All those who are interested in or hold a 'Champion' role in order to observe best practice for the particular subject.</p>
<b>Dates</b>	January 2017 - Cohort 1
<b>Times</b>	The structure for this qualification will be agreed with participants and the training provider to ensure the most appropriate format is available.
<b>Venue</b>	The Tickfield Centre and own workplace
<b>Tutor</b>	Unique Training Solutions
<b>Places Available</b>	15
<b>Course Content &amp; Objectives</b>	<p>This qualification is made up of three units:</p> <ul style="list-style-type: none"> <li>● Understanding the Principles and Practices of Assessment</li> <li>● Assess Occupational Competence in the Work Environment</li> <li>● Assessing Vocationally Related Achievement</li> </ul> <p>That supports an individual's ability to assess occupational competence in the workplace. This is helpful for those responsible for the Care Certificate, interesting in our Champions programmes, Managers or supervisors to support observations of practice as part of Performance Management processes.</p>

Please email [WorkforceComissioning@southend.gov.uk](mailto:WorkforceComissioning@southend.gov.uk) to register your interest

### QCF Level 3 Award in Education & Training

<b>Target Group</b>	All those who want to evidence a nationally recognised level of competence to plan, deliver and evaluation training sessions in the work environment.
<b>Dates</b>	January 2017 - Cohort 1
<b>Times</b>	The structure for this qualification will be agreed with participants and the training provider to ensure the most appropriate format is available.
<b>Venue</b>	The Tickfield Centre and own workplace
<b>Tutor</b>	Unique Training Solutions
<b>Places Available</b>	15
<b>Course Content &amp; Objectives</b>	<p>The Level 3 Award in Education and Training is an introduction to teaching that will give an insight into the roles, responsibilities and relationships in education and training, how to plan and deliver inclusive teaching sessions and how to assess and give constructive feedback.</p> <p>This is helpful for organisations who want to develop an internal training resource.</p>

Please email [WorkforceComissioning@southend.gov.uk](mailto:WorkforceComissioning@southend.gov.uk) to register your interest





## Funding Opportunities

With increasing emphasis on quality in social care provision together with the accretion of skills, nationally recognised qualifications can provide confidence for:

- Staff that their work is in line with a national standard
- Those in receipt of services and their families that care practice is aligned to a certified framework.
- Providers that there is a mechanism to support career development and succession planning within their service.

Essex Care Training Partnership (ECTP)	
<b>Target Group</b>	All Southend Adult Social Care Providers who have completed and are up-to-date with their National Minimum Dataset (NMDS).
<b>Dates</b>	Funding Period from April 2016 to March 2017
<b>Funding Available</b>	<p>There are two funding streams managed by ECTP available for Southend Care Providers:</p> <ul style="list-style-type: none"> <li>● Workforce Development Fund – Skills for Care</li> <li>● Care Providers Fund – Southend-on-Sea Borough Council</li> </ul> <p>This funding is designed to support the professional development of adult social care workers by providing funding for qualification units.</p>
<b>Aimed at</b>	<p>We are in the fortunate position where in other areas of funding are decreasing, Skills for Care have increased the WFD Funding in Essex Southend and Thurrock. Support for Southend care providers to cover QCF units will now all go through Skills for Care WDF funding above which can be accessed through ECTP. Providers must be NMDS-SC compliant post April 1 2016 to be eligible to claim.</p> <p>Due to the development of the Southend-on-Sea Borough Council Moving and Handling Train the Trainer course through Edge Services, funding will no longer be available through the Southend Care Provider Fund to cover Moving and Handling training.</p> <p>The Southend Care Provider Fund will be available to fund accredited First Aid training as in previous years including requirements within the Care Certificate.</p>
<b>Further Information</b>	<p>Essex Care Training Partnership (ECTP)            Office 4, 2510255 Church Road, Benfleet, Essex. SS7 4QP            01702 547144 or 01268 565551  <a href="mailto:ectp@eica.org.uk">ectp@eica.org.uk</a>  <a href="http://www.eica.org.uk">www.eica.org.uk</a></p>
<p>Please contact Ruth Willison at ECTP (details above)            between 9am – 1pm            For further information and a claim pack</p>	

### South Essex Care and Health Association (SECHA)

<b>Target Group</b>	All Southend Adult Social Care Providers
<b>Dates</b>	Funding available throughout 2016/17
<b>Funding Available</b>	Subsidised training available through SECHA, part-funded by Southend-on-Sea Borough Council.
<b>Aimed at</b>	<p>Southend-on-Sea Borough Council continues to offer subsidised places on SECHA courses for all Southend Care Providers.</p> <p>The subsidised places are available to both members and non-members of SECHA.</p> <p>Subsidised training includes:</p> <ul style="list-style-type: none"> <li>● Fire Awareness</li> <li>● Emergency First Aid</li> <li>● Food Safety CIEH Level 2</li> <li>● Health &amp; Safety CIEH Level 2</li> </ul>
<b>Further Information</b>	<p>South Essex Care and Health Association (SECHA)</p> <p>1422/4, London Road, Leigh-on-Sea, Essex, SS9 2UL</p> <p>01268 784501</p> <p><a href="mailto:philroseman@secha.org.uk">philroseman@secha.org.uk</a></p> <p><a href="http://www.secha.org.uk">www.secha.org.uk</a></p>

Please contact Phil Roseman at SECHA for further information (details above)

# Corporate Development Team Courses

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The Development Team at Southend-on-Sea Borough Council deliver a corporate training programme at the Tickfield Centre.

These courses are open to external providers at a cost of approximately £130 per booking. As these are directly organised through the Development Team, we are unable to endorse the course content.

**Please contact the Development Team directly on 01702 212032 or by e-mail [TheDevelopmentTeam@southend.gov.uk](mailto:TheDevelopmentTeam@southend.gov.uk) for booking instructions and prices.**

Please note, these training opportunities will not be available to book via the Southend Training Network.

## **Courses available include:**

- Defibrillator and Resuscitation
- Emergency First Aid
- Food Hygiene
- Health & Safety
- Data Protection
- Microsoft packages intermediate/advanced
- Manage Professional Relationships Assertively
- Personal Resilience
- Better Communication
- Equality & Diversity

Please follow the link below for further information:

[http://www.southend.gov.uk/info/200351/the\\_tickfield\\_centre](http://www.southend.gov.uk/info/200351/the_tickfield_centre)

# Useful Websites

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Care Quality Commission

[www.cqc.org.uk](http://www.cqc.org.uk)

Learn Direct

[www.learndirect.co.uk](http://www.learndirect.co.uk)

Research Register for Social Care

[www.researchregister.org.uk](http://www.researchregister.org.uk)

Skills for Care

[www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)

Skills for Health

[www.skillsforhealth.org.uk](http://www.skillsforhealth.org.uk)

Social Care Institute for Excellence

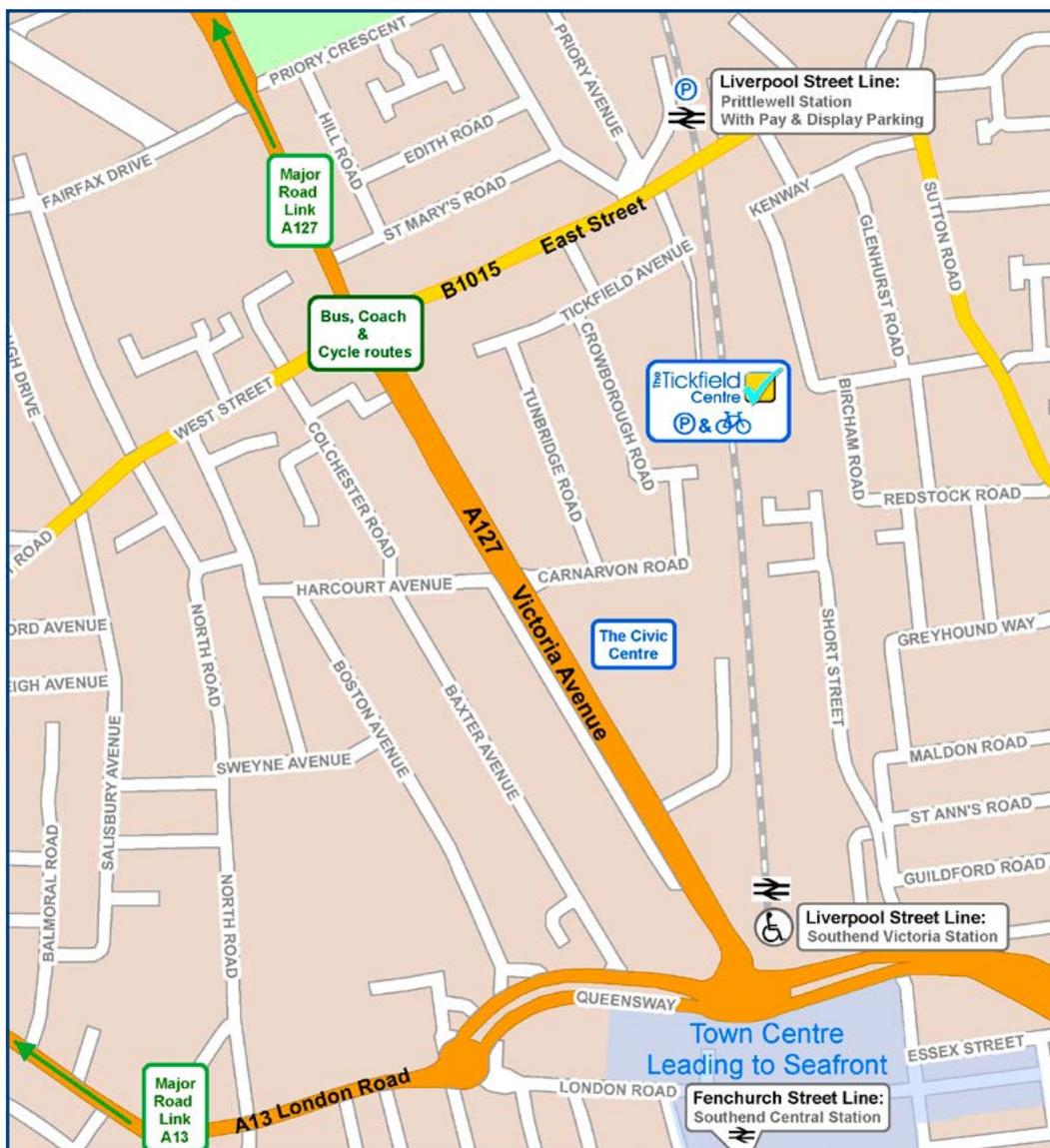
[www.scie.org.uk](http://www.scie.org.uk)

# Getting to the Tickfield Centre

## What is the full address of the Tickfield Centre?

The Tickfield Centre,  
Tickfield Industrial Estate,  
Tickfield Avenue,  
Southend-on-Sea,  
Essex SS2 6LL.

To walk to Tickfield from the Civic Centre takes approximately 10 minutes. Please refer to the map for directions.



## How do I gain access?

General opening times are from 8.30am to 5.30pm, Monday to Friday. The doors will not open automatically, please press the buzzer on the left and the team will buzz you in. The training rooms are based on the ground floor and the first floor.

### **I'm driving to Tickfield. Where can I park?**

Up to 80 parking spaces are available at no charge at the centre. Access is on a first come first served basis. No pass is required. Alternatively a number of parking options exist nearby but charges may apply.

### **Travelling by train**

The closest train station to the Tickfield Centre is Prittlewell on the Abellio Greater Anglia Liverpool Street – Southend Victoria line, the station is a 2 minute walk away from the venue. Southend Central is also nearby on the C2C Fenchurch Street – Shoeburyness line, the station is a 20 minute walk to the venue.

### **Catering and Refreshments**

Hot beverages and water will be available throughout the training free of charge.

A new café is located on the first floor of the centre for delegates to buy refreshments and lunch if required; the café is available during normal centre opening times.

There is also a newsagent on the main road about five minute walk from the centre.

Alternatively you can bring your own lunch. The centre has a dedicated refrigerator within the catering area, for use by all customers. Unfortunately, the kitchen facilities are for catering use only and access is not permitted due to health and safety restrictions. The centre cannot provide access to a microwave.

### **Facilities**

What facilities are available for disability access at the centre?

The centre has a disabled access toilet on the ground floor. Assisted mobility toilets on both floors and a disabled access lift to the 1st floor meeting rooms. Hearing loop access is available at reception and additional hearing loops are available in meeting rooms on request.

### **Is there a designated smoking area at Tickfield?**

Yes. There is a sheltered smoking area just outside the centre for your convenience. Directions are attached to the main doors to the centre. Please use this area only. Smoking in other areas surrounding the centre is not permitted.

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Published by  
Southend-on-Sea Borough Council  
November 2016

T: 01702 215000  
W: [www.southend.gov.uk](http://www.southend.gov.uk)

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