

People Development Programme

Learning and Development Calendar

April 2018 – March 2019

External



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Introduction

Layout

The People Development Programme includes a brief summary of each course that clearly indicates who the course is appropriate for.

The brochure contains training that has been identified, through a comprehensive training needs analysis, to meet legislative and service- specific requirements.

It will be e-mailed as a link to all Adult Social Care Managers. External agencies will receive an electronic copy.

Centre of Excellence Status

We are delighted to announce the good news that the Adults and Health Organisational Development (OD) team have achieved 'Centre of Excellence' status by Skills for Care, the sector skills council for adult social care.

To become a Centre of Excellence we needed to demonstrate: our commitment to meeting the needs of learners; compliance with the social model of care; how we measure the impact of our training on the lives of the people who need care and support and that our provision can be directly mapped to the Leadership Qualities Framework.

Leadership Academy Overview

The importance of delivering leadership across the social care workforce is well recognised, especially considering the strong relationship between the quality of leadership and the quality of care. The Leadership Academy aims to support both aspiring and existing leaders and managers to develop in their roles.

Leeds City Council accepts the importance of having well-led services. These services will be able to demonstrate that they have the right culture, values, expertise, support and investment and effective partnerships to continually improve the care they provide. The Academy is supporting the development of leadership and management at all levels and underpins the Leadership Qualities Framework for Adult Social Care and other key strategies. As well as providing a personal development programme for aspiring and existing leaders and managers, the Academy will support the ongoing continuing professional development needs of its participants.

The Academy brings together the learning and development opportunities that support leadership and management across the adult social care sector. It will work with Skills for Care, The National Skills Academy Social Care and our providers to ensure that what it provides is fit for purpose. The programme will compliment, and sits alongside, the existing training and development offer.

We Care Academy Overview

The award winning We Care Academy is a robust values based recruitment initiative, supporting a workforce with the right values, attitudes and behaviours to sustain and grow your business.

At no cost to employers, we identify, recruit and provide a portable DBS and 2 weeks sector relevant training to include:

- Achieving Cache Level 1 award in Preparing to work in social care
- Moving, Handling & Hoist training
- Safeguarding Adults.

Employers provide a 4 week work experience placement with a guaranteed job interview at the end. Dedicated LCC staff support you and the candidates throughout the Academy programme.

Contact Paul Tyler-Graham on 0113 378 5085 or paul.tyler@leeds.gov.uk to find out how LCC can support your recruitment needs.

Adult Social Care Training

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Attendance on courses

Please read the following information about attending training:

- It is important that you attend courses that you have been allocated a place on.
- Don't attend training sessions if you have not received confirmation of a place.
- Many courses last more than one day. Please ensure you can attend all the sessions within a course. If you cannot, you must contact the Training Administration team as soon as possible.

How to book

External Organisations are required to book training using the council's electronic performance and learning system (PAL)

If your organisation is already registered on PAL please follow the step by step guide you were sent when you registered your organisation. The designated approver/manager can assign training to their staff.

If your organisation is not already registered on PAL you must register before requesting training, to do this please email bsc.training.administration@leeds.gov.uk to request a 'new organisation set up form'.

E-learning In Adult Social Care

Benefits of e-Learning

- Learn in your place of work, no need to travel
- Learn at your own pace and at a time that suits you
- Learn in bite size chunks
- Restart where you left it
- Fun and easy.

Follow these easy steps to log in (Your manager will need to authorise this before you start)

- Step 1 - Click on the Performance and Learning icon on your Novel application
- Step 2 - User name = pay number. Type in your chosen password
- Step 3 - Click on Leeds City Council learning catalogue
- Step 4 – Click the 'Offer in my directorate' button
- Step 5 - Click Adult Social Care
- Step 6 - Select e-learning online course, event and curriculum by clicking in the boxes
- Step 7 - Click search, choose your learning and click on the title to start.

Off you go!

E-learning in Adults & Health

Below is a list of e-learning modules along with the content that you can access on the new Learning and Performance Management System (PALS).

Safeguarding Adults: The role of the person raising a concern e-learning

- Identify signs of abuse
- Know how and when to intervene
- Legislation and guidance.

Food Safety

- Good & bad standards in food hygiene
- Individual's responsibility to food safety
- Common symptoms of food poisoning and who is most at risk

Dignity in Care

- Explore how dignity starts at the very top level of the organisation
- How to ensure you are providing a dignified service
- The standard which the service users will measure whether they have been treated with dignity and respect.

Basic Autism Awareness

- What is Autism?
- The triad of impairments
- Sensory issue reaction
- communicating with people with Autism.

Dementia (7 modules) Due to be updated 2017

- Module 1 - What dementia is and what it isn't?
- Module 2 - Living with dementia
- Module 3 - What causes dementia?
- Module 4 - Diagnosis and who can help
- Module 5 - Common difficulties and how to help

- Module 6 - The emotional impact of dementia
- Module 7 - Positive communication.

Adult Obesity

- Causes and impact of condition
- The role of the social work Practitioner in combating it
- Understand what it means to be obese and who's at risk

Carer Awareness (2 modules)

- Module 1 - Who is a carer?
- Module 2 - How to support carers.

Pressure Ulcer Prevention

- How and why pressure ulcers occur
- Current best practice in preventing the development of pressure ulcers
How to treat a pressure ulcer when it first appears

Induction Brief and Information Day for New Starters

Duration

A one day course from 9.30am to 4.30pm

Provider

Internal

Target audience

This one day course is aimed at new Social Care front line staff, who provide direct care & support in their role. It is available for both Internal and External Organisations - and includes those transferring into Social Care roles from within Leeds City Council (LCC) (Please note this course is not for managers)

Course overview

The one day Induction brief and information day for new starters is mandatory for LCC staff as part of the total Induction process. The course will introduce the Care Certificate, and some of the essential skills and knowledge that new staff will need, in support of being able to provide safe and effective care, whilst also keeping themselves and others safe.

The course will cover:

- Introduction to the 15 Care Certificate standards (please find further information about this on the; Skills for care website <http://www.skillsforcare.org.uk/Learning-development/Care-Certificate/Care-Certificate-workbook.aspx>)
- Person Centred and Strength Based thinking
- Nutritional Care briefing
- Food Hygiene briefing
- Health & Safety briefing
- Professional Boundaries
- The Leeds plan and priorities
- Better lives
- Interactive talk from an 'Expert by Experience'.

By the end of the course you can expect to:

- Understand the requirements needed to complete the Care Certificate standards in the workplace, and how to access the information on the Skills for care website <http://www.skillsforcare.org.uk/Learning-development/Care-Certificate/Care-Certificate-workbook.aspx>
- Have an awareness of Health & Safety, Food Hygiene, nutritional Care, person centred and strength based approaches and how to apply these in daily practice.

- Know the limitations and expectations in relation to professional boundaries
- Have a better understanding of the priorities for Leeds, and the Better lives strand

Course format

This course will include presentations, hand-outs, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual's needs.

In addition to the one day Induction course, Managers must assign staff the following:

- 1st day induction with Manager
- Information Governance (Leeds City Council Staff)
- Welcome to Leeds City Council (Leeds City Council Staff)
- Moving & Handling, & Hoist (if required)
- Mental Capacity Act in the Workplace
- Fundamentals of First Aid
- Safeguarding Adults - The Role of the Person Raising a Concern Doing Nothing is Not an Option (only if not already completed)
- Food Hygiene (If needed due to preparing and handling food regularly)
- Equality, Diversity and Inclusion
- Any other specialist training needed in relation to your service

Note: External staff will be required to attend the Adult Social Care Induction **before** booking the *Moving & Handling, Hoist* and *Fundamentals of first aid* courses

Autism Awareness

Duration

A half day course from 9.15am to 1pm.

Provider

External

Target audience

This course is aimed at all staff that may support individuals who are on the autistic spectrum. It is available for both internal and external organisations.

Course overview

To introduce and provide an overview of the autistic spectrum conditions and how the condition impacts on an individual's ability to interact.

The course will cover:

- The background to the autism spectrum condition
- Behaviour associated with the autism spectrum condition
- Coping strategies
- Developing the skills needed when supporting someone with an autism spectrum condition
- Environmental control and support methods
- Awareness of current legislation.

By the end of the course you can expect to:

- Identify key characteristics and support needs of individuals with autistic spectrum conditions
- Understand the impact on the individual, family and society
- Evaluate current assessment tools and processes
- Identify and discuss with peers areas for improvement within the assessment process
- Understand issues around communication, interaction and behavioural characteristics of autism.

Course format

This course will include a presentation, handouts, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual's needs.

Links

This course supports:

- Autism Strategy (Think Autism)
- Care Act 2014
- Care Certificate
- NICE (Care quality Standard 51)
- RQF - Health and Social Care Adults level 2 and level 3 diplomas

Basic Bereavement Skills

Duration

A half day course from 12.45pm to 4pm.

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of services and is available for both internal and external organisations.

Course overview

This three hour session introduces you to some of the basic theories about the grieving process and coming to terms with loss. It provides an opportunity for you to explore these ideas and develop your skills and awareness in a small group.

The course includes:

- An introduction to Basic Bereavement Skills
- Theory overview
- Listening skills and personal losses exercise
- Anticipatory grief
- Short loss exercise with follow up discussion
- Small group exercise using a case history.

By the end of the course you can expect to:

- Have an increased awareness and understanding of the grieving process
- Feel more confident in addressing bereavement issues with the people you work with
- Feel more confident in recognising what is part of the 'normal' grieving process, and recognising when people need more specialised support.

Course format

This course will include presentations, handouts, group work and exercises. The style of delivery is through group feedback with questions and answer evaluation.

Links

This course supports:

- National End of Life Care Programme
- Leeds Palliative Care Strategy
- Care Certificate

Better Conversations through Strength Based and Person Centred Approaches

Duration:

A one day course from - 9.15am to 4:30pm

Provider:

Internal

Target audience:

This course is aimed at all Adult Social Care staff, who provide direct care & support in their role, and is available for both Internal and External Organisations.

Course overview:

The course will look at what better conversations look like, and how we can use this through a strength based and person-centred approach. What we are currently doing in Leeds to ensure we implement personalisation, and how being reflective in our practice as practitioners, can support us and the people we care for to overcome some personal barriers and achieve our goals. We will do this through group discussions, activities and by using visual aids to explore delegates learning, whilst incorporating the 'WITH' principle.

The course will cover:

- How we work in a person centred way
- Having better conversations, and looking at the Strength Based approach
- Personalisation and what we are doing in Leeds
- Talking through the 'WITH' principle, aiming to do things 'WITH', and not 'TO' or 'FOR'
- Exploring and embedding the strengths based and person centred tools and approaches into everyday practice
- Being Reflective in our Practice

Course format

This course will include a presentation, handouts, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual needs.

By the end of the course:

- staff will have the knowledge to support individuals using a person centred approach
- Have better conversations and be able to identify peoples strengths in support of achieving personal goals
- Work proactively in a 'WITH' way, using high challenge and high support
- Be able to reflect on our own and other peoples practices to improve better outcomes
- Be confident to use all of the tools and learning from the session, and use in daily practice

Links

The Care Act 2014 and the Care and Support Statutory Guidance (wellbeing)

The Leeds Plan and Better Lives Strategy Supports:

The Care certificate

De-escalation Techniques (responding to aggressive behaviour)

Duration

A half day course - 9.15am to 1.00pm Or 12.45pm to 4.30pm

Provider

Internal

Target audience

This course is aimed at all staff working in direct delivery of services who encounter aggressive and potentially violent situations and is available for both internal and external organisations.

Course overview

This is a half day course designed to support staff, and for them to gain confidence in preventing and responding to difficult and challenging situations. It will enable staff to understand what factors may increase or decrease the likelihood of aggressive behaviour, and consider different strategies and good practice to manage and prevent behaviours that challenges.

The course will cover

The focus of this course is on preventing incidents of disruption and aggression by:

- Raising awareness around communication barriers and the impact this can have on individuals
- Four step theory of escalating behaviour and our approaches at each level
- The impact of how we present verbally and physically.
- The **'WITH'** principle
- Helping staff develop strategies to safely and effectively respond to any behaviours displayed that challenge us to think.

By the end of the course you will be able to

- Understand what factors may increase or decrease the likelihood of aggressive behaviour occurring
- Consider and exchange strategies for preventing and responding to any changes in behaviour
- Do things 'With', not 'To' or 'For'
- Understand and be more aware of personal safety issues

Course format

This course will include a presentation, handouts, group work and interactive participatory exercises.

The style of delivery is flexible with scope for adjusting activities to suit individual needs.

Links

This course supports:
Care Certificate

Dementia Awareness

Duration

A one day course from 9.15am to 4.15pm

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of services, and is available for both internal and external organisations.

Course overview

This course will explore what we mean when we say someone has dementia. What are the differences between memory loss of old age and dementia? What is it like to have dementia? The course will challenge you to think more about how we can best care for and support people with dementia. How can we enable people to continue to use their remaining skills? What can we do if someone with dementia has to go into hospital or into a care home?

The course will cover:

- What we mean by 'dementia' and the most common causes of dementia
- The individuality of the experience of dementia
- Understanding behaviour and emotional distress
- Cultural difference in dementia and communicating with people with dementia
- Caring for people with dementia as both a formal and informal carer
- Helping family members to understand dementia better and the resources available.

By the end of the course you can expect to:

- Feel able to 'put yourself in the shoes' of the person with dementia
- Recognise the symptoms of the main causes of dementia explain the concepts of person-centred care and enriched care planning in relation to people with dementia
- Evaluate and critically reflect upon current practice
- Identify new ways of working with people affected by dementia

Course format

This course will include presentations, handouts, group work and exercises. The style of delivery is interactive, with an expectation that participants will draw on their experiences and contribute to the learning within the group.

Links

This course supports:

- RQF Dementia Care
- NOS Dementia
- NICE QS 1 & 30
- Dignity in Care
- PM Challenge on Dementia 2020

Dementia Awareness - Advanced Skills

Duration

A one day course from 9.15am to 4.15pm.

Provider

External

Target audience

Staff who have already attended the one day dementia awareness course, and who would like to further enhance their understanding and practice of working with people affected by dementia. The course is available for both internal and external organisations.

Course overview

The course will further develop an understanding of the causes of dementia.

The course will cover:

- Understanding how the brain affects behaviour
- Behaviour in relation to social and environmental factors
- Current theoretical models of dementia care
- Effective communication
- Supporting family carers.

By the end of the course you can expect to:

- recognise the contribution of neurological impairment to behaviour
- demonstrate the importance of attending to the internal world of the person with dementia
- have widened your toolkit for validating and communicating with people with dementia
- explain your understanding of the impact of relationships
- identify changes that could impact positively on the care and support provided by your agency

Course format

The course includes presentations, practical exercises, group work and experiential exercises.

Participants are expected to draw on their own experiences, reflect on their practice and contribute to group learning.

Links

This course supports:

- RQF - Dementia Care
- NOS Dementia
- NICE QS 1 & 30
- Dignity in Care
- PM Challenge on Dementia 2020

Dignity in Care

Duration

A half day course from 9.00am to 12.30pm or 1.00pm to 4.30pm

Provider

External

Target audience

This course is aimed at all staff working in health and social care and is available for both internal and external organisations.

Course overview

This half day session will explore how dignity starts at the very top of the organisation with the manager and owner taking responsibility for ensuring their staff provide a dignified service. It will describe how the support that staff provide and the way in which they provide it are the standard by which service users will measure whether they have been treated with dignity and respect.

The course will cover:

- Definitions of dignity
- Poor practice
- Discrimination
- Best practice
- Caring for people from specific user groups
- Common core principles to support dignity in the adult social care sector

By the end of the course you can expect to:

- Be aware of how customers feel when they are not treated with dignity and respect
- Understand what constitutes best practice when providing services with dignity and respect, and ensure we employ these practices
- Understand the reasons why unacceptable staff attitudes must be replaced, where they exist.

Course format

This course will include handouts, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual needs.

Links

This course supports:

- Care Certificate - Standard 7
- RQF - Health and Social Care Adults level 2 and level 3 diploma
- Dignity in Care
- CQC Fundamental Standards
- SCIE Dignity in Care Guidance

DOLS (Deprivation of Liberty Safeguards) For Adult Fieldworkers

Duration:

A half day course from 9.15am to 1.00pm

Provider

Internal

Target audience

Social work staff in Adults & Health and external organisations

Course overview

The course will enable Adult Fieldworkers to develop their knowledge and skills around using the DOLS and ensure that their care practices and planning are consistent with the relevant legislation, particularly the Human Rights Act, 1998.

The course will cover:

Why we have DOLS, the legal context including Bournemouth and where it sits in relation to the MCA and other legislation. It will look at the DOLS process including; the required assessments, assessing capacity, roles and responsibilities, conditions, authorisations and IMCAs

By the end of the course you can expect to:

- Be clear about the legal context of DOLS
- Understand the DOLS process
- Be aware of significant case law, including the impact of Cheshire West and the 'acid test'
- Be clear about the Review and Appeals process
- Better understanding of the difference between restraint and Deprivation

Course format

Presentation, discussion and case examples

Links

www.mentalhealthlaw.co.uk

www.amcat.org.uk

<http://www.39essex.com>

End of Life Care

Duration

A one day course from 9.15am to 3.30pm

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of services and is available for both internal and external organisations.

Course overview

Social care is about supporting people in their daily lives with the choices they make. For some people, that increasingly includes preparing for their death. This is a fact that every frontline social care worker understands intuitively, but they may not always have the confidence to engage with the issues it raises. This course will explore ways to support and enhance the quality of care provided to the individual approaching end of life, their families and as their carers.

The course will cover:

- What end of life care is
- Caring for patients and their carers at the end of life
- Communication and record keeping
- Practical aspects to end of life care
- Bereavement and grieving

By the end of the course you can expect to:

- Understand the terms 'end of life', 'palliative care' and 'supportive care'
- Recognise when someone may be coming to the end of their life
- Recognise some of the signs and symptoms
- Describe the physical care that may be needed
- Understand the psychological and spiritual care that may be needed
- Recognise barriers to communication
- Recognise and understand what facilitates communication
- Understand the importance of record keeping and communication amongst the multi-disciplinary team at the end of life to inform care delivery
- Understand how pressure ulcers are caused and how and when to care for pressure areas at the end of life
- Understand what a syringe driver is, what it is used for and when to call for assistance
- Have increased awareness and understanding of the grieving process
- Understand the impact that caring for someone at the end of life can have on self and other team members.
- Understand the importance of advance care planning in enabling person centred care at the end of life.

Course format

This course will include a presentation, handouts, group work and exercises. The style of delivery is through group feedback with questions and answer evaluation.

Links

This course supports:

- Common core competences and principles for health and social care workers working with adults at the end of life
- Leeds Palliative Care Strategy
- NHS Yorkshire and The Humber End of Life Care Learning Outcomes

Equality, Diversity and Inclusion

Duration

A half day course from 9.15am to 1pm.

Provider

Internal

Target audience

This course is aimed at all staff working in direct delivery of services and is available to internal and external organisations.

Course overview

Equality is about ensuring people have the same opportunities, whilst remembering that not everyone wants to be treated the same, and that all individuals should take responsibility to promote fairness, in everything they do. This training promotes the requirements of the Equality Act 2010 and supports the council's vision of ensuring everyone can enjoy the social, cultural, political and economic life of the city. This half day awareness session will strengthen your understanding of equality, diversity and inclusion.

The course will cover:

- Definitions of Equality, Diversity and Inclusion
- Look at what's going on in Leeds, and how LCC promotes Equality, diversity and inclusion
- The Key principles of anti-discrimination legislation including the Equality Act 2010 and LGBT+
- The Impact of discrimination on a person and within teams
- The Autism Strategy
- The Dementia Strategy

By the end of the course you can expect to:

- Define what equality, diversity and inclusion is
- Have some knowledge and an awareness of what's going on in Leeds, and what LCC promotes
- Understand the key principles of the current anti-discrimination legislation, including LGBT+
- Identify individuals own values and prejudices
- Have increased knowledge and understanding of the impact discrimination can have on an individual
- Have a greater understanding of issues that may arise within teams.
- Have gained a better understanding on the Autism and Dementia strategies

Course format

This course will include a presentation, handouts, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual needs.

Links

This course supports:

- Equality Act 2010
- Leeds City Councils Equality and Diversity policy
- Care certificate

Food Hygiene Awareness/Refresher

Duration

A half day course from 9.15am to 1.00pm

Provider

External

Target audience

This course is aimed at anyone working within a food environment, for example chefs, cooks, kitchen assistants, nursing staff, care workers, home care workers and serving staff.

The course is suitable as a refresher for those who have a previous CIEH Level 2 Food Safety in Catering Certificate, or those requiring Food Safety Awareness

The course will cover

Topic	Learning Outcomes
Introduction to food safety and legislation.	Candidates will: <ul style="list-style-type: none">- Understand reasons for food safety and the need for training.- Recognise who are classed as food handlers.- Understand employer and employee legal responsibilities.
Consequences of poor food safety.	Candidates will identify what could adversely happen to the business, the staff and the customers as a consequence of poor food safety.
Food Poisoning.	Candidates will: Recognise causes and symptoms of illness. <ul style="list-style-type: none">- Know the procedures and practices in order to safeguard against food poisoning.- Understand reporting procedures.- Identify the most vulnerable.
Allergy Awareness.	Candidates will: <ul style="list-style-type: none">- Be aware of the most common foods which cause allergic reactions.- Know how to implement controls to prevent allergic reaction occurrence
HACCP Hazard Analysis Critical Control Points	Candidates will: <ul style="list-style-type: none">- Understand the meaning of HACCP- Understand the types of documentation required within a food business.- Understand how to implement HACCP in working practice.

Bacteriology and Temperature Control.	<p>Candidates will:</p> <ul style="list-style-type: none"> - Be aware of main food poisoning bacteria that cause food poisoning. - Know the source of these types of bacteria. - Know how to control bacteria. - Know what conditions food poisoning bacteria need to grow/multiply. - Know how temperature can be used to control or kill harmful bacteria.
High Risk Foods.	<p>Candidates will:</p> <ul style="list-style-type: none"> - Be able to recognise why some foods are classed as high risk. - Name types of high risk food. - Understand the storage requirements for high risk foods. - Understand the prevention of cross contamination of high risk foods.
Personal Hygiene.	<p>Candidates will:</p> <ul style="list-style-type: none"> - Be aware of how people can personally contaminate food. - Understand the use of protective clothing. - Understand the ways of preventing the risk of physically contaminating food.
Cleaning.	<p>Candidates will:</p> <ul style="list-style-type: none"> - Recognise the different reasons why cleaning should take place. - Understand what functions different chemicals have. - Understand different methods of disinfecting. - Understand where it is most important to disinfect within a food environment.
<p>Candidates will complete a 'Test Your Knowledge' 20 question true or false worksheet at the end of the training.</p>	
<p>The course is interactive with discussion, handouts, activities and questions.</p>	

Getting To Know Family Carers

Duration

A half day from 9.15am to 12.30pm

Provider

External

Target audience

The course is aimed at all staff who come into contact with carers for example, domiciliary homecare workers, care workers in care homes and volunteers visiting people in their own homes where there is a family carer. The training is available to internal and external organisations.

Course overview

The training is intended to support you in your work with carers and to encourage staff to take into account the needs of carers, and to increase your knowledge of the challenges carers encounter and the services available to support them.

The course will:

Provide staff that have direct or indirect contact with carers:

- An insight into who is a carer
- Common assumptions made about caring
- How to support carers effectively.

By the end of the course you can expect to:

- Understand what it means to be an unpaid carer (**not** care worker)
- Learn about the impact of caring on people's lives
- Appreciate the diversity of the caring experience
- Understand how you might be able to provide better support for carers.

Course format

This course includes presentations, handouts, group work and discussions.

Links

This course supports:

- The Carers Strategy 2015-18
- RCF – Health and Social Care Adults level 2 and level 3 diploma
- Care certificate

Lead to Succeed

Duration:

Five one day workshops from 9.30am to 4.30pm.

Provider:

Internal

Target audience:

This programme is aimed at aspiring managers and new managers who are in the first six months of their management role in both internal and external organisations. It will be of particular interest to those organisations wanting to improve in the CQC domain of well-led.

Course overview:

This programme will support both aspiring leaders and managers, and those new to the role, to develop their leadership and management potential. This will be achieved through understanding how successful behaviour and practical strategies can support them in their day to day work, as well as considering how they could implement these now and in the future.

The course will cover:

The Lead to Succeed programme is delivered over five full day workshops with each focussing on a different topic, these being:

- Successful behaviours for leaders and managers
- Developing a positive culture
- Effective supervision
- Leading and managing the process of change
- Leading and managing the inspection process.

Following this training you will to:

The Lead to Succeed programme can enable aspiring managers and newly appointed managers to boost their capacity to lead and manage effectively, and ensure the smooth running of adult social care services.

Course format:

Participants attending the programme will have the opportunity to network with other managers from across the adult social care sector.

There is no requirement for pre-course reading, but you will be expected to do some reading and research between the workshops.

The workshops will be participative with delegates using current experience and knowledge to explore the content further.

Links:

The programme has been designed by the National Skills Academy Social Care and reviewed and updated by Skills for Care. It is designed around the Manager Induction Standards (MIS) and the specification for the Level 4 Certificate of Leadership and Management in Adult Social Care. It will enable delegates to meet some of the outcomes of the MIS and start to build evidence to develop further for their Level 4 Certificate. Throughout the programme reference will be made to the Leadership Qualities Framework (Skills for Care 2015).

Modern Day Slavery & Human Trafficking Training

Duration

A half day from 9.15am to 1.00pm

Provider

Internal

Target audience

All staff internal and external to the council working in agencies that may come into contact with victims of human trafficking

Course overview

This will be multi-disciplinary training jointly hosted by LCC Children's Services and Adult's Social Care and is open to anyone in Leeds, both within the council and from the Private, Independent and Voluntary Sector.

The course will cover:

Frontline professionals working with vulnerable groups who come may come across victims of human trafficking in their day to day work. Many, however, have limited knowledge and understanding of trafficking, how to recognise the signs or what to do if they suspect that someone is a victim. This can result in victims never being identified or helped, and the perpetrators escaping justice.

By the end of the course you can expect to:

- Explain what human trafficking is and the different types that exist
- Recognise the signs/indicators of different types of trafficking
- Know how to respond appropriately to a victim and a case of human trafficking if and when they come across it

Course format

Taught input and discussion, practitioners are encouraged to bring working examples for discussion. Please be aware that a video is used in this session that could be upsetting to some people due to its content.

Links

This course support:

The Modern Slavery Act 2015

Introduction to Nutritional Care (Reviewed)

The above programme has recently been reviewed and altered. Due to the programme meeting a large target audience we will no longer combine all service areas.

There will be separate programmes run: **Introduction to Nutritional Care for Older People** and **Introduction to Nutritional Care for People with a Learning Disability**.

Duration

A one day course from 9.15am to 4.00pm

Provider

Internal and External

Target audience

This course is aimed at all staff working in direct delivery of services and is available for both internal and external organisations. Please check on PAL which specific session is for your service area and appropriate for you to ensure you book the correct session.

Introduction to Nutritional Care for Older People - Course overview

This course explores the values of improving nutritional care and will include a range of tools that will support workers in taking a person-centred approach.

The course will cover:

- Reflect on why nutrition and hydration is important and consider how this applies to the setting you work in
- Understand the nutritional care standards
- Understand the principles of good nutritional care taken from the Leeds Food Consensus
- Understand your role in providing good nutritional care
- Consider when further support is required
- Understand who can help

Introduction to Nutritional Care for People with a Learning Disability - Course overview

This course is still in the process of being reviewed but it will be available from late July 2018 onwards. Please check PALS for dates.

Links

This course supports:

- Care Certificate
- RCF – Health and Social Care Adults level 2 and level 3 Diplomas
- CQC Essential Standards of Quality and Safety.

Infection Control

Duration

A two hour session from 9.15am to 11.30am

Provider

External

Target audience

This course is aimed at all staff working in health and social care and is available for both internal and external organisations.

Course overview

This is a two hour session designed to identify and discuss personal protective equipment, correct hand hygiene, standard precautions when working with customers, dealing with sharps, COSHH and a brief look at specific infections.

The course will cover:

- The impact of infection within care settings
- Factors that make people vulnerable to infection
- Common organisms that cause infection, including antibiotic resistant types
- How micro-organisms spread in the environment
- What you should know about standard infection control precautions.

By the end of the course you can expect to:

- Apply correct hand hygiene techniques
- Use personal protective equipment correctly
- Understand and apply COSHH
- Understand how to deal with sharps
- Understand infection prevention and control is everyone's responsibility
- Understand that standard infection control precautions must be used when dealing with all customers irrespective of infection status
- Describe the three R's of outbreak management.

Course format

This course will include presentations, handouts, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual needs.

Links

This course supports:

- Care certificate
- CQC Essential Standards of Quality and Safety (Health & Social Care Act)

Understanding Acquired Brain Injury

Duration

A one day course from 9.15am to 4pm.

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of services and is available for both internal and external organisations.

Course overview

This course explores the anatomy and physiology of the brain and what happens in brain injury.

The course will cover:

- How to support individual who may have sustained and are surviving brain injury
- Physical, cognitive and social consequences of brain injury for the individual, families and carers.

By the end of the course you can expect to:

- Understand some basic facts about brain damage
- Understand the use of the Brain Injury Needs Indicator tool (BINI) in social care assessments with people living with brain injury to gauge levels of recovery, insight issues, risk and support required.
- Have techniques to use when communicating with people who are living with an acquired brain injury and their families and carers.

Course format

This course will include presentations, handouts, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual needs.

Links

This course supports:

- Care Act 2014
- Care certificate
- RCF – Health and Social Care Adults level 2 and level 3 diploma.

Introduction to Diabetes

Duration

A half day course from 9.15am to 1.00pm

Provider

External

Target audience

This course is aimed at all staff who work directly with people who have diabetes. The training is available for both internal and external organisations.

Course overview

This course explores what diabetes is, and the basic anatomy and physiology of what happens to cause diabetes.

The course will cover:

- How big is the problem?
- What is diabetes?
- Types of diabetes
- Common indicators of diabetes
- Treatment of diabetes

By the end of the course you can expect to:

- Understand what diabetes is and what causes diabetes
- Have an awareness of the different types of diabetes
- Identify the common signs and symptoms of diabetes
- Have an awareness of how diabetes is treated.

Course format

This course will include a presentations, handouts, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual needs.

Links

This course supports:

- Care certificate
- RCF - Health and Social Care Adults level 2 and level 3 diploma
- CQC Essential Standards of Quality and Safety

Introduction to Epilepsy

Duration

A half day course from 9.15am to 1pm.

Provider

External

Target audience

This course is aimed at all staff or people who come into contact with people with epilepsy. It will review the causes and effects and identify signs and symptoms of epilepsy. You will consider the risk factors and lifestyle issues associated with epilepsy and how to plan effective levels of care for people. The training is available for both internal and external organisations.

Course overview

You will be able to identify particular problems associated with epilepsy, and discuss effective solutions and treatment strategies to improve the quality of a person's life.

The course will cover:

- Participants will review their knowledge of epilepsy and improve their practice and quality of care as a result.

By the end of the course you can expect to:

- Discuss the causes of epilepsy
- Explain the various kinds of epilepsy
- Discuss the signs and symptoms of the nature of an epileptic seizure
- Consider the range and variety of problems experienced by people with epilepsy
- Explore the treatment, support systems and lifestyle advice that can be given to people who have epilepsy and their families.

Course format

This course will include presentations, hand-outs, group work and exercises.

Links

This course supports:

- Care Act 2014
- Care certificate
- RCF – Health and Social Care Adults level 2 and level 3 diploma.

Introduction to Parkinson's disease

Duration

A half day course from 9.15am to 12.30pm

Provider

External

Target audience

This course is aimed at all staff who work directly with people who have Parkinson's disease. The training is available for both internal and external organisations.

Course overview

This course is designed to increase your knowledge and understanding of Parkinson's disease. This course will help you understand the needs of carers and the individual living with Parkinson's disease.

The course will cover:

- The knowledge and understanding of Parkinson's disease
- Challenges associated with the symptoms of Parkinson's
- The role and side effects of medication
- Strategies to meet the communication and cognitive challenges of Parkinson's
- The resources available, including the role of Parkinson's UK, to improve the quality of life of people with Parkinson's and their carers.

By the end of the course you can expect to:

- Understand the key challenges of living with Parkinson's disease, such as the challenges of mobility, communication and swallowing
- Identify the importance of drug management
- Discuss strategies to meet the cognitive challenges of Parkinson's
- Recognise the role of Parkinson's UK
- Evaluate their own practice and support of people with Parkinson's.

Course format

This course consists of direct teaching, videos and interactive workshops involving case studies, plus a range of support literature.

This course supports:

- Care Act 2014
- Care certificate
- RCF – Health and Social Care Adults level 2 and level 3 diploma.

Lone Worker and Personal Safety

A one day course from 9.15am to 4pm.

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of Adult Social Care and is available for both internal and external organisations.

Course overview

This course will cover the skills and approaches required for safe practice whilst out and about in the community and in customers' homes. It will also provide an opportunity to consider appropriate responses to challenging and aggressive behaviour caused by various dementias and other conditions that may occasionally be encountered when working.

The course will cover:

How are you protected? The law, rights and responsibilities of individuals within the organisation and the term "reasonable behaviour" will be discussed and described.

Aggression: Consider the organisation's definitions from the policy document. Physical and non-physical aggression and violence that is reportable, as and when they occur.

Self-awareness: Awareness of own body language and ways people react in anger, fear and stressful situations. Introduction to various models relating to anger and aggression.

Out and about - the basics: Key points of personal safety when out and about in the community. To keep staff safe during and out of hours. What systems to use to manage personal safety.

One-to-one communication - indoors: Issues that can arise between staff and customers.

Out and about - street confrontation: The value of distraction and diversionary techniques, best ways of alerting in public and obtaining a witness, getting away safely, using personal attack alarms.

Home visits potential: Issues that can arise in carrying out home visits and ways to prevent them whilst lone working.

Diffusion techniques: A range of skills and de-escalation techniques.

By the end of the course you can expect to:

- Understand what constitutes aggressive and violent behaviours and the potential for dangerous situations.
- Recognise how conflict situations can develop and appropriate ways of responding in your role as support worker and particularly where the customer's health may be comprised.
- Follow procedures for safer working and ensure that you will work in ways to increase your safety and that of others.

Course format

This course will include presentation, videos, handouts, group exercises. The style of delivery is flexible with scope for adjusting activities to suit individual needs.

Links

This course supports:

- Care certificate
- CQC Essential Standards of Quality and Safety.

Handling Medicines Safely

Duration

A half day course from 9.15am to 12noon

Provider

External

Target audience

This course is aimed at staff where the organisation participates in the Leeds Multi Agency Policy on Assistance with Medication. It is for staff that are required to provide support with medication but have not had any previous medication training.

Course overview

The course will provide knowledge of documentation required and how to provide medication support correctly and safely following good practice guidelines

The course will cover:

- Good practice in medication administration
- Medication Administration Record (MAR) Charts

By the end of the course you can expect to:

- Understand the five rights
- Understand the different levels of medication support
- Understand what to do in a difficult situation regarding medicines
- Have an increased knowledge of MAR charts

Course format

Presentations and scenarios delivered by a Leeds Community Healthcare Pharmacy Technician.

Links

This course supports:

- The CQC Management of Medicines
- Leeds City Council Medication Policy
- Medication difficulties
- Legislation regarding medication

At Home with medicines – Medication Refresher Course

Duration

A half day course from 12.45pm to 3.30 pm

Provider

External

Target audience

Refresher training for staff who are required to provide support with medication. This course is available to both internal and external organisations.

Course overview

The course will refresh your knowledge on the correct way to administer medication and answer queries on problems that may be having while administering.

The course will cover:

- Good practice for medication administration
- Incidents –what to report
- MAR charts and frequently asked questions about MAR charts.

By the end of the course you can expect to:

- Confirm the key learning from the 'At Home with Medicines' course previously attended
- Refresh on correct medication administration procedures and reinforce good practice principles for completing Medication Administration Records (MARs)
- Understand the five rights and know the different levels of medication support
- Understand what to do regarding medicines to ensure the appropriate action is taken when difficulties arise.

Course format

We start the course with a quiz to see what you've remembered and forgotten from the previous course. This is followed by a look at good practice, MAR charts and discussions around frequently asked questions where you are also invited to ask your own. We end the course with scenarios. The trainer is a pharmacy technician.

Links

This course supports:

- The CQC management of medicines
- Leeds City Council Medication Policy

Managing People Performance

Target audience:

This course is aimed at existing managers, supervisors and new managers who have the responsibility for managing other people and their performance. It will be of particular interest to those organisations wanting to improve in the CQC domain of well-led.

Course overview:

People performance management matters and how well we do it has a huge impact on the quality of care that people who use our services receive. This course aims to encourage and enable good people performance management in practice. It looks at how best to manage your people and their performance in any care setting.

The course will cover:

This course will help you to:

- Lead and manage your employees from the moment they join your team
- Review employee performance
- Manage different types of performance
- Have conversations about performance
- Use people performance management techniques to support your existing organisational policies and procedures

Following this training you will be able to:

Invest your time in leading and managing the performance of your employees effectively to ensure that your team, service and organisation are delivering excellent services. You will be able to carry out your responsibility for knowing that your team members are performing well and conducting themselves in a way which aligned to the values of your organisation and to the sector.

Course format:

Learning will be achieved through presentations and scenarios. Participants attending the course will have the opportunity to use practical tools and templates and to network with other managers from across the adult social care sector.

Links:

The course will support the requirements of the Manager Induction Standards (MIS) and the specification for the Level 4 Certificate of Leadership and Management in Adult Social Care. It will enable delegates to meet some of the outcomes of the MIS and start to build evidence to develop further for their Level 4 Certificate. Throughout the programme reference will be made to the Leadership Qualities Framework (Skills for Care 2015) and the CQC requirements within the area of Well-Led.

**For further details please contact Trevor Hewitt, OD Business Partner.
Tel: (0113) 3789339/0789127970**

MCA (A Practice Perspective for Fieldworkers)

Duration

A one day course from 9.15am – 4.30pm

Provider

Internal

Target audience

Social work staff in both internal and external organisations

Course overview

The course will enable Adult Fieldworkers to develop their knowledge and skills around using the MCA 2005 and ensure that their care practices and planning are consistent with the relevant legislation, particularly the Human Rights Act, 1998.

The course will cover:

- The importance of the MCA and who it helps
- The five core principles (s 1)
- How to assess capacity to make decisions (s 2-s 6)
- Ways to make decisions in a person's best interests
- How to help people plan for the future
- DoLS (Deprivations of Liberty Safeguards) - now and in the future.

By the end of the course you can expect to:

- The MCA 2005 – A re-look at the law
- Assessing Capacity in Practice
- Best Interests – What does this mean in Practice?
- Decision making – who makes the decision and what decisions can be made?
- What actions can be taken and what are the limitations?
- Safeguards and Appeals under the MCA 2005
- Attend Best Interest Meetings
- Provide a case law update

Course format

Presentation, discussion and case examples

Links

www.mentalhealthlaw.co.uk

www.amcat.org.uk

<http://www.39essex.com>

Mental Capacity Act in Practice- A Course for Provider Services

Duration

A one day course from 9.15am to 4.30pm.

Provider

Internal

Target audience

This course is aimed at managers and senior staff working in provider services and is available for both internal and external organisations. Participants are expected to have knowledge of the MCA (2005), and the code of practice.

Course overview

The course will support care providers to show that their care practices and care planning are consistent with the Mental Capacity Act 2005. It explains the importance of putting the person at the centre of the decision making process.

The course will cover:

- The five key principles: embedding them into daily practice
- The main elements of the Mental Capacity Act 2005
- Awareness of the decision and time specific nature of capacity
- Awareness of the role of 'decision maker'
- Recording assessments of capacity and recording best interest decisions
- What the law says about 'acts in connection with care and treatment'
- Your responsibility to involve others in decision making.

By the end of the course you can expect to:

- Apply the principles of the Mental Capacity Act (2005)
- Familiar with the Code of Practice
- Assess capacity to make a decision
- Use the best interest checklist
- Appropriately record capacity assessments and best interest decisions
- Understand what help and support somebody will require to make a decision
- Demonstrate knowledge of who should be involved in best interest decisions
- Understand what the Mental Capacity Act says about the use of restraint
- Identify restrictive practices and respond appropriately to their use.
- Provide a case law update

Course format

This course will include handouts, group work and exercises, and the style of delivery is flexible with scope for adjusting activities to suit individual's needs.

Links:

This course supports:

- Mental Capacity Act 2005
- CQC Essential Standards of Quality and Safety.
- NICE guidance on Decision Making and Mental Capacity

Mental Capacity Act in the Workplace - A Course for Frontline Care Staff

Duration

A half day course from 9.15am to 1pm

Provider

Internal

Target audience

This course is aimed at front line staff, within provider services and is available for both internal and external organisations.

Course overview

The course will identify that care practices and care planning are consistent with the Mental Capacity Act 2005. It explores the importance of putting the person at the centre of the decision making process.

The course will cover:

- The main elements of the Mental Capacity Act 2005
- The five key principles: embedding them into daily practice
- Awareness of the decision and time specific nature of capacity
- Awareness of the role of 'decision maker'
- Recording assessments of capacity and best interest decisions
- What the law says about 'acts in connection with care and treatment'
- Awareness of who could be involved in the decision making process.

By the end of the course you can expect to:

- Apply the principles of the Mental Capacity Act 2005
- Evidence compliance with the Code of Practice
- Assess capacity to make a decision
- Use the best interest checklist
- Appropriately record capacity assessments and best interest decisions
- Understand what help and support somebody will require to make a decision
- Demonstrate knowledge of who should be involved in best interest decisions
- Understand what the Mental Capacity Act says about the use of restraint.

Course format

This course will include a presentations, handouts, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual's needs.

Links

This course supports:

- Care Act 2014
- Care Certificate
- RCF – Health and Social Care Adults level 2 and level 3 diploma
- CQC Essential Standards of Quality and Safety

Mental Health Awareness

A one day course from 9.15am to 1.00pm.

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of services and is available for both internal and external organisations.

Course overview

The aim of this training is to start participants thinking about what mental health is, and how best to respond to someone who may be in distress.

The course will cover:

- Models for understanding mental health
- Current perspectives on mental health such as causes and approaches
- Key roles in mental health provision
- How to respond to someone in crisis

By the end of the course you can expect to:

- Know what the term mental health means
- Have learned about how feelings are a good place to start in thinking about mental health
- Have looked at the best way to be a first responder
- Know some of the common areas considered in psychiatry

Course format

This course will include a presentation, group work, practice and exercises. The style of delivery is very interactive and makes full use of participants' own knowledge and experience.

Links

This course supports:

- Putting People First
- RCF – Health and Social Care Adults level 2 and level 3 diploma.

National Minimum Data Set – Social Care

Target audience:

This course is aimed at owners, managers, commissioners, administrative staff and regulators.

Course overview:

The NMDS-SC holds adult social care workforce data. This includes how many workers there are, what type of jobs they do, where they are based and what sort of service they work in, amongst many other things. As a care home owner or manager you may also be interested to know if; you pay more or less than your competitors, if you lose more staff, if your staff are better qualified etc. This course will help you to get the most from the NMDS-SC and that it is being used to support you and your organisation.

The course will cover:

This course will help you to:

- Get the most out of the NMDS-SC
- Find answers to some of the workforce questions that you may have
- Become familiar with the dashboards
- Understand how the CQC uses the NMDS-SC data
- Use the data and other applications in your business

Following this training you will be able to:

Understand how the NMDS-SC can support you and your organisation. It will also enable you to make the most of your NMDS-SC account and in doing so you will be able to:

- Apply to the Workforce Development Fund
- Record which workers have completed the Care Certificate
- Create and export information using reports about your workers
- Access reports and publications about the sector
- Access e-learning free of charge

Course format:

Learning will be achieved through presentations and demonstrations. Participants attending the course will have the opportunity to use practical tools and templates and to network with other managers from across the adult social care sector.

Links:

The knowledge and skills developed through this course will help you to meet the CQC inspection requirements.

For further details please contact Trevor Hewitt, OD Business Partner.

Tel: (0113) 3789339/0789127970

Personal Care

Duration

A one day course from 9.15am to 4pm

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of services and is available for both internal and external organisations.

Course overview

The course will enable front line staff to use a professional approach when supporting an individual with their personal care.

The course will cover:

The key themes of record keeping, confidentiality, privacy, dignity, communication, teamwork, accountability, responsibility, clinical governance.

- Personal hygiene
- Pressure area care
- Continence
- Medication

By the end of the course you can expect to:

- Practice sensitively to maintain a person's dignity and promote good hygiene
- Recognise and contribute to the prevention of pressure sores
- Understand the reasons for use and correct application of catheters; connecting and emptying
- Understand the common types of continence problems experienced and the continence aids available
- Ensure safe practice when providing medication support
- Understand and apply the basic rules for information sharing and confidentiality
- Understand the roles of other health professionals.

Course format

This course will include a presentation, handout booklet, exercises and group discussion.

Links

This course supports:

- CQC Essential Standards of Quality and Safety
- Skills for Care Common Induction Standards
- RCF – Health and Social Care Adults level 2 and level 3 diploma.

Positive Risk Management

Duration:

A half day course from - 9.15am – 12.00pm or 1.00pm – 3.45pm

Provider:

Internal

Target audience:

This course is aimed at all Adult Social Care staff, who provide direct care & support in their role, and is available for both internal and external organisations.

Course overview:

The course will help delegates to think about how they can best support the people they care for when considering any risks, and breaking down how we can manage and minimise those risks positively.

The course will cover

- Looking at why you need to complete a risk assessment
- Being clear about your duty of care, in responding and managing risk, and also who owns the risk
- Involving family and carers
- Making defensible decisions
- Identifying when a Risk assessment needs to be reviewed

Following this training you will to:

- Think through risks, and know how to manage them positively
- Understand the principles of positive risk management
- Incorporate independence, choice and wellbeing when completing a risk assessment

Course format

The session will include a presentation, group discussions, practical activities, and hand-outs.

Links

The Care Act 2014 and the Care and Support Statutory guidance

CQC Regulations

Reflective Supervision and Appraisals

Duration:

A one day course – 9.15am – 4.30pm

Provider:

Internal

Target audience:

This course is aimed at existing managers, supervisors and new managers who have the responsibility for managing other people and their performance. Effective supervision and workplace assessment is essential for any social care organisation, and may be useful for individuals who employ their own care workers. This course is available for both internal and external organisations.

Course overview:

Effective supervision and appraisal is important to all, especially those working in social care. This course aims to encourage and enable good supervision and appraisal resulting in increased productivity, reduced absenteeism, and positive workplace culture and to increase the quality of care being delivered in any care setting.

The course will cover:

- Understand what supervision is and its benefits
- Understand the role of the supervisor and what is expected
- What to look for from a supervisor and how to develop supervisors
- Recognise different approaches to supervision
- Understand the annual appraisal process
- Set objectives and review performance
- Effective language and communication
- Managing Difficult conversations

Following this training you will be able to:

Use effective supervision and appraisal, invest your time in leading and managing the performance of your employees effectively to ensure that your team, service and organisation are delivering excellent services. You will be able to carry out your responsibility for knowing that your team members are performing well and conducting themselves in a way which aligned to the values of your organisation and to the sector.

Course format:

Learning will be achieved through presentations and scenarios. Participants attending the course will have the opportunity to use practical tools and templates and to network with other managers from across the adult social care sector.

Links:

The course will support the requirements of the Manager Induction Standards (MIS) and the specification for the Level 4 Certificate of Leadership and Management in Adult Social Care. It will enable delegates to meet some of the outcomes of the MIS and start to build evidence to develop further for their Level 4 Certificate. Throughout the programme reference will be made to the Leadership Qualities Framework (Skills for Care 2015) and the CQC requirements within the area of Well-Led.

Safeguarding Adults for Managers and Supervisors

Duration

A one day course from 9.15am to 4.30pm

Provider

Internal

Target audience

This course is aimed at all front line managers and their senior managers in both internal and external organisations. This includes domiciliary services, residential and nursing homes, day care and supported living services. This training is essential for all managers undertaking the role of Safeguarding Concerns Manager and raising concerns with the Local Authority about the abuse or neglect of adults with care and support needs. The training is available for both internal and external organisations.

Course overview

This course is based on the West and North Yorkshire and York Multi-agency Safeguarding Adults Policy and Procedure.

The course will cover:

The course enables staff to:

- Understand the aims of safeguarding adults, the legal framework and the requirements set out in the multi-agency safeguarding adults policy and procedures
- Consider how to prevent abuse and neglect from taking place
- Be clear about their role and responsibilities within the multi-agency safeguarding adults procedures in responding to concerns and those of their staff
- Reflect on the impact of the Mental Capacity Act (2005) on safeguarding and
- Explore some of the challenges in adult safeguarding
- Understand the importance of placing the person's wishes and views at the core of the process
- Consider how to develop a positive safeguarding culture
- The West and North Yorkshire and York Multi-agency Safeguarding Adults Policy and Procedures, your role and your legal duties.

Course Format

This course will include a presentations, handouts, group work and exercises.

Links

This course supports:

- West and North Yorkshire and York Multi-agency Safeguarding Adults Policy and Procedures
- Care Act 2014
- Care and Support Statutory Guidance
- Fundamental Standards (Health and Social Care Act 2008 (Regulated Activities Regulations 2014))

Safeguarding Adults: The role of the Person raising a Concern

Duration

A half day course from 9.15am to 12.00pm or 1.00pm to 3.45pm

Provider

Internal

Target audience

This course is aimed at all staff who do not have a supervisory or management role but have a duty to respond to safeguarding concerns and risks appropriately. The training is available for both internal and external organisations. This training is mandatory for ASC Care and Support staff.

Course overview

This course is based on the West and North Yorkshire and York Multi-agency Safeguarding Adults Policy and Procedure. The course enables staff to:

- Understand: what safeguarding adults is and what a safeguarding adults procedures response is
- Be aware of: potential abuse types and factors to consider
- Gain confidence in your role in: preventing and responding to abuse and neglect
- Know how to: raise a concern and what might happen next

The course will cover:

The West and North Yorkshire and York Multi-agency Safeguarding Adults Policy and Procedures, your role and your legal duties

By the end of the course you can expect to:

- To describe and apply safeguarding adults procedures
- To define what we mean by 'adult at risk'
- To identify types, causes, signs and signals of abuse
- To recognise the stresses involved in dealing with allegations of abuse and identify support systems.

Course format

This course will include a presentation, handouts, group work and exercises.

Links

This course supports:

- West and North Yorkshire and York Multi-agency Safeguarding Adults Policy and Procedures
- Care Act 2014
- Care and Support Statutory Guidance

Refresher: Safeguarding Adults: The role of the Person raising a concern

Safeguarding Adults – The role of the person raising a concern - Refresher Training

There is a requirement for staff who undertake the Safeguarding Adults training to complete the refresher training. This is a six year process where staff are required to attend face to face classroom training in the first instance, followed three years later by refresher training (workbook or e-learning) and three years following that they must re-attend face to face classroom training again. Refresher training is now available and can now be accessed through the Performance and Learning System site (PALS) or by contacting the Business Support Centre (BSC).

There are 2 ways in which staff can undertake their refresher training:

- E-learning
- A refresher workbook

Safeguarding Adults – The role of the person raising a concern - E-learning

You can work your way through E-learning module learning at your own pace. Your progress through a course is automatically tracked, so you can return to a module at your convenience.

Safeguarding Adults – The role of the person raising a concern - Refresher workbook

Work your way through a workbook at your convenience to refresh your knowledge. Read through the information and answer the questions as you go along. You can even get together with colleagues and discuss the answers.

To complement the workbook an answer booklet is also available for managers.

If you are having problems running or accessing any of the content, please contact Training & Administration team on **3785274**

Understanding Stroke and its Effects

Duration

One day course from 9.15am to 4.00pm

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of services and is available for both internal and external organisations.

Course overview

This course explores the brain, what a stroke is and the effects it can have on the individual, carer and family. It discusses how to prevent a stroke and how to promote recovery.

The course will cover:

- The brain
- Types of stroke
- The effects of a stroke both physical and psychological
- Effective communication
- How stroke impacts on family and friends
- Prevention.

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

- Understand how the brain works
- Understand what a stroke is
- Understand signs of a stroke and actions that need to be taken
- Understand the outcomes of stroke - both physical and psychological
- Practical understanding of how to work with stroke survivors with the various stroke outcomes
- Best practice in prevention

Course format

This course will include a presentations, handouts, group work and exercises.

The style of delivery is flexible with scope for adjusting activities to suit individual's needs.

Links:

This course supports:

- Care act 2014
- Care Certificate
- CQC Essential Standards of Quality and Safety
- The National Stroke Strategy
- NICE stroke care guidelines

Stroke – Working with Communication And Swallowing Problems

Duration

A half day course from 9.15am to 12.30pm

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of services and is available for both internal and external organisations.

Course overview

This course explores:

- Problems with communication and swallowing.
- How to communicate effectively
- Safe nutritional intake.

The course will cover:

- The process of communication and swallowing
- Tools for communication
- Promoting safe nutritional intake
- Effective Communication
- The social impact of these difficulties
- The multidisciplinary team approach.

By the end of the course you expect to:

- Know what happens when we swallow
- Have considered the impact of impaired swallowing on quality of life
- Know how we communicate
- Understand ways of helping people communicate for their maximum quality of life
- Understand the importance of the multidisciplinary team.

Course format

This course will include a presentations, handouts, group work and exercises.

The style of delivery is flexible with scope for adjusting activities to suit individual's needs.

Links:

This course supports:

- Care Act 2014
- Care Certificate
- CQC Essential Standards of Quality and Safety

Values Based Recruitment & Retention

Target audience:

This workshop is aimed at existing managers in both internal and external organisations who have the responsibility for recruiting staff. It will be of particular interest to those organisations wanting to improve in the CQC domain of well-led.

Course overview:

The workshop will support managers and recruiters to develop their knowledge and skills in the vital area of recruitment, retention and induction, helping you to find the right people for your organisation. Recruiting people for their values and behaviours ensures that you get the right people to work in your organisation, who know what it means to provide high quality care and support.

The course will cover:

This course will help you to:

- Identify your values
- Embed your values
- Include values in your recruitment and selection
- Reinforce values in induction
- Include values in supervision, appraisal and progression reviews
- Ensure values are embedded in your leadership and management
- Check values

Following this training you will:

- Be better equipped to find the right people for your organisation
- Be able to use values based interviewing
- Be able to establish strong workplace values and ensure that your workforce matches them
- Be able to reduce time and wasted resources in recruiting the wrong people

Course format:

Participants attending the course will have the opportunity to use practical tools and templates to develop their understanding of the subject.

Links:

The programme has been designed by Skills for Care. It will support the Manager Induction Standards (MIS) and the knowledge requirements for the Level 4 Certificate of Leadership and Management in Adult Social Care.

**For further details please contact Trevor Hewitt, OD Business Partner.
Tel: (0113) 3789339/0789127970**

Training Dates

Course Title	Dates	Times
Induction Brief & Information Day for New Starters	16 May 2018 21 June 24 July 26 September 23 November 7 January 2019 6 February 20 March	9.00am – 4.30pm
Assessing & Supporting Carers	6 June 2018 27 November 7 February 2019	9.15am – 4.30pm
Autism Awareness	22 May 2018 3 September 7 November 8 January 2019 14 March	9.15am – 1.00pm
Basic Bereavement Skills	15 May 2018 5 September 6 December 27 March 2019	12.45pm – 4.00pm
Better Conversations, Strength Based and Person Centred Approaches	1 May 2018 4 July 25 September 22 November 18 January 2019 18 March	9.15am – 4.30pm
De-Escalation Techniques (Responding To Aggressive Behaviour)	25 April 18 14 May 30 May 15 June 3 July 19 July 1 August 13 August 5 September 21 September 4 October 30 October 15 November 30 November 12 December 15 January 2019 31 January 14 February 13 March 26 March	9.15am – 1.00pm or 12.45pm – 4.30pm

Course Title	Dates	Times
Dementia Awareness	24 April 18 16 May 28 June 4 September 17 October 5 November 10 January 2019 13 March	9.15am – 4.15pm
Dementia Awareness Advanced Skills	9 May 18 3 October 7 March 19	9.15am – 4.15pm
Dignity in Care	20 April 18 5 July 8 November 19 February 19	9.00am – 12.30pm or 1.00pm – 4.30pm
DOLS (Deprivation of Liberty Safeguards)	4 July 18 28 November	9.15am – 1.00pm
End of Life Care	24 May 2018 25 September 3 December 5 March 2019	9.15am – 3.30pm
Equality, Diversity and Inclusion	19 April 2018 22 May 14 June 25 July 7 August 14 September 19 October 13 November 6 December 21 January 2019 25 February 5 March	9.15am – 1.00pm or 12.45pm – 4.30pm
Food Hygiene Awareness/Refresher	17 April 2018 25 May 10 July 6 September 24 October 10 December 30 January 2019 20 March	9.15am – 1.00pm
Getting to know Family Carers	12 June 2018 9 January 2019	9.15am – 12.30pm

Course Title	Dates	Times
Infection Control	24 April 2018 23 May 21 June 10 July 17 September 29 October 5 December 22 January 2019 14 March	9.15am – 11.30am
Introduction to Nutritional Care	Dates to be confirmed	9.15am – 4.00pm
Introduction to Diabetes	25 April 2018 17 July 6 November 6 March 2019	9.15am – 1.00pm
Introduction to Epilepsy	16 May 2018 14 August 14 November 7 February 2019	9.15am – 1.00pm
Introduction to Parkinson's Disease	2 May 2018 12 July 16 October 27 February 2019	9.15am – 12.30pm
Lead to Succeed Programme	Programme One 21 June 2018 26 July 23 August 20 September 4 October Programme Two 25 October 29 November 18 December 24 January 2019 21 February	9.30am – 4.30pm
Lone Worker and Personal Safety	17 April 2018 20 June 16 August 10 October 15 January 2019 14 March	9.15am – 4.00pm

Course Title	Dates	Times
Mental Capacity Act in Practice – A course for Provider Services	27 April 2018 31 May 4 June 26 July 6 August 19 September 19 October 27 November 13 December 23 January 2019 21 February 25 March	9.15am – 4.30pm
Mental Health Awareness	21 May 2018 18 July 16 October 10 December 26 February 2019	9.15am – 1.00pm
MCA – A Practice perspective for fieldworkers	27 June 18 31 October	9.15am – 4.30pm
Mental Capacity Act in the Workplace – A course for Frontline Care Staff	5 April 2018 24 April 11 May 7 June 25 June 18 July 9 August 6 September 28 September 18 October 7 November 28 November 13 December 8 January 2019 11 February 4 March	9.15am – 1.00pm or 12.45pm – 4.30pm

Course Title	Dates	Times
At home with Medicines - Medication Refresher	26 April 2018 15 May 8 June 21 June 9 July 21 August 7 September 11 October 25 October 16 November 30 November 11 December 10 January 2019 29 January 15 February 5 March 25 March	12.45pm – 3.30pm
Handling Medicines Safely	26 April 2018 15 May 8 June 21 June 9 July 21 August 7 September 11 October 25 October 16 November 30 November 11 December 10 January 2019 29 January 15 February 5 March 25 March	9.15am – 12.00
Legal Training for Social Work Team Managers & SDM's	19 September 2018 6 February 2019	9.30 am – 11.30am
Managing People Performance	Dates to be confirmed	
Modern Day Slavery & Human Trafficking	9 May 2018 17 July 11 September 21 November 21 January 2019 12 March	9.15am – 1.00pm
National Minimum Data Set – Social Care	Dates to be confirmed	

Course Title	Dates	Times
Personal Care	3 May 2018 16 July 3 October 15 January 2019 13 March	9.15am – 4.00pm
Positive Risk Management	30 April 2018 17 May 20 June 23 July 22 August 11 September 5 October 17 October 1 November 15 November 9 January 2019 21 January 5 February 6 March 14 March	9.15am – 12.00 or 1.00pm – 3.30pm
Reflective Supervision and Appraisal	26 April 2018 9 May 5 June 11 July 10 August 10 September 10 October 12 November 6 December 8 January 2019 4 February 21 March	9.15am – 4.30pm
Safeguarding Adults for Managers and Supervisors	18 April 2018 22 May 28 June 16 July 8 August 12 September 12 October 19 November 4 December 16 January 2019 26 February 29 March	9.15am – 4.30pm

Course Title	Dates	Times
Safeguarding Adults: The role of the person raising a concern	11 April 2018 17 April 27 April 30 April 10 May 17 May 23 May 29 May	9.15am – 12.00 or 1.00pm – 3.30pm
Safeguarding Adults: The role of the person raising a concern	8 June 13 June 20 June 25 June 5 July 10 July 20 July 23 July 8 August 22 August 7 September 11 September 17 September 27 September 5 October 8 October 17 October 23 October 1 November 6 November 15 November 21 November 26 November 7 December 12 December 9 January 2019 17 January 21 January 30 January 5 February 13 February 22 February 28 February 6 March 14 March 19 March 27 March	9.15am – 12.00 or 1.00pm – 3.30pm
Understanding Acquired Brain Injury	27 June 2018 23 October 14 February 2019	9.15am – 4.00pm

Course Title	Dates	Times
Understanding Stroke and its effects	17 May 9 October 13 February 2019	9.15am – 4.00pm
Stroke – working with communication and swallowing problems	12 September 2018 24 January 2019	9.15am 12.30pm
Values Based Recruitment and Retention	Dates to be confirmed	

Leeds Community Equipment and Telecare service

We aim to provide Community Equipment and Telecare training courses that are informative, practical and empowers colleagues to provide the right equipment quickly to enable people to live independent and inclusive lives."

The Community Equipment and Telecare Service provide training on a number of different aspects of the Service. As a joint service these courses are available to Adults and Health (Adults and Children). Please book early.

Social Care colleagues please note that BSC do not take course bookings for Practical Bed Demonstration and Basic Equipment Training courses

To apply:

For **Practical Bed Demonstration & Basic Equipment Training** please contact:

Workforce Development Unit - The new email address is lch.wfi@nhs.net Also please note, to book a place delegates should go to Employee Self Service via ESR first, only those that do not have access to CIS (ASC) are able to call on 0113 2033451. A booking will be accepted up to one week before the course date.

All colleagues please note that BSC do not take course bookings for Telecare Training courses

To apply:

For **Telecare Training** email telecare@leeds.gov.uk with your name, contact number, work base and Job title. A booking will be accepted up to one week before the course date.

Please note all these courses will take place at:

Assisted Living Leeds

The address is: 81 Clarence Road, Leeds, LS10 1LZ

Please report to reception

.....Leeds Community Equipment and Telecare Service

Course Title	Dates	Times
Basic Equipment	18 June 18 June 15 August 15 August 26 September 26 September	9.30am – 12.30pm 1.30pm – 4.30pm 9.30am – 12.30pm 1.30pm – 4.30pm 9.30am – 12.30pm 1.30pm – 4.30pm
Practical Bed Demonstration	6 July 12 July 16 August 28 September	9.30am – 3.30pm
Telecare Training	16 May 20 June 11 July 22 August 12 September 24 October 14 November	10.00am – 12.00

Leeds Community Equipment and Telecare service – Course Summaries

Basic Equipment Course

This half day session will equip attendees with the skills required to assess a person's need for basic equipment. At the end of the training, attendees should be confident in assessing for bathing equipment; bed accessories; toileting equipment; chair and seating accessories and kitchen and household accessories. Attendees will have the opportunity to gain 'hands on' experience in assembling and disassembling equipment. They will also have the opportunity to share experiences of where they have used a piece of equipment or, of an instance where they think the equipment would be particularly useful.

Practical Bed Demonstration

The aim of this training is to equip participants with the knowledge, skill and confidence to provide effective assessments for beds and associated equipment. This is aimed at new assessors and those requiring a refresher on beds and associated equipment that is available from the Leeds Community Equipment store; this training is available to health and Adults & Health assessors. At the end of the course participants will be able to identify the correct equipment for use in the home including equipment for use with: a service users own bed and an electric profiling bed.

Telecare training

This training is aimed at social care and health colleagues who are eligible to make a referral to the Leeds Telecare Service e.g. social workers and social work assistants, occupational therapists and occupational therapist assistants, district nurses, community matrons.

The training aims to increase knowledge and understanding of Telecare technology, its application and associated benefits across a range of client groups. At the end of the training, attendees will know what Telecare is, how it works and what equipment is available. They will also be able to identify a range of Telecare solutions to meet the assessed needs and know how to make a referral for Telecare equipment to the Leeds Telecare Service.

Getting to ALL

Car

Please Note: - There is NO onsite parking at ALL

To reach Assisted Living Leeds by car follow the brown tourism signs for the Royal Armouries with the 'horned helmet' logo. The Royal Armouries is extremely well signposted on all major routes in and around Leeds.

- From the North: Follow brown tourism signs on the A64
- From the East: M62 east users exit M621 at junction 4 and follow the brown tourism signs.
- From the South: M1 users exit M621 at junction 4 and follow the brown tourism signs. A1 users follow brown tourism signs on the A64
- From the West: M62 users exit M621 at junction 3 and follow the brown tourism signs
When using a Sat Nav use postcode LS10 1LZ.

There is limited on street parking available on Carlisle Road and Armouries Drive for a maximum of two hours. We ask that you refrain from parking there if possible as moving cars is disruptive to training sessions. There is the Clarence Dock Multi Story Car Park on Armouries Drive which is directly across the road from Assisted Living Leeds

Bus

The following bus services run from Leeds city centre to Assisted Living Leeds:

- Geldard Coaches – 28B
- First Leeds – 28
Alight at Liberty Dock student halls of residence, this is directly across the road from Assisted Living Leeds.
- The 28 and 28B use the following bus stops from Leeds City Centre
- Leeds University – 5 – Outside Blackwell's book shop (28, 28B)
- Albion Street – J6 – outside St. John's Centre (28, 28B)
- Eastgate – G1 (28B)
- Vicar Lane – M4 – opposite Victoria Quarter (28, 28B)
- York Street – F5 – outside Leeds Bus/Coach Station (28, 28B)
- Chadwick Street – A1 (28, 28B)
- Liberty Dock – Student Halls of Residence (28, 28B)

Please check with operator

Walk

- A 10 minute walk from Leeds Bus Station – follow the signs to Royal Armouries.
- A 20 minute walk from Leeds Rail Station - follow the signs to Royal Armouries.

Please allow plenty of time for your journey. In line with other training courses, if you are more than twenty minutes late you will not be allowed to join the course



Forward Leeds is the new alcohol and drug service in Leeds for adults, young people and families. They are offering the following free sessions below.

Early Intervention Alcohol Training To enable front-line staff to identify and screen for alcohol use & the level of associated risk, give simple brief advice using evidence based practice and make referrals to appropriate service if necessary.

Objectives:

- To provide practitioners with up to date information related to alcohol use, including government guidance and recommendations.
- To provide tools for practitioners to use to appropriately assess for alcohol use and to be able to identify the level of risk.
- To provide resources and techniques to build confidence across the Leeds Workforce in delivering early interventions and brief advice around alcohol.

Early Intervention Drugs Training To provide resources and techniques to build confidence across the Leeds Workforce, in screening adults for substance misuse and the delivery of early interventions and brief advice around their drug use.

Objectives:

- To look at different types of drug use, from experimental use through to dependent use.
- To look at different categories of drugs in terms of stimulants, depressants and hallucinogens – and their short term and long term effects on physical and mental health.
- To provide practitioners with an opportunity to use skill based practice.

What	When	Time
Alcohol	24 th April 2018	9.15am – 4.00pm
Drugs	8 th May 2018	9.15am – 4.00pm
Alcohol	19 th June 2018	9.15am – 4.00pm
Drugs	9 th July 2018	9.15am – 4.00pm
Alcohol	12 th September 2018	9.15am – 4.00pm
Drugs	16 th October 2018	9.15am – 4.00pm
Alcohol	20 th November 2018	9.15am – 4.00pm
Drugs	12 th December 2018	9.15am – 4.00pm
Alcohol	9 th January 2019	9.15am – 4.00pm
Drugs	6 th February 2019	9.15am – 4.00pm
Alcohol	6 th March 2019	9.15am – 4.00pm

Where – Enterprise House, 12 St Pauls street, LEEDS LS1 2LE

Booking – LCC staff search ‘Early Intervention’ on PaLs. For **External Organisations** please email BSC.training.administration@leeds.gov.uk with your name, address & contact details or call them on 0113 2475570 together with the session you would like to book.

Welfare Benefits Training

For further information on Welfare Benefits training, please contact Welfare Benefits on

0113 3760434 or email

Welfare.Rights@leeds.gov.uk

FREE



Social Care learning materials and information available

Flexible learning - the way forward

Individual
Learning

News
Desk

Discussion
Board

Group
Learning

Personal
Development
Plan

KEY FEATURES

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

1

2

3

1 Go to www.scils.co.uk or www.eils.co.uk

2 Click on register and Enter the
Registration Number below

3 Create your own username and password

REGISTRATION NUMBER:
358LECC

If you have any difficulty or require any information contact SCILS:
tel: 0115 923 0200 email: info@scils.co.uk

The Organisational Development (OD)

General Contact Telephone Numbers

- 0113 3785032

Senior OD Business Partner

- Tracey Cooper

OD Business Partner

- Rebecca Hewitt
- June Rollins
- Trevor Hewitt

Senior HR Officers (OD) Adults

- Gill Dickinson
- Kath Waring

HR Officer (OD) Adults

- Victoria Robbins
- Shahida Mahmood
- Paul Tyler-Graham
- Tara Brady
- Jane Brown
- Helen Riley
- Helen Collins

Local OD Admin Support

- Debbie Lendhill - HR Officer
- Val Gant - Admin Assistant
- Jo Airlie – Receptionist/Admin



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Telephone: **0113 222 4401**

Textphone: **0113 222 4410**