



Managing Conflict and Personal Safety - Half day

Achieving positive outcomes effectively managing difficult situations with service users.

Identifying situations which may compromise the safety of staff and acting to ensure personal safety. The Lone Worker and personal safety guidelines.

- common causes of conflict
- forms of 'communication'
- how communication can break down
- 'communication models' that can assist conflict resolution
- patterns of behaviours
- examples of the different warning and danger signs
- the use of distance when dealing with 'conflict'
- different methods for dealing with possible conflict situations
- guidelines for personal safety

Residential/Nursing Care staff and Home Care Staff

Behaviour as Communication – Half day HSC 3045, HSC 2012

Understanding the factors influencing behaviour that challenges services or which leads to the exclusion of individuals within a care environment. Developing proactive and reactive strategies to promote positive behaviour.

- define what is meant by challenging behaviour
- identify personal factors that can trigger aggression
- Increase assertion skills
- Support clients in distress
- communication skills
- Carry out an ABC analysis of challenging behaviour
- Work out the pros and cons of over and under control
- List environmental causes of aggression
- Develop de-escalation techniques
- Understand the legal and professional issues involved in restraint
- Be prepared when faced with danger
- Know what to do after an incident

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Introduction to Care Legislation and Policy – Half day

Understanding the legislation and policy that underpins best practice and ensuring that current policies are embedded in care provision.

- Understanding the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010
- Working with Outcomes identified in 'Essential Standards of Quality & Safety.'
- Person Centred Care.
- Mental Capacity Act & Deprivation of Liberty standards

Managers, Deputy Managers Operational Managers in residential/nursing or domiciliary care settings

Person Centred Planning & Risk Management – Half day HSC 3020, DEM 304

Developing person centred care plans that meet the assessed needs and aspirations of service users. Introduction to whole of life planning and life story books. Identifying risk and encouraging positive risk taking and its management to maintain independence.

- Working together with service users to identify individual needs and aspirations.
- Developing staff and service user friendly care plans.
- Providing care in the 'best interest' of a service user.
- Identifying levels of risk.
- Creative care planning
- Simplifying care planning systems
- Pictorial representation in care planning.
- Customer Feedback and Quality Care

Residential/Nursing Care staff and Home Care Staff



Tissue Viability Awareness – Half day HSC 2024

Understanding how effective pressure area care can prevent and reduce wounds improving outcomes for service users. Risk assessment, care planning and maintenance of equipment.

- Recognise regulatory requirements
- Understand issues of Safeguarding
- Describe common sites for pressure sores to develop
- Identify those at greatest risk of developing pressure sores
- Differentiate between pressure, shear and friction forces
- Understand the different grades of pressure sores
- Understand the risk factors for pressure sores
- Outline the role nutrition plays in the treatment & prevention of skin damage
- Recognise the aids to prevent & relieve pressure
- Identify the importance of appropriate documentation
- Gain an overview of dressing selections and products

Residential/Nursing Care staff and Home Care Staff

Infection Control – Half day

Infection Control – Link workers & Leads – Half day Refresh.

- Definition of Infection Control
- How individuals become infected through the chain of infection
- Different types of germs and infection
- Health Care Associated Infections
- The importance of infection control and the management of HCAI
- How to wash hands effectively and appropriately
- National Patient Safety Agency guidelines on cleaning & cleanliness
- Personal protective equipment
- Prevention of infection
- The importance of policy and legislation regarding infection control
- Regulatory requirements CQC and Health & Safety at Work Act 74

Residential/Nursing Care staff and Home Care Staff



Health and Safety - Half day

Understanding risks to safety in the workplace and how to assess their impact on staff and service users. Legislation and Reporting Incidents.

- What is Health and Safety
- Health and Safety related accidents and ill-health.
- Health and Safety in the workplace
- Legal responsibilities and requirements
- Policies and Procedures
- Workplace hazards
- RIDDOR (including April 2012 update)
- Accident Reporting and Record Keeping

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Dignity in Care - Half day

Understanding how institutions, institutional and staff behaviour erodes personal dignity. Challenging and changing practice to promote dignity and privacy.

- Enabling people to make choices about the way they live and the care they receive.
- Ensuring clear dialogue between workers and services.
- Identifying and challenging institutional behavior.
- Respecting people's personal space, privacy in personal care and confidentiality of personal information.
- Meanings of dignity
- Dignity challenges
- Dignity champions

Residential/Nursing Care staff and Home Care Staff



Autistic Spectrum Condition - Half day

Understanding how autistic spectrum disorders influence the way in which individuals respond to different situations and staff. Developing care plans to maximise the individual service users opportunities to maintain or attain independence.

- Introduction to Autism & Aspergers syndrome in adults
- The range of disorders within the spectrum
- Pervasive Developmental Disorders
- Triad of Impairment
- Communication
- Understanding our behavior and how it affects communication
- Behaviour that challenges.
- Behavioural triggers and management.

Residential/Nursing Care staff and Home Care Staff

Record Keeping and Incident reporting - Half day

Ensuring that the provision of care is reported accurately and in a way that provides information to maintain continuity of care. Responsibilities of individuals and organisations to report significant events to the Local Authority, CQC, Health Protection Agency, and the Health & Safety Executive.

- The importance of recording how we provide care
- Understanding confidentiality
- Professional boundaries.
- Current legislation
- The importance of the data protection act.
- Maintaining confidentiality
- Effective record keeping and reasons for recording objectively.
- Daily recording in Care plans
- Accident, incident and complaint writing.
- Legal & regulatory responsibilities to record.

Managers, Deputy Managers Operational Managers in residential/nursing or domiciliary care settings. Residential/Nursing Care staff and Home Care Staff



Assessing Risk – Falls, Nutrition, MUST, Waterlow – Half day

Using risk assessment tools to develop, maintain and review care plans to ensure the health and welfare of service users is maintained. Recording and reviewing risk.

- Using assessment tools.
- Interpreting results of assessments.
- Using risk assessment tools to inform care plans
- Outcome focused risk planning.
- Reviewing risk
- Triggers for re-assessment and review.

Managers, Deputy Managers. Senior care workers.

Compliance with Registration - Outcome 16 Quality Assurance Systems (Managers) – Half day

Developing and using a suite of audit tools and quality assurance measures to ensure that service users achieve positive outcomes. To ensure the organisation is compliant with CQC 'Essential Standards of Quality & Safety'.

- Applying a range of Audit tools to ensure positive outcomes.
- Sources of information on assessing quality
- Legal & Statutory requirements.
- Contract compliance systems
- Self assessment tools.
- Audit trails and analysis.
- Setting standards.

Managers, Deputy Managers Operational Managers in residential/nursing or domiciliary care settings



Mental Health Awareness - Half day

Understanding the nature of poor mental health and how it effects responses to the provision of care. Functional & Organic disorders. Exploring issues around Capacity and Best Interest decisions. Identifying psychological distress and involving other professionals to promote positive mental health.

- Mental health stigma and discrimination
- What is mental illness?
- Functional & Organic disorders
- Common mental health diagnosis
- Signs and symptoms
- Treatments
- Mental Capacity
- The Mental Health Act in brief and Sectioning under the act

Residential/Nursing Care staff and Home Care Staff

Consent To Care & Support

Ensuring staff are aware of the fundamental ethical rights of service users to decide on their own care. Knowledge of the principle of 'Capacity' and how this and the Mental Capacity Act relates to 'Best Interest' Decisions.

- What is meant by 'Consent and 'informed consent'.
- Consent & the Law.
- Who can give consent
- Outcome 2. Essential Standards of Quality & Safety.
- Including service users in planning their care & support
- When to seek 'formal' consent.
- Capacity & Best Interests.
- Reviewing consent
- Consent & Preferred pathways of care.

Managers, Deputy Managers. Senior care workers. Residential/Nursing Care staff and Home Care Staff



The Safe Handling & Administration of Medication – Half Day HSC 3047

Ensuring that all staff are aware of their responsibilities in the safe handling & administration of medication. How to ensure the rights of service users are protected. Meeting regulatory requirements in storing medication and in Recording Administration of Medication. Best Practice guidelines.

- Medicines & The Law.
- Ordering Medication
- Storing Medication
- Safe Administration & the 6 'Rs'
- Self Administration
- 'Covert Medication' & Capacity
- Records & Record Keeping
- Homely remedies
- Controlled Drugs
- Common side Effects
- Medication Errors & Near Misses
- Disposal of Medication
- Overview of Medication Audit systems.

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Please contact us for further course details

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