

Our Aim is Excellence

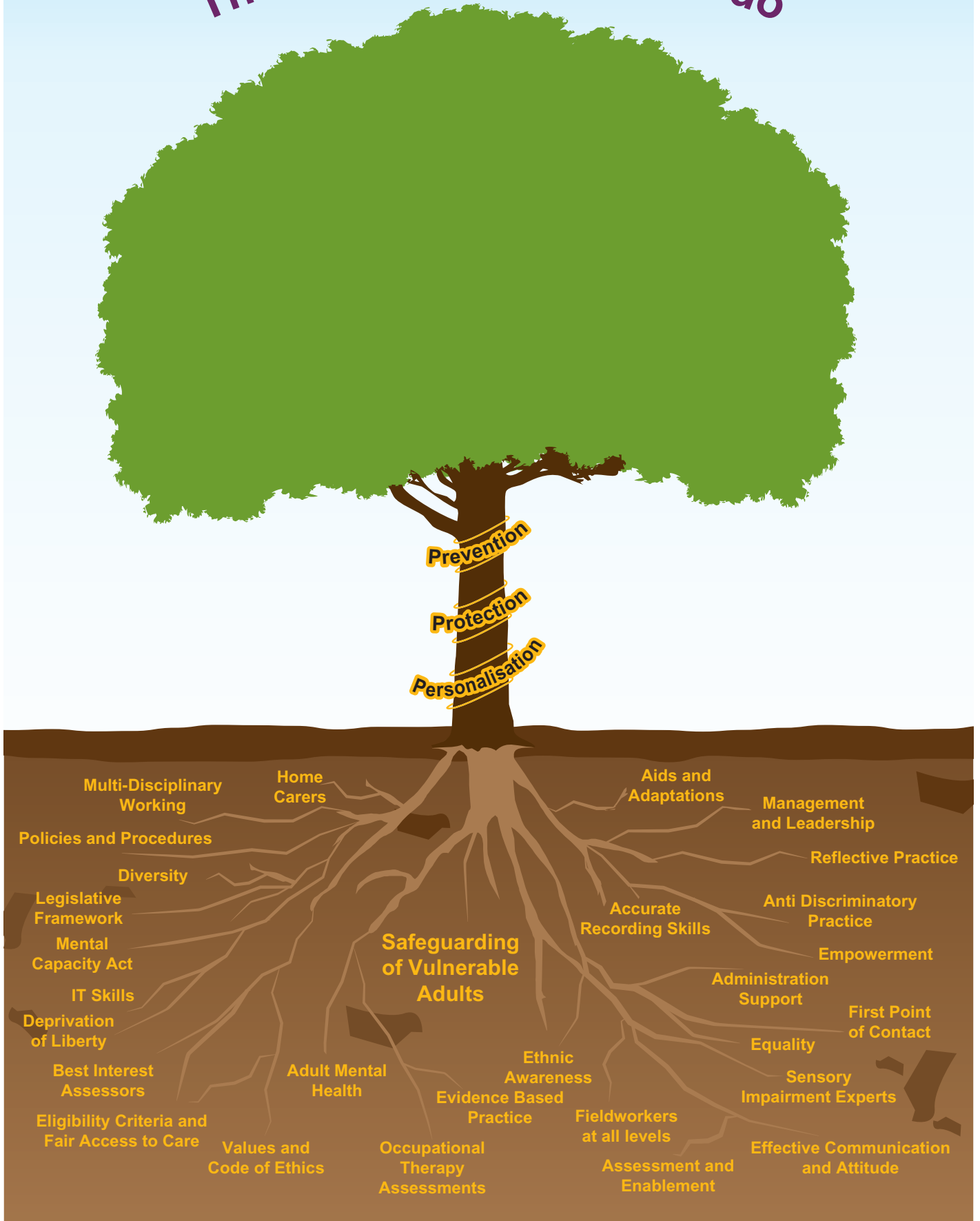
**Learning & Development
Training Programme
for Adult Services
2011-2012**

Prevention
Protection
Personalisation

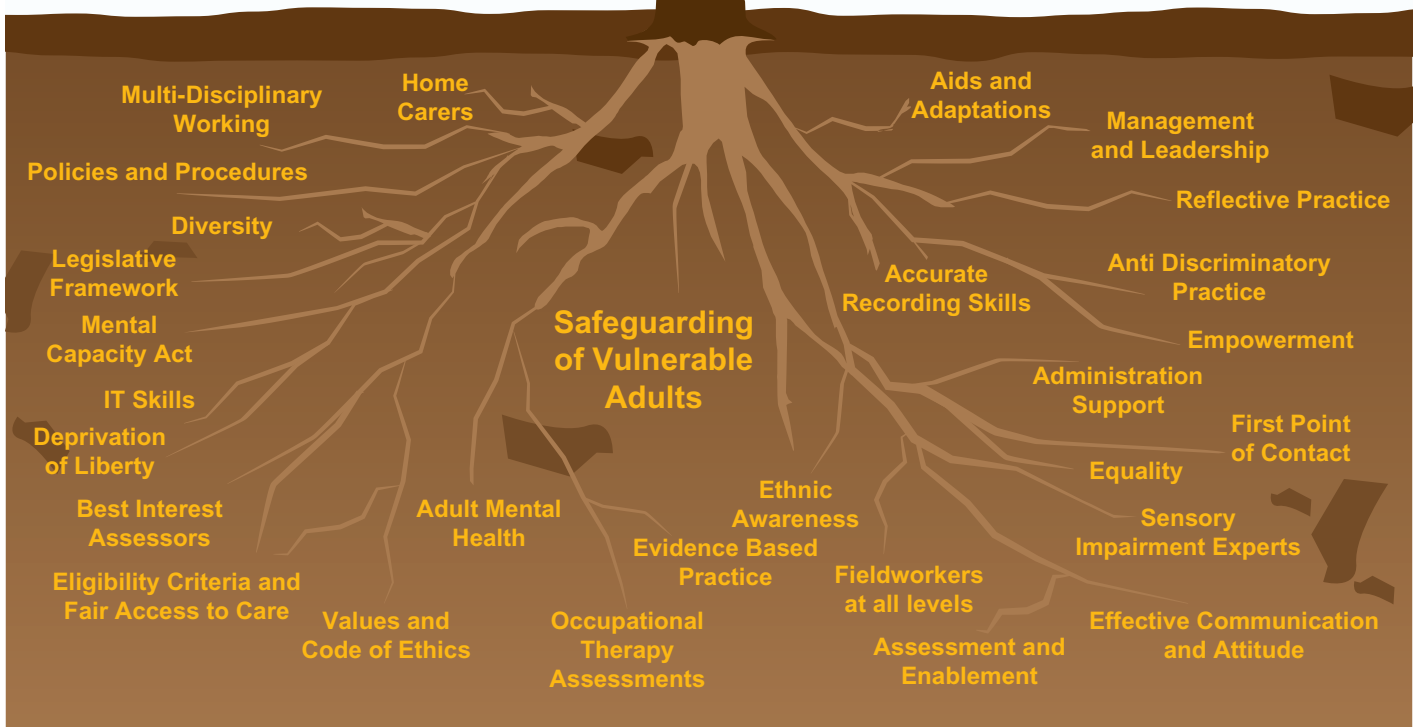
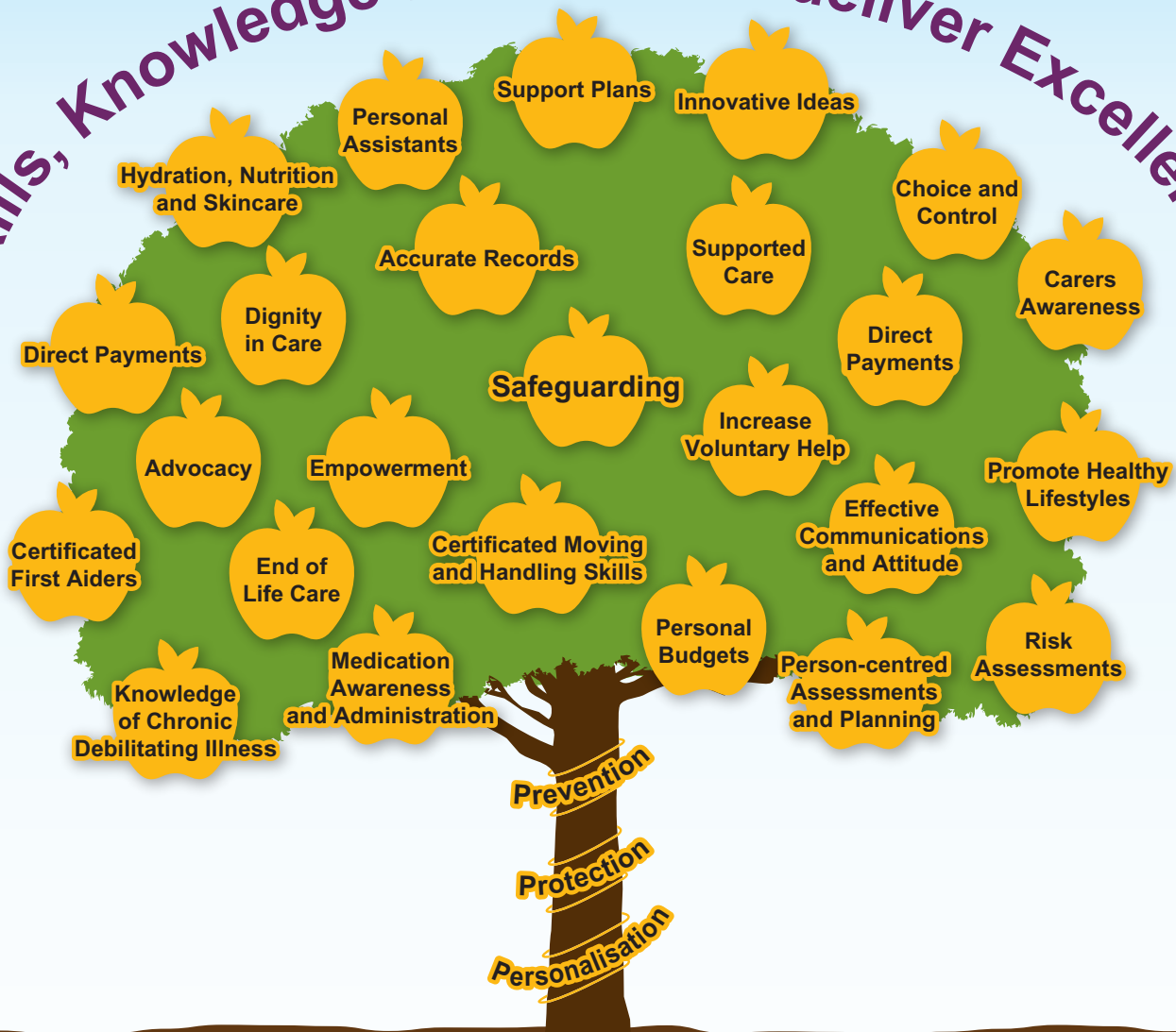


BEDFORD
BOROUGH COUNCIL

The 'Roots' of what you do



Skills, Knowledge and Attitude deliver Excellence!



Training is personal to you!

Please take a few minutes to read through this introduction to your new 2011/2012 Learning and Development training programme.

We have listened to you and have taken very seriously all of your verbal and written comments received from a combination of course evaluation feedback forms, from the results of the electronic questionnaire you took part in at the staff conference on 25th November 2010 and from the new style "Training Needs Analysis" returns which have provided us with detailed feedback from all staff working in Adult Services.

Our focus is on meeting your individual training needs therefore we have changed the overall approach and nature of the programme.

We hope you like our interpretation of Bedford Borough's "Adult Social Care Tree of Knowledge". The roots of our tree are the bedrock of what drives you forward towards the excellence you aim to achieve through a variety of diverse learning opportunities.

Metaphorically running through the trunk of the tree is "**Prevention**", "**Protection**" and "**Personalisation**", with aims, objectives and outcomes bursting out fruitfully amidst the tree's vast canopy. The concept of "Prevention, Protection and Personalisation" will also apply to you and your needs.

We are all on a constant journey of learning as individuals and within our multi-skilled workforce we share knowledge and skills, learning by examples of colleague's excellent practice. We are also taking a multi-agency approach to training events which ultimately bring another dimension to the learning experience, whilst giving the opportunity to respect the opinion of colleagues from other disciplines.

We now invite you to have a look at the new style "Learning and Development Training Programme for 2011/2012".

What has previously been classified as 'Mandatory' training will now be determined by you and your Line Manager within your formal supervision sessions and no more will one size fit all; we fully acknowledge that everyone learns differently.

Some training will be brought to you individually within the workplace, with other training being delivered to the whole of your team in short, sharp bursts of information.

There will be some courses delivered in the usual way but the following alternatives you will see applied to learning opportunities:

- Classroom style courses.
- E-Learning at your Desktop.
- E-Learning via a link in the course outline.
- Team training.
- Mentoring.
- Coaching.
- Shadowing opportunities.
- Introduction of Direct Observation as part of supervision.
- Case-file audits, staff to have sight of "an excellent example case file".
- Lunch time seminars delivered by internal experts and other staff.
- Supervised E-learning.
- Managers sharing information with teams.
- IT instruction on live cases at your desk.
- Specialist training for ALD establishments (this training will have a separate programme).
- Occasional external courses.

You will find a brief schedule of training on the next pages followed by training events with aims, objectives and delegate target groups; if you are unsure about any of the events please make contact with us here at Learning and Development, our contact details are to be found below.

We will be advertising training events **every** few weeks and suggest that you apply via MyView in the first instance. We have created a link on the schedule which will take you to individual course outlines, a further link will then take you directly to MyView; the alternative being by an application form for use by all external delegates. This training programme will be in real time and constantly updated so please do take a regular look at the schedule for updates.

From 1st April 2011 every training event and workshop organised for Adult Services will come through the Learning and Development team. There will be a delegate list for you to sign and an evaluation form to complete at the conclusion of every event.

It is crucial that we closely monitor both the delivery and content of every training event which you attend and therefore we rely on you all to give us a **fair** and **honest** opinion of both the **facilitator** and **course content**; this is the only way we have of measuring the effectiveness of training.

We aim to improve the learning experience for you, which in turn should have a marked impact on your performance in the workplace by improving your skills, attitude and knowledge.

Adult Learning Disability establishments will have a separate programme of training events to meet their specialised needs; this will run along side the main programme and as each event takes place they will be placed in the main programme.

If you have any other training needs specific to you please make contact with us for an informal chat.


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ADULT SOCIAL CARE TRAINING PROGRAMME 2011-2012



Internal Applicants please either click here to book via MyView or at the end of each course outline



External Applicants please click here to complete an Application form [Application](#)

Course (Click the course title below to view the Course Outline)	Length of Session	Date of Training	Trainer	Target Group	Location – Borough Hall
What's the value of Values?	1 day	Mon 04/04/2011	Dave Thomas	All Staff & PVI & Carers	Committee Room 3
Conflict Management	1 day	Tues 05/04/2011	Elizabeth Lisle	All Staff, PVI & Carers	Council Chamber
Huntington's Disease	1 day	Fri 08/04/2011	Helen Santini	Home Carers	-
Mental Capacity Act Awareness	2 x 1/2 days	Mon 11/04/2011	Vivienne Thackray	All Staff, PVI & Carers	Committee Room 1
Safeguarding one-to-one support/coaching	1 day	Mon 11/04/2011	Belinda Oates	Social Care Teams	-
Safeguarding one-to-one support/coaching	1 day	Tues 12/04/2011	Belinda Oates	Social Care Teams	-
End of Life Care	1 day	Fri 06/05/2011	Sheila Cardow	Home Carers, Rehab Assistants, Care Assistants, Field Workers	Committee Room 2
Support Planning + Direct Payments	1 day	Wed 11/05/2011	Julia Winter	All field work staff, PVI, Carers & Home Carers	Committee Room 1
Chairing SOVA Meetings for Managers & Senior Practitioners	1 day	Mon 16/05/2011	Jacky Mortimer.	Managers & Snr Practitioners	Committee Room 1
Safeguarding & the Law	1 day	Wed 18/05/2011	Michael Mandelstam	All Staff	Council Chamber
Developing Support Plans	2 days (Day 2 25/5/11)	Thurs 19/05/2011	Julia Winter	All field work staff	Committee Room 1
Medication Awareness	2 x ½ days	Tues 24/05/2011	Robert Corteen	Residential & Home Carers /All Staff	Committee Room 2
Safeguarding one-to-one support/coaching	1 day	Thurs 02/06/2011	Belinda Oates	Social Care Teams	-

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Course (Click the course title below to view the Course Outline)	Length of Session	Date of Training	Trainer	Target Group	Location – Borough Hall
Safeguarding one-to-one support/coaching	1 day	Fri 03/06/2011	Belinda Oates	Social Care Teams	-
Dignity in Care	2 x ½ days	Mon 06/06/2011	Armstrong Henry Ltd	All Staff, PVI & Home Carers	Committee Room 1
End of Life Care	1 day	Wed 08/06/2011	Sheila Cardow	Home Carers, Rehab Assistants, Care Assistants, Field Workers	Committee Room 1
Mental Capacity Act (Putting into Practice) & Assessing Capacity	1 day	Thurs 15/06/2011	Vivienne Thackray	All staff who assess service users, PVI & Home Carers	Bunyan Room
Support Planning + Direct Payments	1 day	Fri 16/06/2011	Julia Winter	All field work staff.	Committee Room 1
Safeguarding one-to-one support/coaching	1 day	Mon 20/06/2011	Belinda Oates	Social Care Teams	-
NHS Responsibilities for Community Care Law	1 day	Tues 21/06/2011	Luke Clements	All Staff, PVI & Home Carers	Council Chamber
Self Directed Support Awareness	2 x 1/2 days	Fri 01/07/2011	Julia Winter	Home Carers	Committee Room 1
Medication Administration	1 day	Mon 04/07/2011	Robert Corteen	Residential & Home Carers, PVI	Committee Room 1
Support Planning + Direct Payments	1 day	Wed 06/07/2011	Julia Winter	All field work staff.	Committee Room 1
Pressure Care Awareness	2 x ½ days	Wed 13/07/2011	Armstrong Henry Ltd	Residential & Home Carers	Committee Room 1
Dementia & Safeguarding	1 day	Thurs 14/07/2011	Jacky Mortimer	All field work staff	Committee Room 1
Deprivation of Liberty	1 day	Fri 15/07/2011	Vivienne Thackray	All field work staff	Committee Room 1

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Course (Click the course title below to view the Course Outline)	Length of Session	Date of Training	Trainer	Target Group	Location – Borough Hall
Safeguarding one-to-one support/coaching	1 day	Tues 19/07/2011	Belinda Oates	Social Care Teams	-
Risk Assessment / Enablement	1 day	Thurs 21/07/2011	Karen Patterson	Home Carers, Residential Care Assistants, PVI	Committee Room 1
Autism Awareness Raising	2 x ½ days	Wed 27/07/2011	Dave Thomas	All staff, PVI , Home Carers	Bunyan Room
Safeguarding one-to-one support/coaching	1 day	Tues 30/08/2011	Belinda Oates	Social Care Teams	-
Support Planning + Direct Payments	1 day	Wed 31/08/2011	Julia Winter	All field work staff.	Committee Room 1
Community Care Law Updates	1 day	Tues 06/09/2011	Luke Clements	All staff, PVI , Home Carers	Council Chamber
SOVA Basic Awareness	2 x 1/2 day	Thurs 08/09/2011	Jacky Mortimer.	All staff, PVI Sector	Committee Room 1
End of Life Care	1 day	Thurs 15/09/2011	Sheila Cardow	All staff	Committee Room 1
Safeguarding one-to-one support/coaching	1 day	Mon 19/09/2011	Belinda Oates	Social CareTeams	-
Mental Capacity Act (Putting into Practice) & completing a Mental Capacity Assessment	1 day	Tues 20/09/2011	Vivienne Thackray	All fieldwork staff who assess	Committee Room 1
Autism Awareness Raising	2 x ½ days	Wed 21/09/2011	Dave Thomas	All staff, PVI , Home Carers	Bunyan Room
Dementia & Safeguarding	1 day	Tues 04/10/2011	Jacky Mortimer	All fieldwork staff who assess	Committee Room 1
Epilepsy Awareness	2 x ½ days	Wed 12/10/2011	Karen Patterson	Residential Care Staff, Home Carers, Support Workers	Committee Room 1

ADULT SOCIAL CARE TRAINING PROGRAMME 2011-2012



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External Applicants please [click here to complete an Application form](#) [Application](#)

Course (Click the course title below to view the Course Outline)	Length of Session	Date of Training	Trainer	Target Group	Location – Borough Hall
Mental Capacity Act Awareness	2 x 1/2 days	Thurs 27/10/2011	Vivienne Thackray	All staff, PVI Sector	Committee Room 1
Support Planning + Direct Payments	1 day	Wed 02/11/2011	Julia Winter	all field work staff.	Committee Room 1
Risk Assessment / Enablement	1 day	Wed 09/11/2011	Karen Patterson	Home Carers, Residential Care Assistants, PVI	Committee Room 1
NHS Responsibilities for Community Care	1 day	Tues 22/11/2011	Luke Clements	All Staff, PVI & Home Carers	Council Chamber
Community Care Law Updates	1 day	Tues 06/12/2011	Luke Clements	All Staff, PVI & Home Carers	Council Chamber
Deprivation of Liberty	1 day	Mon 23/01/2012	Vivienne Thackray	All field work staff	Committee Room 1



What's the Value of Values?

Facilitated by: Dave Thomas

1 day

9.30am to 4.30pm

Target Group:

All delegates who have recently started work in Adult Social Care, staff working in the PVI sector and anyone who needs a refresher in General Social Care Values and Code of Ethics in Adult Social Care.

Number of Places: 15

Aims:

The session aim is to provide participants with an understanding of professional standards, values, ethics, anti discriminatory practice, equality and diversity. The key focus being on the importance of using clear communication, meeting the needs of people using the services and meeting professional standards required in day to day practice.

Outcomes:

By the end of the course, participants will have an understanding of:

- Communication Skills
- Being person centred
- Professional standards
- Values and ethics
- Anti discriminatory practice
- Equality
- Diversity
- Legal duties and obligations
- Best practice

Action plan of how to incorporate the above in day to day practice



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Conflict Management Workshop

Facilitated by: Elizabeth Lisle

1 day

9.30am to 4.30pm

Target Group:

All staff in Adult Social Care, PVI and Carers

Number of Places: 15

Aims:

To understand the following:

- What does conflict mean?
- Conflict beliefs – explore how beliefs impact on behaviours and capabilities
- Conflict resolution – Kilman model – strategies
- Identify preferred approaches within Bedford Borough Council context
- Successful / Unsuccessful interventions – the difference that makes a difference
- Identify key skills / environment issues
- Use of language in managing conflict
- Rules and strategies for helpful challenges
- Discussion around Adult Social Care scenarios

Outcomes:

- By the end of the course participants will be able to:
- Identify their own preferred style of managing conflict
- Explore the outcomes of different conflict strategies
- Audit the components to successful conflict resolution
- Practice different responses to conflict situations and receive feedback
- Identify key actions to carry the learning from the workshop into practice



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Mental Capacity Act Awareness

Facilitated by: Vivienne Thackray

½ day

Session 1: 9.30am to 12.30pm

or Session 2: 1.30pm to 4.30pm

Target Group:

All staff from Adult Social Care, the PVI sector and Informal Carers

Number of Places : 20 per session

Aims and Outcomes

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

- Understand what the Mental Capacity Act (MCA) encompasses and how and when it should be used.
- Understand the 5 guiding, statutory principles of the MCA and how to apply them.
- Be able to assess capacity using the 2 stage assessment, as detailed in the MCA.
- Understand the Best Interests principle and know when and how to use the statutory best interests checklist.
- Be familiar with the role of the Independent Mental Capacity Act (IMCA) and know when a referral to the IMCA must be made.
- Understand what Advance Decisions are, how to make one and what made them valid.
- Have an awareness of the role of a Lasting Power of Attorney and Deputies, their rights and responsibilities.
- Understand the role of the Court of Protection and the Office of the Public Guardian.



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Huntington's Disease

Facilitated by: Helen Santini

1 day

9.30am to 4.30pm

Target Group:

Home Carers

Aims:

To provide an overview of Huntington's disease and practical approaches to the care of the people with HD

Outcomes:

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

- Gain an overview of Huntington's disease and how it affects people.
- Understand the three main groups of symptoms, including physical, emotional and thinking changes, that occur in HD.
- Understand how Huntington's can affect thinking processes and behaviours as well as learning about practical approaches to managing some of these changes.



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Chair SOVA Meetings for Managers & Senior Practitioners

Facilitated by: Jacky Mortimer

1 day

9.30am to 4.30pm

Target Group:

The course is aimed at managers with responsibilities under Safeguarding and experienced social work or care management staff

Staff must have attended a Safeguarding Awareness session – as this course will build on knowledge of correct responses to a disclosure or suspected situation of abuse.

Number of Places: 20

Aims:

This course explores various issues in chairing effective meetings. In particular, the specific responsibilities of a chair under Safeguarding will be examined.

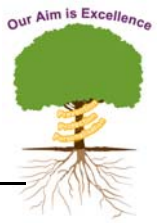
The course also focuses on the difficulties a chair may encounter and looks at practical solutions.

Outcomes:

- Review of principles and purpose of chairing.
- Explore issues in chairing Safeguarding Adults meetings.
- Provide an opportunity for staff to get new ideas about ways of chairing Safeguarding meetings.
- Give space to try out different skills



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Safeguarding Adults & the Law

Facilitated by: Michael Mandelstam

1 day -9.30am to 4.30pm

Target Group:

For all staff in Adult Social Care

No of Places : 30

Aims:

- To gain an overview of law to safeguarding
- Delegates to gain a legal perspective their work – and add to their understanding of their role in safeguarding adults
- To understand when the law may facilitate intervention – and equally when it does not; and the importance of having a legal basis and justification for drastic and compulsory interventions
- To view the law (a) in terms of practical examples, and (b) as a tool to help think through safeguarding situations – for prevention, amelioration, avoidance of repetition, penalisation

Outcomes:

The course will include an overview of the following:

- **Department of Health policy** on adult protection: *No secrets*
- **Community care legislation:** how safeguarding/adult protection fits into it and remains the basis for local authority safeguarding work
- **Human rights:** inhuman and degrading treatment, deprivation of liberty, right to respect for private life etc.
- **Regulation of care providers.** Care Quality Commission, care standards
- **Vetting and barring people working with vulnerable adults.** Safeguarding Vulnerable Groups Act 2006
- **Decision-making capacity:** brief overview of key issues arising from the Mental Capacity Act relevant to safeguarding: best interests, unwise decisions, least restrictive interventions
- **Data Protection:** confidentiality, privacy, disclosure of information
- **Interventions** including Mental Health Act 1983 interventions, s.47 of the National Assistance Act 1948, environmental health legislation
- **Criminal justice and vulnerable adults:** overview of criminal relevant offences, eg financial, sexual, physical



Support Planning & Direct Payments

Facilitated by: Julia Winter

1 day

9.30am to 4.30pm

Target Group:

All Field Work Staff

Number of Places: 20

Aims:

- The programme will include:
- Explanation of the terminology
- Process for setting up a direct payment
- Explore the options for spending a DP
- What support is available in Bedford Borough
- How support planning can help to keep a person safe and when a safeguarding alert should be raised
- Using case studies to explore and discuss issues
- Opportunity for questions

Outcomes:

By the end of the course participants will know:

- The terminology used in self-directed support
- How a direct payment can be used and when
- The options for giving a direct payment to people with limited mental capacity
- The process for setting up and direct payment including monitoring





Deprivation of Liberty Safeguards

Facilitated by: Vivienne Thackray

1 day

9.30am to 4.30pm

Target Group:

All fieldwork staff

No of Places: 20

Aims and Outcomes

By the end of the course participants will :

- Have an awareness of the background of the Deprivation of Liberty Safeguards.
- Understand the principles of the Mental Capacity Act as they relate to the Deprivation of Liberty Safeguards.
- Be aware of how and when the MCA allows restraint and restriction and how this differs from depriving a person of their liberty.
- Understand what to consider when deciding whether a request for an authorisation to Deprive a person of their Liberty is necessary.
- Be aware of the impact case law has had on professionals' understanding Dols.
- Have a clear understanding of the process involved in depriving a person of their liberty under the Safeguards.
- Have an awareness of the role of the IMCA and Relevant Person's Representative within the process.
- Know what happened after authorisation is given and what their responsibilities are in relation to the authorisation.



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Self Directed Support Awareness (What it means for providers)

Facilitated by: Julia Winter

½ day

Session 1: 9.30am to 12.30pm

or Session 2: 1.30pm to 4.30pm

Target Group:

Home Carers and Care Assistants

No of Places: 20

Aims:

- Explore the 7 steps of the self-directed model
- Understand the different ways people can take a personal budget and explore how people are spending their money
- Explore the tools that could be used to help customers with support planning

Outcomes:

During this course participants will:

- Explore the history and values of self-directed support
- Explore the Self Directed Support process
- Understand the 7 steps of Support Planning
- Understand how and where their roles could help customers through the process
- Hear examples of national and local stories



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Dementia and Safeguarding

Facilitated by: Jacky Mortimer

1 day : 9.30am to 4.30pm

Target Group:

For all Fieldwork staff and PVI managers

No of Places: 20

Aims:

This course explores why people with Dementia are more vulnerable than many other groups of service users and how Safeguarding issues are relevant to them. The course seeks to equip staff with the specific knowledge and skills to identify and respond to Safeguarding situations for people with Dementia. In particular, the legal background for people with dementing illnesses will be examined.

The course also focuses on how communicating about Safeguarding may be affected by a dementing process and looks at the types of strategies that may help.

Explain and refresh knowledge of signs of abuse that may be missed and why, as well as risk factors for abuse for people with dementia

Explore the relationship between specific types of dementia and abuse, both towards the person with Dementia and by them

Communicating with the person about Safeguarding, especially around disclosure and confidentiality and where denial is a feature

Provide an opportunity for participants to share experiences and solutions

Outcomes:

Participants will:

- Gain ideas for practical 'keep safe' strategies
- Explore the relationship between specific types of dementia and abuse, both towards the person with Dementia and by them
- Hear the view of people with Dementia and Carers' views (presented using video and in person feedback, as appropriate)
- Find out about legal implications of the current review of safeguarding for people with Dementia
- Be able to use different techniques for dealing with the lack of insight some people with dementia may experience.



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The Mental Capacity Act, Putting It Into Practice & Assessing Capacity

Facilitated by: Vivienne Thackray

1 day – 9.30am to 4.30pm

Target Group:

All staff who assess service users, PVI & Home Carers

No of Places: 20

Aims:

The aim of the course is to provide a framework of understanding which will enable staff to effectively recognise when assessment of capacity is necessary and know how an assessment should be undertaken in a variety of situations, supporting participants to develop their skills. The session is particularly designed to provide a thorough grounding in following:

What the MCA is and when it should be used

- The five statutory principles which underpin the whole of the MCA and their relevance when undertaking assessments.
- When is an assessment of capacity required
- The two-stage assessment of capacity and the legal framework of capacity assessments
- The role of the best interests principle and use of the statutory best interests checklist.
- How to do an assessment; assessment skills – essential issues to be considered at each step of the capacity assessment.
- The role of the Independent Mental Capacity Advocacy Service(IMCA) and the statutory requirement to involve the IMCA service in certain circumstances.
- The information and evidence to be included in reports and records of assessments.
- The importance of understanding the role(s) of Lasting Powers of Attorneys, Advance Decisions & Deputies and their part in decision making when a person is assessed as lacking capacity.
- What to do when someone refuses an assessment of capacity.
- What to do in cases of fluctuating capacity.
- What to do when professionals disagree about a person's capacity.

/contd



Objectives:

- To examine the purpose and scope of the Mental Capacity Act and the legal requirements it places upon those working with individuals who may lack capacity.
- To present the five statutory principles which run through the MCA and examples of their application, specifically relating them to capacity assessments.
- To examine when assessment of capacity is necessary and establish whether the legal pre-requisites detailed in the MCA are met before an assessment is undertaken.
- To detail the two stage test of capacity to be used for assessments of capacity and the legal framework of assessments, examining when and how this should be used, using relevant examples and exercises involving assessments.
- To detail the role of the IMCA and the statutory responsibility to make a referral to the IMCA service in certain circumstance.
- To examine the role of Lasting Powers of Attorney, Advance Decisions & Deputies including their rights and responsibilities within the Act.
- To examine the Best Interests Principle, including when & how the statutory Best Interests checklist should be used.
- To examine the options available when someone refuses an assessment of capacity.
- To establish the information and evidence needed in records of assessments.
- To consider and practice the specific skills required when completing assessments.
- To examine what the MCA Code of Practice has to say about cases of fluctuating capacity.
- To consider the options available when professionals disagree about a person's capacity.

Outcomes:

By the end of the course participants will:

- Describe when and how the Mental Capacity Act should be used, its legal frameworks regarding assessments and decision making, in relation to their working practice.
- Identify and apply the five guiding, statutory principles of the MCA and their relation to assessments of capacity.

/contd



- Explain and practically demonstrate how to assess capacity using the two stage assessment of capacity and describe when and how this should be used in their own working practice.
- Explain and demonstrate application of the Best Interests principle, including when and how the statutory best interests checklist should be used.
- Identify the role of the Independent Mental Capacity Act (IMCA).
- Demonstrate an appreciation and understanding of the practical skills necessary for assessing capacity.
- Describe what Advance Decisions are, their role in decision making and what makes them valid and applicable.
- Demonstrate an awareness of the role of a Lasting Power of Attorney and Deputies, their rights and responsibilities regarding decision making.
- Explain what options are available when a person refuses an assessment of capacity.
- Describe what the MCA advises professionals to do in cases of fluctuating capacity.
- To demonstrate a practical understanding of the evidence and information required in reports of capacity assessments.
- To describe the options available when professionals disagree about a person's capacity





NHS Responsibilities for Community Care Law

Facilitated by: Professor Luke Clements

1 day

9.30am to 4.30pm

Target Group:

All Staff, Home Carers, PVI

No of Places : 40

Aims:

The aim of this course is to:

- Equip participants with a detailed understanding of the NHS's responsibilities for Continuing Healthcare services in England and Wales.
- Consider the obligations on the NHS and social services authorities to collaborate
- Outline specific NHS Continuing Healthcare and joint NHS & social care obligations.
- Update practitioners on important legal and policy developments concerning the broad area of law referred to as 'NHS Continuing Healthcare' that have occurred and are likely to occur.
- Provide a forum where practitioners can bring practical problems that have cropped up in their work and obtain legal and practical advice on how best to resolve these

Outcomes:

By the end of the course participants will have:

- A basic understanding of the structure of the NHS and impact of the key legislation, guidance and policy on the NHS / social services interface – including:
 - the NHS Acts 2006
 - the Revised NHS Continuing Health Care Framework Guidance, the Decision Support tool and the 2010 Practice Guidance
 - the purpose and status of the 'Checklist' and 'Fast Track Pathway Tools'
 - the key case law and health Ombudsman decisions, including the *Coughlan* and the *Grogan* judgements
 - the law relating to jointly funding placements
 - s117 Mental Health Act 1983 and the NHS Acts 2006
 - the legal requirements for a local authority / PCT dispute process



- An understanding of what the law requires in terms of logical decision making and critical reasoning by professionals in the assessment and care planning process.

At the end of the course participants should have a better understanding of:

- How to use and to interpret the Framework guidance and how to complete the Decision Support Tool.
- The effect of case law developments on current practice
- How to practically resolve legal / policy disputes to minimise the risk of legal challenge



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End of Life Care

Facilitated by: Sheila Cardow

1 day

9.30am to 4.30pm

Target Group:

All Staff, PVI and Home Carers

No of Places: 20

Aims and Outcomes

This course covers:

- The Gold Standards Framework; including overview of Liverpool Care Pathways (end of life care-planning)
- How to identify and provide physical care of people in the last weeks / days of life
- An overview of pain and the management of pain
- Different cultures and their needs in the last weeks / days of life
- The psychological process of loss and grief
- Communication with the dying person and significant people
- Looking after self when caring for the dying person, monitoring and reporting concerns to appropriate people
- How to prepare for and cope after the death of a patient



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Medication Awareness

Facilitated by: Robert Corteen

½ day

Session 1: 9.30am to 12.30pm

Or Session 2: 1.30pm to 4.30pm

Target Group:

Residential Staff and Home Carers

No of Places: 20 per session

Aims

For participants to understand the processes involved in administering medication, including the legal implications of record keeping and personal accountability.

Outcomes:

The course includes:

- Discussion on any present difficulties in medication administration
- Why do we need training ?
- Good practice in medication administration
- Legal aspects
- Networking with pharmacists as part of the review process
- Do's and Don'ts of medication administration
- How to read a B.N.F. (British National Formulary)
- How to review medication policies
- Action Plan





Medication Administration

Facilitated by:

1 day - 9.30am to 4.30pm

Target Group:

Residential and Homecare Staff, PVI

No of Places: 20

Aims:

to give a greater understanding and awareness of the legal requirements and issues of good practice when administering medication

Outcomes:

By the end of the course participants will:

- Understand why all medicines should be treated with utmost respect
- Be aware of the legislative frameworks governing the prescription, dispensing, administration and storage of medication
- Understand their responsibility in administering medicines
- Be aware of the key effects, interactions, risks and benefits of six major medication groups
- Understand the legal issues and processes relating to:
 - administering, handling, disposing of medicines and the importance of accurate record keeping
 - monitoring and supporting service users around medication and the maintenance of independence
- Understand the NMC Policy Statements regarding 'Disguising Medication' and the issue of 'Informed Consent'





Epilepsy Awareness

Facilitated by: Karen Patterson

1/2 day –

Session 1: 9.30am to 12.30pm

Or Session 2: 1.30pm to 4.30pm

Target Group:

Residential Care Staff, Home Carers, Support Workers

No of Places: 20 per session

Aims:

This course aims to introduce participants to the key concepts contained in working with people with epilepsy, to develop participants' understanding of the main issues involved in this work and to give participants the tools to feel more confident, and work safely and effectively with people with epilepsy.

Aims and Outcomes:

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

- Define what epilepsy is
- Identify the different types of seizure
- Identify the various causes of epilepsy
- Identify possible triggers
- Treatment of epilepsy



Risk Assessment and Enablement

Facilitated by: Karen Patterson

1 day: 9.30am to 4.30pm

Target Group:

Home Carers, Residential Care Assistants, PVI

Number of places: 20

Aims:

The aims of the course are to explore:

- What is enablement?
- What is risk, how to assess and manage it
- Appropriate risk taking
- Engaging with clients using empathy and insight
- Learning new skills / adapting to new ways of doing things /imitation / use of equipment
- Community engagement using MAPS – dreams and aspirations
- Motivation and dealing with setbacks in clients

Outcomes:

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

- Understand what enablement is
- Reflect on what limits the choices of their clients
- Reflect on how empathy and insight can help to engage with their clients
- Understand what risk is
- Understand why and how to assess risk and manage it effectively
- Explore the way in which clients' coping mechanisms can be harmful
Understand the concept of appropriate and positive risk taking and how to work with clients to do this
- Explore enabling / re-enabling techniques in working with their clients
- Understand the normalise / give information / educate / offer solutions rationale
- Explore blocks in clients and how to overcome these
- Understand how to use the MAPS graphic technique for community engagement
- Reflect on how to motivate clients especially in terms of dealing with setbacks
- Practice their skills in applying enabling / re-enabling techniques



Community Care Law Update

Facilitated by: Professor Luke Clements

1 day – 9.30am to 4.30pm

Target Group:

All Staff, PVI and Carers

Number of Places: 40

Aims:

The aim of the course is to provide participants with:

- An update of the important legal and policy developments concerning the broad area of law referred to as 'Community Care Law' that have occurred and are likely to occur in the short / medium term
- A forum where practitioners can bring practical problems that have cropped up in their work and obtain legal and practical advice on how best to resolve these.
- An opportunity to clarify any issues of uncertainty that practitioners have concerning community care and social care rights

The course is structured to review legislative, policy and case law developments in relation to:

- The community care service provision statutes
- FACS, eligibility criteria and assessments
- Carers' law
- Residential and non-accommodation charging
- Direct Payments, Individual Budgets and the personalisation agenda
- NHS Responsibilities for Continuing Care

Outcomes:

By the end of the course, participants will have a better understanding of their authority's general legal obligations in relation to:

- The community care service provision statutes
- FACS / CUFSAMC (Wales), eligibility criteria and assessments
- Carers



- Residential and non-accommodation charging
- The making of Direct Payments and the personalisation programme
- People entitled to NHS Continuing Care
- The effect of case law developments on current practice
- How to practically resolve legal / policy disputes to minimise the risk of legal challenge



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Safeguarding Basic Awareness

Facilitated by: Jacky Mortimer

½ day

Session 1: 9.30am to 12.30pm

or Session 2: 13.30pm to 4.30pm

Target Group:

All staff who have not attended Bedford Borough Council SOVA Basic Awareness

Number of Places: 20 per session

Aims:

A basic understanding to the issues relating to safeguarding adults:

- Definition of Abuse – what is it?
- Thoughts about 'Vulnerable Adults' who are they?
- The multi-agency approach to abuse and your part in it?
- Recent legal changes to the way we can work

Outcomes:

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

- List the different forms of abuse
- Describe indicators of abuse and know how to spot it
- Describe Bedford Borough policy, including flowchart and their role
- Explain how to respond and report with speed and accuracy



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Developing Support Plans

Facilitated by: Julia Winter

2 Day course

Target Group:

Members of Social Work Teams

Number of Places: 20

Aims:

This is a two day workshop for those wishing to train as support planners. Those people who may be asked to develop a support plan on behalf of a person, or support a person in writing their plan.

Outcomes:

By the end of the course participants will have an understanding of:

- Self-directed support process and the place that support planning has within this
- What makes a good support plan
- The 'rules' for spending the individual / personal budget
- A range of tools to support the development of plans
- A number of example plans to see how they meet the 7 criteria
- How to use the information gathered so far to develop a service with the person they are planning with, in particular developing clear outcome statements
- What is required in a budget sheet and the different ways that personal / individual budgets can be managed
- How the information gathered through using the graphic template is then developed into a support plan
- The roles and responsibilities of being a support planner



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Autism Awareness Training

Facilitated by: Dave Thomas

½ day

Session 1: 9.30am to 12.30pm

Session 2: 13.30pm to 4.30pm

Target Group:

All staff, Home Carers and PVI Sector

Number of Places : 18

Aims and Outcomes

To be advised.



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Pressure Care Awareness

Facilitated by: Armstrong Henry Ltd

½ day

Session 1 : 9.30am to 12.30pm

Session 2: 1.30pm to 4.30pm

Target Group:

Residential and Home Carers

Number of Places: 20

Aims:

A half day training session, which provides staff with basic awareness of pressure area care

The course covers:

- The anatomy of the skin and circulation
- Why pressure sores happen
- A checklist for identifying clients at risk
- Best interest decision making
- Care planning exercise based on pressure area care

Outcomes:

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

- Have a basic understanding of the anatomy and physiology of skin, circulation, tissue viability and reduced mobility, and be able to list the areas of the of the body most at risk of developing pressure sores
- Identify individual clients at risk of developing pressure sores
- Understand the principles of caring for an individual at risk of pressure sores
- Understand the need for an individualised approach and the rights of the individual to make unwise decisions
- Be able to develop a plan of care



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Dignity In Care

Facilitated by: Armstrong Henry Ltd

½ day

Session 1 : 9.30am to 12.30pm

Session 2: 1.30pm to 4.30pm

Target Group:

All Staff, PVI & Home Carers

Number of Places : 20

Aims:

A half-day training session, which provides staff with basic awareness of the duty to respect the dignity of all clients

The course will cover

- The impact of receiving care and the Human Rights Act
- Dignity Factors and the value base of care
- Best interests and unwise decisions
- What comprises dignity
- Factors that affect wellbeing and dignity
- Case study based exercise to practice assessment with dignity in mind

Outcomes

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

- Understand the importance of protecting a client's dignity
- Deliver care that supports, promotes and sustains a person's self-respect
- Make best interests decision based on maintaining dignity
- Have an awareness of factors that could remove a client's dignity and be able to reflect on their own practice with individual clients
- Consider the impact on a client of being cared for
- Practice in away that promotes autonomy and choice
- Relate dignity issues to the Safeguarding of Vulnerable adults



Safeguarding One-to-One Support/ Coaching

Facilitated by: **Belinda Oates**

Target Group:

Social Care Teams

Aims and Outcomes

Informal Support provided by Belinda Oates, who will visit individual teams to advise and guide on live cases.





Application Form to Attend Training Event(s)

Please note: This training is only available to people who work in Bedford Borough

Name of Applicant: <i>(Please Print)</i>		Male <input type="checkbox"/>	Female <input type="checkbox"/>
Post Held:		Team or Establishment:	
Work Address in Full, including Post Code (must be completed):			
External Tel No:		Short Notice Contact Telephone No./ Mobile No.	
Internal Tel No:			
Email Address : <i>(Course confirmation will be sent to you by email)</i>			
Title of Event:			
Date(s) / Times:			
Venue:			
Signature of Applicant:			

Manager's Reason for Nomination (MUST BE COMPLETED BY MANAGER)

Manager's Name (PLEASE PRINT) Signature

Please tick whichever category you feel best reflects your ethnic/cultural background.

White	Mixed	Asian or Asian British	Black or Black British	Chinese or Other ethnic group
<input type="checkbox"/> British	<input type="checkbox"/> White & Black Caribbean	<input type="checkbox"/> Indian	<input type="checkbox"/> Caribbean	<input type="checkbox"/> Chinese
<input type="checkbox"/> Irish	<input type="checkbox"/> White & Black African	<input type="checkbox"/> Pakistani	<input type="checkbox"/> African	<input type="checkbox"/> Any Other (please specify)
<input type="checkbox"/> Other White (please specify)	<input type="checkbox"/> White & Asian	<input type="checkbox"/> Bangladeshi	<input type="checkbox"/> Any Other Black background (please specify)	
	<input type="checkbox"/> Any Other Mixed background (please specify)	<input type="checkbox"/> Any Other Asian background (please specify)		

Do you have a disability as defined by the Disability Discrimination Act 1995?

(The Act defines disability as 'a physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities.')

Do you have any particular requirements arising from your disability that we need to be aware of prior to this course?

Please return completed application form to: Lesley Greenslade, Learning and Development, 6th Floor, Borough Hall, Bedford, MK42 9AP, Tel: 01234 228947 (x42947) Fax: 01234 276278