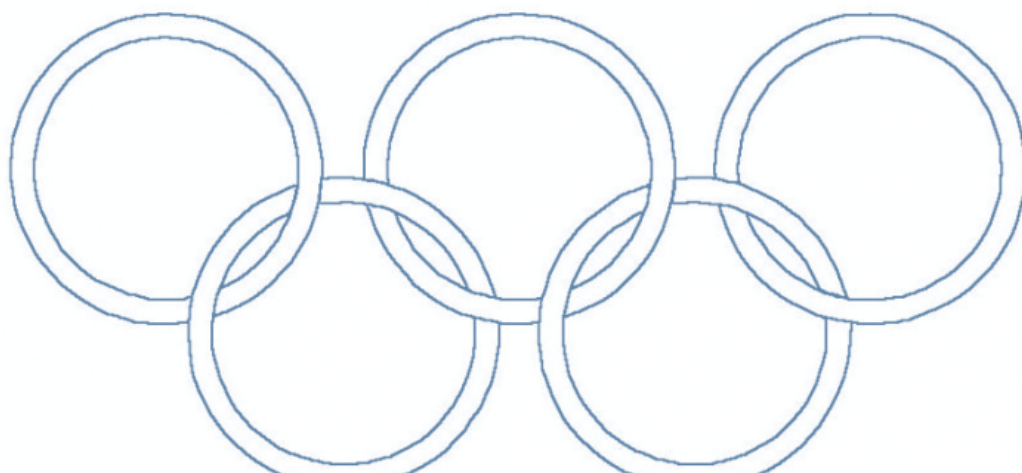


Training and Development Programme 2012

Brothers of Charity Services

working in partnership for positive lives



Training to Achieve Gold Medal Standards





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WELCOME

Welcome

The service continues to recognise how the quality of training we provide has a direct link to the quality of services we provide and in the coming year this will continue with the development of current awareness in Safeguarding Adults and Mental Capacity Act, and the introduction of Equality Diversity and Inclusion course.

Our partnership work with South Lancashire Learning Disability Training Consortia (SLLDTC) has strengthened during the past year enabling the service access to their programme for additional training including new courses for continued personal and professional development, very popular this year were courses related to Dementia, PCP, Epilepsy, and Autism.

Future training includes End of Life and bereavement courses.

The Qualification programme has progressed positively in 2011; many members of staff now hold Health and Social Care Awards which are closely linked to the care and support they provide and together with the induction programme provide a clear route for continued professional development has been opened up considerably with the awards becoming part of the new Qualification Credit Framework.

We will continue to use the feedback from course participants as an aid to the development of future training; these remain very positive and constructive, with comments frequently praising the high standard and quality of the course content and the knowledge and skills of the presenters. Thanks to all course presenters on maintaining these high standards.

Nicola Howell
Director of Services

News from the training department.....

Welcome to the 2012 training booklet, during the coming year we have continued to include additional courses in Mental Capacity Act and Positive Behavioural Management enabling those who have yet to attend these mandatory courses further opportunities. For the fifth consecutive year attendance of courses has remained high, this year achieving 97%.

Included in this booklet are the January to June courses from South Lancashire Learning Disability Training Consortium (SLLDTC), who have provided many interesting and essential courses during the past year..

Changes to qualifications ...

The Diploma in Health and Social Care has now been in place for 12 months and has proved to be a worthy replacement for NVQ's.

This new system of qualification gives each unit a credit value; these credits can be accumulated into an award, a certificate or diploma. There are currently specific pathways to follow in Dementia and Learning Disability which fit our service provision roles.

For those already holding an NVQ; your award will remain current and valid and be recognised as equivalent to the Diploma in Health and Social Care at the level you achieved i.e.1 or 2.

Finally, the personal development fund is still available to support you to attend a course of your choice. This year has seen staff completing courses in Computing, Counselling, Jewellery Making, Foreign Languages, Chinese Cookery, Social History and many others. As you can see the choice of courses is hugely varied. See details of how to apply in this booklet.

David Searle
Training Manager

Training Department Contact details:

Training Manager	David Searle	01257 248825 or ext 205
Training Officer	Doreen Pemberton	01257 248852 or ext 238
Administrative support	Diane Breheny	01257 248825 or ext 205

LEARNING AGREEMENT

The rationale for drawing up a learning agreement is to ensure that any training and development event which occurs within the Brothers of Charity Services in Lancashire meets the expectations and requirements of the course participant, the training provider and the participant's line manager.

Responsibilities of Trainers:

- * To arrive promptly and be well prepared.
- * To establish, where appropriate, the 'ground rules' pertinent to the course content with participants at the beginning of each course.
- * To emphasise the confidential nature of information about service users.
- * To provide an environment and encourage an atmosphere in which learning will take place.
- * To be sensitive and responsive to individual needs – which could include individual learning difficulties.
- * To challenge thinking and practice constructively and with sensitivity.
- * To discuss any concerns about a participant's contribution on the course initially with the individual and then, if appropriate, with their line manager.
- * To raise issues of policy and practice with participants' line managers where necessary.
- * To produce an evaluation report on the training provided.

Responsibilities of the Course Participant:

- * To inform the training department if unable to take up a place which has been offered and to give a reason for this.
- * To be present for the duration of the full course.
- * To arrive **promptly** and be well prepared.
- * To be attentive, alert and willing to extend their skills and knowledge base.
- * To be open and receptive to new ideas and to discuss established thinking and practice.
- * To observe any agreed 'ground rules'
- * To contribute to the learning environment.
- * To be sensitive to the needs and views of other participants.
- * To complete the evaluation sheet at the end of the session/course and if requested the post course briefing or short interview.
- * To provide feedback on the content and usefulness of the course to her/his line manager and to other staff if required.

Responsibilities of the Participant's Line Manager;

- * To use the supervision process to identify staff training and development needs.
- * To be familiar with the aims and objectives of the training event and understand how these relate to the need of staff selected for training.
- * To ensure that participants are available for the full duration of the course.
- * To ensure participants are given the opportunity to put into practice any new learning skills and/or techniques which have been acquired on the training event.
- * To discuss and monitor, through supervision, any action plans which participants might have drawn up as a result of training.
- * To discuss during supervision any difficulties participants might have in applying their learning to the practice situation.
- * To feedback to the training department any relevant issues which have arisen as a result of any training event.

Throughout the year all mandatory courses will be reviewed for course content, feedback, service need and attendance.

The training department will;

- * Review the mandatory requirements of a course and the need for continuation or change of status.
- * Ensure the number of courses being held meets the needs of the service
- * Report back to the presenter the feedback from course participants since the last review, this will include both on the day sheets and the post course briefs
- * Discuss with the presenter(s) the course content to ensure the participant is given the level of knowledge to meet current regulations, legislation and the service needs
- * Survey the training database to ensure all staff meet their mandatory and service requirements.

HEALTH AND SOCIAL CARE QUALIFICATIONS

Since 1995, The Brothers of Charity Services (Lancashire) have been accredited by City & Guilds as an approved centre for the assessment of National Vocational Qualification. The Centre has consistently received excellent assessments by City and Guilds personnel at their six-monthly external verification visits, and we will strive to maintain this very high standard.

Qualifications — our assessment centre offers Awards, Certificates and Diplomas in Health and Social Care at levels 2 and 3 and through our links with other centres can offer Level 5 diploma in Leadership Management in Care,

Candidate Commitment — Qualifications form part of a work-based programme in which candidates are assessed on the competence of performance in their usual work setting. Successful completion of the required amount of units requires a high degree of commitment from the candidate. Although observations of work practice are carried out in the workplace during normal duty hours, there will be a substantial amount of time spent in planning and preparation and in providing evidence of knowledge required to support performance assessment, and this must be done in the candidate's off-duty time. Assessors work very flexibly, and managers can sometimes make arrangements to assist in a small way, but the candidate is **not** entitled to extra payment or time-in-lieu for this commitment. However, the Service does pay all registration and certification fees and time for attendance on some courses that directly support qualifications.

Entry to the Programme—Application for entry into the programme can be made at any time. The following is a brief outline of the qualification process, and some frequently asked questions. If you wish to discuss the qualifications further please contact David Searle or any of the assessors.

1. *How do I find out about qualifications?*
 - a. Complete an application form, (available from the training department)
 - b. The assessor will contact you to arrange an informal meeting to discuss the qualifications.
 - c. You will be advised on how soon you are enrolled and commence.

2. *What happens next?*
 - a. You will be asked to briefly explain in writing your job role/ daily routines.
 - b. The assessor will complete an induction observation of job role/ daily routine.
 - c. An appointment will be arranged, with you, your Manager and the Assessor discussing your work role and its links to the qualification.
 - d. The write up from you and the feedback from the induction observation will be used as guidance when choosing an appropriate award and units.

3. *An induction /Portfolio session is arranged where:*
 - a. Guidelines/Centre procedures explained and issued
 - b. Appeals and Complaints Procedures explained and issued
 - c. All support materials are issued

4. *What support will I get?*
 - a. Candidates will be assisted in the initial stages of the qualification on how to log evidence
 - b. Additional courses are available to support qualification units (i.e. Communication, abuse, drug admin). Dates are in the training booklet or sent as a memo to candidates
 - c. If a candidate has any further difficulties these will be fully supported using a variety of methods and in strict confidence

5. *What If I have started an award elsewhere?*
 - a. If, within the past two years, you have started a qualification in Care through another Assessment Centre, it may be possible to complete this through our Centre.

Qualification/ Centre Co-ordinator

David Searle	ext 205	01257 248825
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Internal Verifier

Doreen Pemberton	ext 238	01257 248852
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Assessors

Doreen Pemberton	ext 238	01257 248852
Heather Hindmarch	ext 298	01257 248884
Sandra Walton	01257 224973	
Sharon Swarbrick	01257 474209	

APPLYING FOR A COURSE

- If you are interested in applying for any course/workshop in this booklet first discuss the course with your immediate manager and then complete the appropriate In-Service or External Training Application Form.
- Before you apply for a course be sure that you can attend. If for some reason you are unable to attend a course let your manager/team leader and the Training Department know as soon as possible, this will allow us to offer your place to someone else.
- All applications for courses must be approved by your line manager and sent to the Training Department as early as possible.
- As there is a financial implication all external courses must also be supported by the Director/Head of your work location and will not be booked until the Training Department has received the completed and signed forms.
- Confirmation of your acceptance on a course will be sent to you on receipt of your application. Please enter the dates of your courses in your personal and work area diary. Course information and a list of participants are sent out one to two weeks before the course date.
- If the course you apply for is full, you will be advised of this and of any options available.
- Occasionally it is necessary to cancel a course due to insufficient participants or presenters being unavailable. If a course is cancelled we will let you and your team leader know as early as possible.

VOLUNTEERS/FAMILY CARERS

All courses are open to volunteers and family carers. If volunteers wish to apply for a course they should complete the training application form and return it to :

Following the success of our first Volunteer Training Day further days will be arranged during 2011

Kathleen Page, Volunteer Co-ordinator.

Family carers wishing to attend a course should contact David Searle or Diane Breheny.

MANDATORY TRAINING

<u>Safeguarding Adults</u> (formerly Abuse Awareness)	All staff are required to attend this course once. (see note below)
<u>Safeguarding Adults Update training</u>	All support staff must have update training every two years, which will be delivered by their Line Manager in their work area
<u>Positive Behaviour Management</u>	This course is mandatory for all staff who have never undertaken a Challenging Behaviour course
<u>Mental Capacity Act Awareness Training</u>	Mandatory for all staff to attend.
<u>Equalities, Diversity And Inclusion Training</u>	Mandatory for all staff to attend.
<u>Food Safety, Healthy Eating and Nutrition</u>	It is required that support staff who prepare food for other people to attend this course once
<u>Food Safety Refresher</u>	It is required that support staff who have attended a food safety course or Basic Food Hygiene course attend this every three years thereafter.
<u>Manual Lifting and Handling</u>	Mandatory for all support staff who are in any way involved in lifting people or objects
<u>Mandatory Lifting and Handling Refresher</u>	Mandatory for all support staff to attend every two years after completing the full one day course.
<u>Wheelchair Handlers</u>	Attendance is required on this course by all staff who work with people who use a wheelchair
<u>Hoist Users Course</u>	Mandatory for all staff who are required to use hoists in the course of their work

NB : There is a requirement for all staff to complete Safeguarding Adults in two stages. This procedure is to enable us to register Safeguarding Training with Lancashire County Council.

Stage 2 is for existing staff who have already completed Safeguarding Adults training and will be delivered through updates. The presentation at Woodlands Conference Centre will also be introduced gradually to existing staff members over the next couple of years and you will be advised accordingly when this is to take place).

<u>Medication Administration</u>	All support staff (day and residential) must attend this course.
<u>Practical Medication Assessment</u>	Following attendance on a medication administration course a practical assessment must be carried out by the designated assessor for your work area. An assessment must then be undertaken on an annual basis.
<u>Medication Assessors Course</u>	This course is only for staff (Assessors) who carry out the Practical Medication Assessments and it is advised that the course is attended every two years.
<u>Health and Safety</u>	All staff are required to attend this course once only
<u>Infection Control</u>	All support staff are required to attend this course once only
<u>Risk Management for Managers</u>	Mandatory for all Managers and Team Leaders to attend once
<u>Risk Assessment Training</u>	Mandatory for all Managers and Senior Support Workers to Attend once only
<u>Fire Safety Lecture</u>	Mandatory for all staff. This lecture must be attended annually.
<u>First Aid Awareness</u>	Mandatory for all residential and new staff. This course is also the first aid refresher requiring attendance every three years
<u>Induction</u>	In addition to the standard mandatory courses, all staff undertaking Induction are required to undertake the Learning Disability Course, Communication and Positive Behavioural Management dates for these courses are detailed in the appropriate section.

If you are unsure whether or not you should attend a mandatory training course please either discuss this with your line manager/ team leader or contact the training department.

How to get the most from your training:

1. The training is for **YOU** and its success rests largely on you
2. Enter into discussion **ENTHUSIASTICALLY**
3. **GIVE FREELY** of your experiences
4. **CONFINE** your discussion to the topic
5. Say what you honestly **THINK**
6. **LISTEN ALERTLY** to the discussion
7. If you don't understand - **ASK**
8. **APPRECIATE** other points of view
9. Above all - **ENJOY YOURSELF**

Training is about learning,
but also enjoyment



Induction Training

What is Induction Training?

Induction Training is a set of training courses which all new employees are required to attend. The completion of the induction courses leads to the Common Induction Standards (CIS) as required by the Care Quality Commission (CQC) and it is required that this is completed within 12 weeks of commencement of employment. The CIS can also be incorporated into, and has become a part of, the Diploma in Health and Social Care Level 2 which all new staff will now undertake and complete within 18 months of commencement of employment

The Induction Training Courses consist of :

- ◆ Values and Vision
- ◆ Equality, Diversity and Inclusion
- ◆ Safeguarding Adults
- ◆ Mental Capacity Act Training Awareness
- ◆ Learning Disability
- ◆ Care Planning and the Principles of Care
- ◆ Positive Behaviour Management
- ◆ Health and Safety
- ◆ Infection Control
- ◆ Food Safety, Healthy Eating and Nutrition
- ◆ Manual Lifting and Handling
- ◆ Medication Administration
- ◆ First Aid Awareness

All the above courses will be held in the Training and Development Centre at Lisieux Hall, any additional training which supports both Induction and qualifications will be sourced from our training partners. Such training includes:

COURSE DESCRIPTIONS

Values and Vision

Course Presenter: Kathleen Page

The presentation will consist of a brief history of the Brothers of Charity and will illustrate the ethos and values of the organisation.

Following this course there will be an Induction Overview
presented by the Training Manager, David Searle
and an presentation from Chris Unsworth of the Finance Team

Course Dates: Tuesday 14 February
Tuesday 17 April
Tuesday 19 June
Tuesday 03 July
Tuesday 11 September
Tuesday 20 November

Time: 9.30am—11.30am Presentation from Kathleen Page
11.30am-12.00pm Induction Overview for new members of staff
12pm—12.30pm Finance presentation from Chris Unsworth

Venue: Training and Development Centre



Learning Disability

Course Presenter: Sean Nixon Smith

During this course we will examine the many and varied causes of learning disability and some of the associated syndromes.

We will also identify specific health needs, behavioural characteristics and social difficulties which are experienced by some people and are related to the cause of their learning disability.

Part of the session will look back at the care and support of people with learning disabilities over the years in Britain, and we will aim to demonstrate how this history has led to the models we have today, and how some of our more senior service users have been affected by a life within care services.

It is with an understanding of these issues we can review our own attitudes and values and offer appropriate support to meet individual needs.

Course Dates: Tuesday 14 February
Tuesday 17 April
Tuesday 19 June
Tuesday 03 July
Tuesday 11 September
Tuesday 20 November

Time: 1.30pm—4.30pm

Venue: Training and Development Centre

Safeguarding Adults

This course is mandatory for all staff

Course Presenters: Lee Morris, Mike Gibson, Andrea Fairhurst, Ken Murphy

This course is an introduction to awareness and prevention of abuse. Other associated policies will be explored including confidentiality and public interest disclosure. The course encourages interactive participation with an aim to gain a deeper understanding of the underlying causes of abuse and inequality. The course will meet the basic requirements of induction training and contribute knowledge towards the LDQ.

The course is based on the organisation's guidelines in relation to abuse and provides an awareness of:

- ◆ The forms that abuse can take
- ◆ Indicators of abuse
- ◆ Preventing abuse within services
- ◆ Responding appropriately to disclosures of abuse,
- ◆ Guide to Policies and Procedures

This is a course that all staff are required to attend. It is recognised that this course deals with very sensitive issues. We would welcome discussing, in confidence, any concerns anyone may have about attending this course.

Course Dates: Wednesday 15 February
 Wednesday 18 April
 Wednesday 20 June
 Wednesday 04 July
 Wednesday 12 September
 Wednesday 21 November

Time: 9.30am-12.30pm

Venue: Training and Development Centre

Support Planning and the Principles of Care

Course Presenter: Adam Deane

AIMS OF THE COURSE:

- ◆ To understand the need to make sure that everything you do is based around the individual you are supporting
- ◆ To understand the need to enable the individual you support to control their own life and make informed choices about the services they receive.
- ◆ Understand the need to promote equal opportunities for the individual you are supporting.
- ◆ Understand the importance of confidentiality.

This session will provide the opportunity to explore the principles of care with a focus given to the importance of individual care planning.

Course Dates: Wednesday 15 February
 Wednesday 18 April
 Wednesday 20 June
 Wednesday 04 July
 Wednesday 12 September
 Wednesday 21 November

Time: 1.30pm-4.30pm

Venue: Training and Development Centre

Mental Capacity Act Awareness Training

This course is mandatory for all support staff

Course Presenters: Heather Hindmarch, Nicole Farnworth

The Mental Capacity Act 2005 (MCA) provides a legal framework to help and protect vulnerable people who cannot make their own decisions. It will help EMPOWER and PROTECT all adults who cannot decide for themselves. Staff will have an important role to play in supporting CHOICE and DECISION MAKING.

The Awareness Session will cover :-

- ◆ Main points of the MCA 2005
- ◆ Discussion of what is CAPACITY?
- ◆ Five key principles of the MCA
- ◆ Assessment of capacity
- ◆ Best interest decisions
- ◆ Role of Independent Mental Capacity Advocates (IMCA)
- ◆ New criminal offences of ill treatment and wilful neglect.

Links will be made to :-

- ◆ Care planning and the delivery of day to day care
- ◆ Deprivation of Liberty Safeguards (DOLS)
- ◆ Restrictive practice

Course Dates: Monday 20 February
Monday 23 April
Monday 25 June
Monday 09 July
Monday 17 September
Monday 26 November

Time: 1.30pm—4.30pm

Venue: Training and Development Centre

Positive Behaviour Management (previously Challenging Behaviour)

This course is a mandatory requirement for all new staff and all support staff who have not yet undertaken this training

Course Presenter: Heather Hindmarch

The aim of the course will be to provide staff with a greater understanding of challenging behaviour.

The key objectives are:

- ◆ To define the term ‘challenging behaviour’
- ◆ Acknowledge the significance of the ‘Time intensity model of aggressive incidents’ when supporting people who’s behaviour is challenging
- ◆ Discuss what factors can influence difficult and challenging behaviours.
- ◆ Discuss the relationship between reactive strategies, physical intervention and the law,
- ◆ Acknowledge the need for pro-active planning.

Course Dates: Monday 20 February
Monday 23 April
Monday 25 June
Monday 09 July
Monday 17 September
Monday 26 November

Time: 9.30am—12.30pm

Venue: Training and Development Centre

Equality, Diversity and Inclusion

This course is mandatory for all existing front line staff

(This course will be included in the Induction Programme for new staff)

Course Presenter: David Searle

Aims of the course

- To know what is equality and diversity
- Understand the different forms of discrimination
- Understand what is meant by prejudice, harassment and bullying
- Understand how to deal with equality and diversity issues effectively
- Understand the responsibilities of all individuals
- What is meant by inclusion, and how is it linked to equality and diversity

By the end of the course you should :

- ♦ Have a greater knowledge of the issues surrounding equality and diversity, discrimination, harassment and bullying, including the legal implications
- ♦ Have an increased awareness of policies and procedures around equality and diversity
- ♦ Understand how inclusion is managed and used in diversity
- ♦ Understand and have confidence to address issues effectively

Course Dates:	Wednesday 25 January	9.30am—12.30pm
	Wednesday 25 January	1.30pm—4.30pm
	Tuesday 21 February	1.30pm—4.30pm
	Thursday 08 March	9.30am—12.30pm
	Thursday 08 March	1.30pm—4.30pm
	Tuesday 24 April	1.30pm—4.30pm
	Wednesday 23 May	9.30am—12.30pm
	Wednesday 23 May	1.30pm—4.30pm
	Tuesday 26 June	1.30pm—4.30pm
	Tuesday 10 July	1.30pm—4.30pm
	Tuesday 24 July	9.30am—12.30pm
	Tuesday 24 July	1.30pm—4.30pm
	Tuesday 18 September	1.30pm—4.30pm
	Thursday 27 September	9.30am—12.30pm
	Thursday 27 September	1.30pm—4.30pm
	Tuesday 23 October	9.30am—12.30pm
	Tuesday 23 October	1.30pm—4.30pm
	Tuesday 27 November	1.30pm—4.30pm

Venue: Training and Development Centre

Fire Safety Training

This short course (50 mins) is mandatory for all staff and must be attended annually

Course Presenter: Mike Warhurst

The lecture will focus on European legislation applicable to fire extinguisher colour codings, fire exits and directional signs. There will also be refresher training on general fire protection and prevention also brief updates on First Aid issues.

Course Dates:	Thursday 12 January	9.30am—10.20am
	Thursday 23 February	1.30pm—2.20pm
	Tuesday 06 March	9.30am—10.20am
	Wednesday 04 April	1.30pm—2.20pm
	Thursday 10 May *	8.45am—9.35am
	Wednesday 16 May *	8.45am—9.35am
	Wednesday 06 June	1.30pm—2.20pm
	Thursday 26 July	1.30pm—2.20pm
	Tuesday 25 September	1.30pm—2.20pm
	Wednesday 31 October	9.30am—10.20am
	Thursday 15 November	1.30pm—2.20pm
	Thursday 20 December	1.30pm—2.20pm

Venue: Training and Development Centre

*** These ‘early bird’ courses have been scheduled to coincide with the end of night shifts, assisting staff to meet their annual mandatory fire safety training requirement.**

Health and Safety

This half day course is mandatory for all staff

Course Presenter: Mike Warhurst

This course will provide staff with basic understanding of the health and safety requirements pertaining to their role. The following subject areas are covered.

- Hazard, risk, risk control measures
- Risk assessments
- Fire
- Infection Control
- Security
- Safety Management
- ♦ Legislation
- Enforcement

Course Dates: Thursday 16 February
Thursday 19 April
Thursday 21 June
Thursday 05 July
Thursday 13 September
Thursday 22 November

Time: 9.30am—12.30pm

Venue: Training and Development Centre

Infection Control

This half day course is mandatory for all support staff

Course Presenter: Mike Warhurst

This course will provide the candidate with information in order to minimise and prevent the spread of infections and provide appropriate controls if infections do occur.”

Course Dates: Thursday 26 January
Tuesday 21 February
Wednesday 28 March
Tuesday 24 April
Tuesday 29 May
Tuesday 26 June
Tuesday 10 July
Tuesday 18 September
Wednesday 24 October
Tuesday 27 November

Time: 9.30am—12.30pm

Venue: Training and Development Centre

Risk Management for Managers

This half day course is mandatory for all Managers and Team Leaders

Course Presenter: Mike Warhurst

This course will provide managers with an insight into ways to manage risk within their areas.

The following subject areas are covered.

- Legal Aspects
- Accidents
- Identification of Risks
- Managing Risks
- Contractors
- Emergency planning
- Audit Inspections

Course Dates: Friday 15 June

Time: 9.30am—12.30pm

Venue: Training and Development Centre

Risk Assessment Training

this course is mandatory for all Managers and Senior Support Workers, and an advisable option for all other staff

Course Presenter: Mike Warhurst

AIM: To enable participants to understand the legal obligations relating to risk assessments and to be able to carry out a risk assessment.

The following will be covered:

- Legal requirements
- Risk, hazard, severity and likelihood
- Control measures
- Risk evaluation
- Risk Assessment forms
- Practical risk assessment

Course Dates: Thursday 12 April
Wednesday 10 October

Time: 9.30am—12.30pm

Venue: Training and Development Centre

Medication Administration

**This course is mandatory for all staff who administer medication.
A practical assessment is required following attendance on the course and
reassessment every 12 months thereafter.**

Course Presenter: Paul Jarrett

AIMS:

1. Safe handling and storage
2. Safe Administration
3. Routes of absorption of drugs

Course Dates: Friday 17 February
Friday 20 April
Friday 22 June
Friday 06 July
Friday 14 September
Friday 23 November

Time: 9.30am—12.30pm

Venue: Training and Development Centre

Emergency First Aid

This course is mandatory for all new staff

The course can also be attended as Refresher to the First Aid course which requires attendance every three years.

*NB: If you are the **nominated** First Aid Appointed Person for your work area you will be contacted directly when you are required to attend a 'First Aid At Work' refresher course.*

Course Presenter: Ken Murphy

The Emergency First Aid course will give you the knowledge on how to respond in an emergency situation. The course will give instruction on subjects such as resuscitation procedures and recovery enabling you to take action until qualified help can be called.

Course Dates: Friday 17 February
Friday 20 April
Friday 22 June
Friday 06 July
Friday 14 September
Friday 23 November

Time: 1.30pm—4.30pm

Venue: Training and Development Centre

NB: Anyone having concerns about dealing with emergency situations, wounds etc please discuss this with your Line Manager.

Food Safety, Healthy Eating and Nutrition

Course Presenter: Doreen Pemberton , Carolyn Higgins

AIMS: The course is aimed at improving the awareness of food hygiene in the home. It is in line with new legislation (introduced January 2006) and will deal with the new Food Standards Agency strategy of the four 'Cs' **C**leaning, **C**ooking, **C**hilling and **C**ross Contamination.

It will focus on

- ◆ Raising awareness of food poisoning and the link between poor food hygiene and food poisoning.
- ◆ Promoting key hygiene messages
- ◆ Changing food hygiene attitudes, knowledge and behaviour.

The course this year will include elements on Healthy Eating and Nutrition

Course Dates: Thursday 16 February
 Thursday 19 April
 Thursday 21 June
 Thursday 05 July
 Thursday 13 September
 Thursday 22 November

Time: 1.30pm—4.30pm

Venue: Training and Development Centre

Food Safety Refresher

Course Presenter: Doreen Pemberton

To update participants on the Basic Food Hygiene regulations (Food Safety Act 2006). The course will cover dangers of food poisoning, contamination, temperature control, compliance with new regulations.

Course Dates: Thursday 25 January 1.30pm—4pm
 Tuesday 06 March 1.30pm—4pm
 Wednesday 04 April 9.30am—12noon
 Thursday 24 May 1.30pm—4pm
 Wednesday 18 July 1.30pm—4pm
 Monday 24 September 1.30pm—4pm

Venue: Training and Development Centre

Manual Lifting and Handling

Mandatory for all staff who are involved in any way with lifting

Course Presenter: Alan Senior

- AIMS:**
- To introduce the Health and Safety at Work Act as it relates to manual handling.
 - To give guidance in the completion of Risk Assessments and Individual Care Plans related to manual handling.
 - To discuss the application of the “Lifting Policy” in the community.
 - To discuss key points of safe manual handling and their application to the work setting.

The practical session will cover:

- Handling of boxes and furniture.
- Moving of clients
 - from sitting to standing,
 - from chair to chair
 - walking with supervision
 - walking aids
 - accessing vehicles
 - lifting people who are dependant.

Course Dates: Wednesday 22 February
Wednesday 25 April
Wednesday 27 June
Wednesday 11 July
Wednesday 19 September
Wednesday 28 November

Time: 9.30am—4.30pm

Venue: Training and Development Centre

Manual Lifting and Handling Refresher Course

This is the refresher course for the main Manual Handling Course which all staff who are involved in the handling of clients or objects and materials should have completed on commencement of their employment.

It is mandatory for staff to complete this refresher every two years.

Course Presenter: Alan Senior

- AIMS:
- To revise participant's knowledge of the Manual Handling Policy
 - To update the process of Risk Assessment in relation to manual handling.
 - To build on the participant's knowledge of the key principles of good manual handling.
 - To revise the participant's practical skills in relation to:
 - Moving small items of furniture and boxes,
 - Handling clients; when walking
moving from chair to chair
when dependant

Course Dates: Wednesday 18 January
Wednesday 29 February
Thursday 29 March
Wednesday 09 May
Wednesday 18 July
Thursday 11 October
Wednesday 07 November
Thursday 06 December

Time: 9.15am-12.30pm

Venue: Training and Development Centre

Wheelchair Handlers Course

This course is mandatory for all staff who, in the course of their work, are involved with wheelchair users.

Course Presenter: Alan Senior

- Background knowledge of wheelchair provision and maintenance
- Health and Safety responsibilities
- Practical training in
 - Roads and paths
 - Grass, gravel and sand
 - Use of transport vehicles
 - Ramps
 - Curbs and steps

Course Dates: Wednesday 18 January
Wednesday 29 February
Wednesday 09 May
Wednesday 18 July
Wednesday 07 November
Thursday 06 December

Venue: Physiotherapy Room

Time: 1.30pm-3.30pm

Hoist Users Awareness Course

This course is essential for all staff who are required to use hoists in the course of their work

Course Presenter: Alan Senior

This short course will run on the dates detailed below and immediately after the lifting refresher course. The course will last approximately two hours and can be attended either as an extension to the lifting refresher course or as a stand alone course.

Course Dates: Thursday 29 March
Thursday 11 October

Time: 1.30pm—3.30pm

Venue: Physiotherapy Room

External Training Courses January—July 2012

Alzheimer's & Dementia Awareness

Day	Date	Trainer/s	Venue
Wednesday	22nd February	A Wilson/V Banner	Clayton Green
Thursday	8th April	A Wilson/V Banner	Clayton Green

ASD Awareness

Day	Date	Trainer/s	Venue
Tuesday	31st January	Debbie Bird	Clayton Green
Tuesday	1st May	Debbie Bird	Clayton Green

Challenging Behaviour Course

Day	Date	Trainer/s	Venue
Thursday	23rd February	P Hickson/ H Eccles	Clayton Green
Monday	30th April	P Hickson/ H Eccles	Clayton Green
Monday	18th June	P Hickson/ H Eccles	Clayton Green

Death, Dying & Bereavement

Day	Date	Trainer/s	Venue
Friday	30th March	Maria Robins-Bailey	Clayton Green

Health Action Planning

Day	Date	Trainer/s	Venue
Friday	2nd March	V Banner/ J Arrowsmith	Clayton Green
Friday	8th June	V Banner/ A Wilson	Clayton Green

Epilepsy & LD with rescue medication

Day	Date	Trainer/s	Venue
Friday	27th January	J Allin/A Stokes	Clayton Green
Tuesday	28th February	J Allin/A Stokes	Clayton Green
Monday	23rd April	J Allin/A Stokes	Clayton Green
Thursday	31st May	J Allin/A Stokes	Clayton Green

Epilepsy Refresher Course includes rescue medication

Day	Date	Trainer/s	Venue
Tuesday	27th March	J Allin/A Stokes	Clayton Green
Tuesday	26th June	J Allin/A Stokes	Clayton Green

External Training Courses *continued*

Mental Health Conditions

Day	Date	Venue
Friday	10th February	Clayton Green
Friday	11th May	Clayton Green

Safe Swallowing for LD support workers/carers

Day	Date	Trainer/s	Venue
Tuesday	13th March	Priscilla Reed	Clayton Green
Tuesday	26th June	Priscilla Reed	Clayton Green

Introduction to Person Centred Thinking

Day	Date	Trainer/s	Venue
Friday	24th February	Max Neill	Clayton Green
Thursday	7th June	Max Neill	Clayton Green

Signalong for LD support workers/carers *must attend all 5 sessions*

Date	Trainer/s	Venue	Time
7th February	Priscilla Reed	Clayton Green	1.00 - 4.00
14th February	Priscilla Reed	Clayton Green	1.00 - 4.00
21st February	Priscilla Reed	Clayton Green	1.00 - 4.00
28th February	Priscilla Reed	Clayton Green	1.00 - 4.00
6th March	Priscilla Reed	Clayton Green	1.00 - 4.00

Signalong for LD support workers/carers *must attend all 5 sessions*

Date	Trainer/s	Venue	Time
15th May	Priscilla Reed	Clayton Green	1.00 - 4.00
22nd May	Priscilla Reed	Clayton Green	1.00 - 4.00
29th May	Priscilla Reed	Clayton Green	1.00 - 4.00
12th June	Priscilla Reed	Clayton Green	1.00 - 4.00
19th June	Priscilla Reed	Clayton Green	1.00 - 4.00

External Training Courses continued

Appraisals Awareness

Day	Date	Trainer/s	Venue
Friday	9th March	Maria Robins-Bailey	Clayton Green

Managing Meetings for team managers & supervisors

Day	Date	Trainer/s	Venue
Friday	15th March	Maria Robins-Bailey	Clayton Green

How to do Supervision for first line managers

Day	Date	Trainer/s	Venue
Thursday	16th February	Maria Robins-Bailey	Clayton Green

The following courses are available by arrangement with the Training Consortia :
Please contact David Searle (Training Manager) at Lisieux Hall for further information

- ◆ **Advanced Person Centred Thinking**
- ◆ **Person Centred Thinking in Staff Management (for team managers and supervisors)**
- ◆ **Person Centred Approaches to conflict**
- ◆ **Person Centred approaches to risk**
- ◆ **Person Centred Community Connecting**
- ◆ **Introduction to Relationships and Sexuality—supporting the people who use the service**

Personal Development Fund

The service can help with financial support for staff wishing to take part in self development courses. The fund is for courses of particular personal interest, for example hobbies, languages, or any of the numerous local college courses available.

The service will pay 50% of the course fees up to a maximum of £50 per person.

As the scheme fund is limited, the granting of funding will be on a first come first served basis.

To apply:

- ◆ Request an application form from the training department, complete it and return.
- ◆ You will then shortly be notified of the amount of your award.
- ◆ The service will then issue a cheque for the amount agreed, on production of the course booking payment receipt.

To request your application form please contact the Training Department on Extension 205.

Further Information :

EVALUATION OF TRAINING - In order to assist us in monitoring the quality and effectiveness of training we ask all participants to complete an evaluation form at the end of each course. The information provided is valuable to us in the planning and development of future courses.

Six weeks following the completion of a course a Post-Course Briefing Evaluation Form will be sent previously to a number of course participants. This is an important way for us to monitor the effectiveness of training within the organisation. A small number of course participants may be requested to take part in a short structured interview.

We appreciate your support in completing these evaluations.

CERTIFICATE OF ATTENDANCE - A Certificate of Attendance is provided for all courses. Where a course is accredited you will receive a competence certificate on successful completion.

EXTERNAL COURSES/CONFERENCES - Application to attend external courses, conferences or seminars MUST first be discussed in detail with your team leader. They MUST be approved by the Manager and the Director of the area where you work before being sent to the Training Department. It is essential to give as much information as possible when applying for an external course or conference including travel and accommodation costs. No bookings for training will be made until the necessary form has been received fully completed and signed. Wherever possible we will try to fulfil additional requests for training.

LIBRARY - The Library is located in St Teresa's, and staff, volunteers, family members of people using our services and students on placement are able to borrow books and other material from the library and use the computer facilities. It is generally open Monday to Friday from 9.00 am to 4.30 pm. Further information on the library facilities are available from Reception.

Further information on staff training opportunities are also circulated through 'Voice BOCS',

A notice board located in the Training and Development Centre also gives information on internal and external courses, conferences and other staff development



"With the person at the heart of all we do, we are an organization with Christian values whose vision is to provide services which support people's individuality, choice, rights and dreams"

[Brothers of Charity Mission Statement](#)