

Adult Social Care and Inclusion

Learning and Development Programme for 2015/16

Growing a World-class Workforce



Workforce Development Team

August, 2015

Introduction

I am delighted to welcome you to the Learning and Development Programme for the social care workforce in Walsall for 2015/16.

The Programme is designed to provide information about learning opportunities available to develop the skills, knowledge and behaviours of those working in adult social care within the Borough including those in the private, voluntary and independent sector, key partners and others with a role in safeguarding/protecting vulnerable people, this includes unpaid carers and those who are employed as PAs by individual employers.

Review of 2014/15

Following on the success of previous programmes, 2014/15 saw us:

- We delivered a range of health and safety related training to 744 of the social care workforce and adults social care occupied 79% of the overall places available.
- Offering over 336 places on our multi agency Safeguarding Adults Awareness Programme
- Rolling out a learning and development plan in support of Care Act new duties
- Further embedding our Attachment Based Practice approach through provision of manager sessions and action learning sets
- Won national recognition for our Apprenticeship Programme – a finalist in the Skills for Care Accolades
- Providing membership of tCoSW and RiPfA
- Facilitating a large scale Staff Conference and 3 Manager Forums
- Facilitating 2 sessions for the PVI sector on Care Act new duties, Care Act learning resources, and Care Certificate
- Preparing for introduction of the Care Certificate
- Refreshing our approach to how we manage student social worker placements, enhancing our relationship with the local HEIs
- Refreshed our Workforce Development website
- Secured national speakers to motivate and engage our workforce and enhance their practice

- Expanding the range of learning opportunities on offer to include Falls Prevention, Medicines Management and Managing Challenging Behaviour
- Delivered four attachment based practice (all staff), managers workshops and action learning sets (14 cohorts)
- Managed 8 student placements
- Enabled one member of staff to qualify as a practice educator
- Launched care act e-learning to over 500 learners with compliance over 70% for completion of modules

We have continued to work hard to improve our service and support you by consulting you on your learning needs so that our learning and development offer is contemporary and appropriate to your requirements. We are also mindful of the difficulty sometimes encountered with releasing staff for whole day training events. Our response has been to offer bite size training sessions where appropriate, deliver on-site where we can and offer e-learning and distance learning opportunities. Our approach is very much one of blended learning. We all recognise that budgets are much smaller than they used to be and that we need to spend what we have wisely. Learning is much more than going on a course, individuals and managers all have a responsibility for self directed learning to ensure they keep abreast of new thinking/legislation/working practices and this can be done through reading articles, curating information from the internet, accessing websites such as Skills for Care, SCIE, COSW, Community Care, using RiPFA etc. Such information can be shared during supervision, group supervision or team meetings. Managers also have a role in creating a culture whereby coaching and mentoring are seen as developmental and positive.

Our website www.walsallsocialcareworkforce.co.uk

We established our website as a 'one stop shop' of learning resources and information. During 2014/2015 we have refreshed our website to make it a best in class resource. Our aim is for the workforce to use it regularly to access interesting and relevant content. We also want to use it to share case studies and innovative work being undertaken within the Directorate. With this in we would be delighted to hear what you are doing and share it with others. We recommend that you save the link to our website in your 'favourites', that you log on every two weeks or so and that you use it to prepare for and during supervision. Not only can you view the learning opportunities on offer, you can book places on courses, access resources such as supervision and appraisal documents/templates, read about the Care Act and the implications for the workforce. If you would like to suggest links, articles or fact sheets for our website then please get in touch.

Planned WD initiatives and improvements for the next 12 months

- We are expanding the range of safeguarding adults related topics such as DoLS Awareness, Court of Protection/Community DoLS, Managing the Safeguarding Response, Undertaking Safeguarding Enquiries, Outcome Focussed Adult Safeguarding
- We will ensure learning opportunities and systems are in place for the workforce to achieve the requirements of the new Care Certificate
- We will ensure there are opportunities for practitioners
- To reflect on practice in light of Care Act
- We are increasing the range of e and distance learning opportunities
- We continue to support you to undertake and capture your CPD and provide opportunities to maximise use of RiPFA and other tools
- We will ensure that as many opportunities as possible are multi-agency in order to create opportunities for different professions/ workforces and people from different parts of the system to learn together, exchange ideas, identify where the respective workforces can work better together to improve outcomes for our citizens
- We will support the development of a recruitment and retention strategy
- We will pilot a new social care centric leadership programme
- We will ensure provision of a quality leadership programme for approved mental health practitioners
- We are expanding our range of externally accredited H&S training events

I am sure that I do not need to remind you that the majority of our courses are **free of charge**. This is in recognition of the important role you play in providing Walsall's citizens with a high quality and professional level of care. Gaining new skills and knowledge is key to maintaining these high standards and enabling our Providers to move into new markets.

May I take this opportunity to wish you all the very best for 2015/16.

Lisa Koc

Service Manager (Workforce Development)

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Drivers behind this Learning and Development Programme

In putting together this programme, we have considered the following:

The role of the Director of Adult Social Care (DASS)

The DASS has, amongst other things, responsibility for adequacy of supply of a well trained social care workforce within the Borough. This includes those within the Private, Voluntary and Independent Sector. The 600 directly employed workers represent just 20% of the workers in this sector within the Walsall Borough.

What do we have to do?

In order to achieve the budget envelope available for learning and development in 2015/16 it has been necessary to prioritise that which is truly mandatory training – on which establishments, services and individuals depend in order to be able to function and practice.

The Care Certificate was introduced in April, 2015 as a result of the Cavendish review which followed the Francis report about the failings of the Mid Staffordshire NHS Trust. It replaces the previous Common Induction Standards and National Minimum Training Standards. It aims to ensure a consistent approach to induction and a competent, caring and compassionate workforce and applies to new starters in health and adult social care in roles where there is direct contact with individuals needing care and support.

It also offers existing health and social care workers the opportunity to refresh their knowledge and skills. The Care Certificate is an identified set of 15 standards that health and social care workers adhere to in their daily working life:

- Understanding Your Role
- Your Personal Development
- Duty of Care
- Equality and Diversity
- Working in a Person Centred Way

- Communication
- Privacy and Dignity
- Fluids and Nutrition
- Awareness of Mental Health, Dementia and Learning Disabilities
- Safeguarding Adults
- Safeguarding Children
- Basic Life Support
- Health and Safety
- Handling Information
- Infection Prevention and Control

Additionally CQC require evidence of 'specialisms' i.e., training relating to the needs of specific groups of individuals where appropriate. This may include for example knowledge of the support required by people with Mental Health needs, sensory loss, learning disabilities, autism and dementia.

The Regulated Workforce i.e. social workers who may also be Approved Mental Health Practitioners or Best Interests Assessors and Occupational Therapists require the following:

- A minimum of two opportunities for CPD over two years to enable a portfolio of learning to be compiled in order to maintain/regain their HCPC registration. This could be a mix of formal training/learning or opportunities for reflection.
- In terms of AMHPs (Approved Mental Health Practitioners) – this group require 18 1/2 hours CPD per annum (around 5 or 6 opportunities) in order to practice (a statutory requirement). This responsibility is currently shared with Dudley MBC whereby in order to maximise use of resources we will co-design learning opportunities and share venue and guest speaker costs.
- In terms of BIAs (Best Interests Assessors) – this group are required to have had some learning within the previous 12 months – our local target is 18 hours. The budget for BIA learning/support rests with the DoLS (Deprivation of Liberty Safeguards) lead (within the Safeguarding structure).

Those who support and assess student social workers on placement are required to be appropriately qualified.

More Recent Drivers

The Care Act/Children and Families Act

The Care Act which came into force on 1st April 2015 brings together care and support legislation into a single legal act with a new wellbeing principle at its heart.

It has major implications for those working in social care including those involved in providing preventative services, information, advocacy, assessment and eligibility, care and support planning, personal budgets and direct payments, charging framework, quality and safety and transition for children to adult social care.

Our workforce development offer will continue to include opportunities to acquire information and new skills concerning both the Care Act and Children and Families Act.

Falls Prevention Learning and Development Project

Early in 2014 the Workforce Development Team were successful in gaining funding via the LETB (Local Education and Training) Board/Birmingham and Black Country LETC to develop an innovative falls prevention learning and development programme for the health and social care workforce, delivered across health and social care in clinical and community settings. Falls prevention has been identified as a key national strategic objective and this is reflected in the current priorities of LETCs in the West Midlands region. It is anticipated that the successful delivery of this pilot project will lead to better management of falls and support the implementation of the falls strategy and falls pathway. Whilst the project has now ended the work developed will be continued/mainstreamed recognising that falls prevention is key to our Operating Model, one of early intervention and prevention and closely aligned to the general well-being principal/proactively preventing the need for care and support within the Care Act.

Workforce of the future

What else – beyond statutory minimums – how do we grow the workforce of the future?

The Directorate has refreshed its Operating Model, therefore learning and development opportunities for staff, to ensure they fully understand their role in deploying it and have the skills, attitudes and behaviours to realise it, will be necessary. Staff will need to be legally literate, understand their role in promoting health and wellbeing, conducting joint assessments for long term conditions and signposting to other agencies/services/support. They will need to be able to think creatively and innovatively, be able to negotiate with individuals, partners, carers, contractors. They will need IT skills to enable them to fully embrace new Client Record system (Mosaic) and work in a modern/agile way. They will need skills in writing outcome focussed reablement and support plans, knowledge of assistive technologies/self care, understanding in terms of their responsibilities to carers/young carers, actively working with them to achieve best possible outcomes for less money.

We also need to consider the above in terms of enabling our local providers to move into new markets in line with our market position statement.

Re-inventing/re-claiming social work

We are determined to continue our journey of adopting a more asset/psychodynamic/relationship based model of social work with the aim of achieving better outcomes at lower cost. The Workforce Development Team will ensure there are learning opportunities within the overall learning and development programme to support this.

Summary

Our priorities for 2015/16 and beyond are therefore:

The Must Do's:

- Provision of mandatory training as required by CQC and Care Certificate
- Provision of mandatory learning opportunities which enable those within the regulated workforce to safely practice, support Practice Education and retain/regain their HCPC registration, these being OTs, social workers including AMHPs, BIAs
- Provision/co-ordination of student social work placements
- Provision of learning opportunities to support Care Act & Children and Families Act
- Provision of support to the Adult Safeguarding Board and training sub group

The Really Should Do's:

- Provision of learning opportunities which enable fulfilment of our Operating Model, Reablement skills, Signposting using Walsall Community Living Directory, Knowledge of pathways and approaches in relation to prevention and well-being, Autism, Dementia skills (not an exhaustive list)
- Support of learning which sees a refresh of our approach to social work

The Should Do's:

- Ensuring majority of learning provision is delivered by the WD Team with only specialist training being commissioned
- Building/supporting/sustaining a pool of 'expert' trainers including co-production with service users, experts by experience and carers
- Developing/maximising e and distance learning opportunities
- Seeking opportunities to income generate from selling places on our courses
- Working with Children's Services in respect of co-ordination of social work student placements, sharing best practice and creating opportunities for the two workforces to learn together

- Securing where possible free training venues – if you are a provider with a meeting room/training venue please get in touch. In return for use of the venue we may be able to offer free training and advice
- Working in partnership with others to share learning, expertise and costs, this includes our Health partners and those in the PVI sector

Conclusion

To conclude, in order to grow a world class workforce, one capable of working in the new ways demanded by the care and support reforms, we must have a robust workforce development strategy accompanied by a comprehensive learning and development programme and a firm commitment to reflective practice and supervision.

Accessing our learning and development programme

This learning and development programme is available on our website www.walsallsocialcareworkforce.co.uk In addition we have a small number of printed copies for those who do not have access to the internet. If you need to contact us by telephone our number is 01922 655541.

Prior to making a booking you should check carefully who the course is aimed at. We have aimed to make this as easy as possible through use of a system of colour coding. **Black**, social care workforce in Walsall, **Green**, internal council workforce, and **Blue**, specific teams, professionals, job roles.

Workforce development recognise that not every one learns best during formal face to face training courses therefore in addition to standard training we offer opportunities for blended learning.

Blended Learning is an approach which combines, supplements and aligns face to face learning with opportunities for online through ICT applications, mobile devices and multi-media platforms. Whilst traditional classroom learning is an important component of the learning experience, more recently, there has been a shift in control from the trainer to self-directed learning. For this reason our Learning and Development programme incorporates Blended Learning opportunities in accordance with learner preferences and organisational requirements.

For all [Face to Face training courses](#) once you have identified the learning opportunity to meet your specific needs and checked that the opportunity is open to you, you must ensure that you complete the relevant [booking form](#). The booking form should be emailed or posted to: HRAbsence&Customersupport@walsall.gov.uk It is important that a discussion takes place with your line manager during supervision/1-2-1/appraisal prior to you booking on the course, they will need to sign to say the opportunity is relevant to your particular job role, that you can be released for the learning event and that in the event of you not attending the course/cancelling in line with the cancellation policy they are accepting our cancellation fee.

Our [E-learning opportunities](#) are hosted by either Social Care Institute for Excellence or Walsall Council's e-central learning platform. You will need to register in order to be able to access the learning opportunities. (Non council employees accessing e-learning via e-central will need to contact HRAbsence&Customersupport@walsall.gov.uk to gain a temporary licence to access the learning modules).

Our distance learning programme offers a range of free NCFE level 2 and 3 accredited courses through either Walsall College or Walsall Adult and Community College (WACC). For more information or details of how to book contact workforcedevelopment@walsall.gov.uk and we will arrange for you to attend an induction session. (Please note these courses are all available free of charge. However Non-completion of the qualification, within the required timescales, will result in the learner incurring charges to cover the costs of materials and registration. This is agreed directly with the learner and Provider prior to commencing the qualification and will be either £81 or £86, depending upon the qualification. The learner will be asked to sign a disclaimer to this effect. Workforce development will under no circumstances pay this fee.

Categories

In order to make our programme as user friendly as possible we have organised it into the following categories :

[Prevention](#) – learning which supports our operating model/business drivers.

[Health and Safety](#) – learning which supports CQC/Care Certificate requirements and expectations and generally health and safety legislation.

[Conditions/Impairments](#) – learning which enhances your knowledge and understanding of the various conditions/impairments and disabilities experienced by our citizens.

[Welfare rights](#) – learning which enhances your knowledge and understanding of the various welfare benefits which can in turn be shared with citizens.

[Core skills](#) – learning which enhances numeracy, literacy and ICT skills, the key skills associated with completion of administrative functions, handling customer queries and complaints.

[Leadership and Management](#) – learning which supports our leaders and managers to effectively manage their resources towards goal achievement.

[Equality and Diversity](#) – learning which builds an understanding and culture of inclusivity, of anti-discriminatory practice and the benefits of representative workforces and positive action.

[Clinical Programme](#) – learning which equips our workforce with the skills to undertake low level nursing and allied skills.

Cancellation/charging policy

There is currently no charge for attending learning and development events organised by the Workforce Development Team, unless otherwise stated in the course publicity. However, a cancellation fee will apply where a place has been booked but the delegate does not turn up/cancel in line with the below cancellation policy. The cancellation policy is applied regardless of whether the delegate who was supposed to attend is directly employed by the council or by one of our partners in the Private, Voluntary or Independent sectors.

There will be no charge applied under the following circumstances:

- Delegates arrive punctually and stay for the duration of the session.
- If the delegate is unable to attend and contacts the HR Absence and Customer Support team at least three weeks prior to the event (HRAbsence&Customersupport@walsall.gov.uk)
- If the delegate is unable to attend and a suitable substitute is arranged and HR is informed prior to the event.
- The delegate is off sick and a member of HR is notified either before or on the day of the course/session.

A charge will be applied under the following circumstances:

- If notification of non attendance is not received 3 weeks prior to the session taking place (the re-charge will apply even if the delegate re-books onto a later date).
- If the delegate is off sick and notification is not received before or on the day of the training session.
- No substitute attends in the place of the delegate.
- If the delegate arrives more than 15 minutes late they will not be permitted to attend and a recharge will be applied unless evidence of extenuating circumstances can be provided.
- If the delegate informs the facilitator they need to leave early.

If you incur a recharge, your organisation/service will be sent an internal journal/invoice on a monthly basis. Our fees are:

£105 per full days or £60 per half day or part day.

Our Code of Conduct

Expectations of those attending Learning and Development Events

Our aim is to provide you with a high quality learning experience that is positive for everyone. Please abide by the following:

- Prior to booking on to an event ensure that the content and outcomes appropriately match your learning objectives, i.e. that you have investigated the course content thoroughly. Ensure it relates to your work, meets your current and future needs and the needs of your service, including improving outcomes for service delivery.
- Arrive punctually at the venue and be prepared to attend for the full duration of the event. Your commitment to attending for the full duration should be determined at the time of booking and be honoured accordingly; failure to do so will mean our recharge policy will apply.
- Arrive back punctually after scheduled breaks.
- Show a willingness to engage and participate in the learning and contribute fully.
- Disrupting or distracting others is not acceptable. No texting, emailing, receiving/making telephone calls apart from during scheduled breaks. In exceptional circumstances it may be permitted so please discuss with the facilitator.
- Respect others around you. Where differences of opinion arise challenge the point of view honestly and respectfully not the person. Rudeness to other delegates including the facilitator is not acceptable.
- If you are unable to attend at short notice an appropriate substitute may be sent. An appropriate substitute will need to have similar needs in relation to event content and outcomes and be able to embed/share the learning experience afterwards. If an appropriate substitute is not sent then our recharge policy may apply.
- Maintain confidentiality, within agreed parameters, at all times. Where you feel that it is in the interest of either the organisation or service delivery to breach confidentiality, discuss this in the first instance with your facilitator and/or line manager.
- Following the event, you should be prepared to provide your line manager with an outline of the learning experience, and how you intend to apply it in your practice/workplace. Please do this during your regular supervision/1-2-1 session.
- Workforce Development reserves the right to inform your line manager of inappropriate conduct, non participation, incomplete attendance or of any other concerns following the event.

Coaching/mentoring opportunities

The intervention needed to enable you to do your job more effectively may not always be attendance on or completion of a course of study. Participation in coaching or mentoring may be much more beneficial.

What is coaching about?

The purpose of coaching is to enable people to behave more effectively in achieving their goals. Coaching is usually seen as a time-limited process focusing on the identification and realisation of goals and emphasising the recipients' ability to think, feel and behave differently in relation to their work.

How would you know if it's right for you?

You may benefit from coaching at various times in your career – perhaps in a new role or new working relationships or a growing awareness of new and different future challenges to which the 'usual' responses are unlikely to be effective – it can be useful to think about making use of the support and challenge offered by an external/impartial coach. For many, coaching provides a time-limited effective way to stand back, to reflect on and develop personal insight and effectiveness within the context of a confidential relationship. It is worth remembering that the issues or concerns which prompt you to consider a coaching relationship don't have to be major career-defining ones – for example it can be equally useful and legitimate to use coaching to attend to established patterns of behaviour which are no longer helpful, or where there may be a mismatch between role expectations and personal confidence. Any areas in which you consider your personal leadership effectiveness could be enhanced can be appropriate grounds to engage in coaching.

What is mentoring?

Mentoring is to support and encourage people to manage their own learning in order that they may maximise their potential, develop their skills, improve their performance and become the person they want to be.

For information on coaching or mentoring please contact a member of the Workforce Development Team.

Action learning sets

What is Action Learning?

Action Learning is a facilitated accelerated learning tool which can be applied to a number of different workplace issues and challenges. In Action Learning groups or 'sets' members meet regularly in order to explore solutions to real problems and decide on a course of action. Individuals are encouraged to:

- Describe the issue as it is seen
- Receive contributions from others in the form of questions
- Reflect on the discussion and decide on a course of action
- Report back on what happened as a result of the action
- Reflect on the problem-solving process and how well it has worked

For more information please contact the Workforce Development Team

Qualifications/external courses and conferences

Please note that due to budget constraints in place for this financial year it is generally not possible to financially support candidates to gain formal academic qualifications or attend external charged for courses and conferences. We sincerely hope that this position will change for 2016/17. If you are wanting to self fund and require support to locate the right qualification for you then please contact the team.

For managers responsible for the qualifications training of Approved Mental Health Practitioners or Best Interests Assessors then may we respectfully remind you that an element of forward planning including submission of a business case will be required so that appropriate budget provision can be made, please also bear in mind the lead in time for accessing and completing such training. Please contact a member of the team to discuss further.

Induction

Comprehensive induction is vital for new staff and managers to ensure they are settled in as quickly and as effectively as possible into their new role/organisation. New employees need to understand the organisation's vision/mission, goals and values, health and safety rules, and have articulated the clear expectations of the job they have been employed to do.

A workplace induction must also take account of recognised standards within the sector. Specific roles will require mandatory/statutory training which meet the expectations of the Care Quality Commission, Care Certificate and Regulated bodies such as the Health and Care Professions Council.

As a line manager it is your responsibility to ensure that all employees who are new to your team receive a well planned, structured and effective workplace induction in which you take an active role. Arrangements must include aims, objectives and purpose of the service, policies and procedures, learning and development, and access to supervision and appraisal. Induction is an ongoing process and can last for up to 6/8 months.

For detailed guidance and to help you plan and execute an effective workplace induction, please refer to:

- Welcome to Social Care and Inclusion e-learning Induction module
- Local Induction framework for supervisors and supervisees
- Corporate workplace induction guidance for managers

[Corporate induction programme pages](#)

Other useful links:

[* Care Certificate](#)

[* Guidance for those responsible for workers in an induction period](#)

[* Guidance for new workers](#)

Supervision/1-2-1/Appraisal

Supervision is an important right and benefit to all employees which is defined as:

“An accountable process which supports, assures and develops the knowledge, skills and values of an individual, group or team. The purpose is to review progress, recognise achievements, explore learning and development needs, and improve the quality of work to achieve agreed objectives and outcomes. In social care this should optimise the capacity of people who use services to lead independent and fulfilling lives.”

Staff appraisal is a periodical advisory and support discussion between staff members and management which reaches agreements about objectives, outcomes, the achievement of targets and forward planning. Staff appraisal also provides the opportunity to discuss learning and development needs and opportunities required in order to carry out and perform a job to the required expectations.

Managers are expected to formally review employee performance annually, carry out reviews to reassess progress towards objectives, review learning and development, reset objectives and work programmes as necessary, and to conduct regular supervision every 4-6 weeks. For internal staff see councils [EPR process](#).

And finally Evaluation

Adult Social Care has adopted a 5 level evaluation model. It is vitally important that we evaluate the impact of any learning intervention immediately after the event itself, during supervision following the learning event, by direct observation of practice ie can we observe that the learning been transferred into the workplace, are we seeing enhanced performance, better customer outcomes, reduced costs/errors and finally can we evidence that there has there been a good return on investment – as a result of the learning can we evidence that the learning has made a significant difference and that additional benefits have been realised such as staff morale/retention etc. For more details of our evaluation model and your role in it please contact a member of the team.

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Principles of COSHH (CIEH level 2)	Health and Safety	71
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Prevention

[Carer Aware \(Social Care & Inclusion 2014\)](#)

This Web based E Learning course is aimed at raising the awareness of the role of the carer and the support available to them.



Learning Objectives:

- Who is a carer
- What are their rights?
- What support is available?
- Where to find further information
- A brief test of your knowledge



[Getting to Know You](#)

Helps you learn about person-centred practice by completing a one-page profile.





[Interprofessional & Inter-agency Collaboration](#)

Looks at how to improve collaborative practice between professionals and agencies.

[Introduction to the Role of an Appropriate Adult](#)

This module is designed to help you gain a basic understanding of the role of an Appropriate Adult.



Learning Objectives:

- What is an appropriate adult
- What circumstances would require an appropriate adult



[Parental Substance Misuse](#)

Exploring parental substance misuse and the effects on children and parenting capacity.

[Prevent](#)



This is an introductory level module to educate and inform all Council staff about the Government's Preventing Violent Extremism (PREVENT) programme. Completing this module will help you to identify signs of radicalisation, and understand when and how to report concerns appropriately.



Personalisation



Looks at how to support individuals through the personalisation process.



Poverty, Parenting and Social Exclusion

Looks at the key aspects of poverty, parenting and social exclusion with particular reference to children and families.

Reablement



How to support people to regain the ability to look after themselves following illness or injury.



Managing Knowledge to Improve Social Care

Explores the principles of knowledge management for individuals and organisations.



[Safeguarding Awareness: Children and Vulnerable Adults](#)

This module is part of the corporate induction programme for Walsall Council employees, volunteers and elected members. It is intended for those who have contact with children and or vulnerable adults, whether this be direct or indirect contact.



This is a general awareness Safeguarding module for all staff, and is to be completed along side our awareness and/or refresher training (not instead of)

[Telecare](#)



Telecare has the potential to play an important role in delivering more cost-effective care. By deploying a person-centred, integrated and home-based system, it is possible to support more people to live independently and so reduce the need for institutional care in a nursing home or hospital. Telecare can promote independent living, provide care closer to home, promote self care, reduce hospital admissions and admissions into long term institutions and promote earlier discharge from hospital to home.

Complete our Primley House tour to learn more about what telecare can do to support independence and dignity



Carers Programme	These sessions are for family, informal carers only not for people in a paid earning role.
<u>Dementia Awareness</u>	<p>Overview:-how it develops, different sorts of dementia, diagnosis, supporting people who have dementia</p> <p>Wednesday, Sept 16th 7pm-9.00 pm Manor Farm Community Association</p> <p>Wednesday, Oct 7th 10am-12.00pm Unit 7, The Crossing</p>
<u>Telecare</u>	<p>Overview: examples of equipment that mean you can care and keep a check from a distance, & support independence.</p> <p>Wednesday, Oct 21st 10am-12.00pm The Independent Living Centre</p> <p>Tuesday, Nov 24th 10am-12.00pm The Independent Living Centre</p>
<u>Healthy Hearts & Healthy Minds</u>	<p>Overview: Information and advice about good diet and some of the traps, and supporting good emotional health</p> <p>Thursday, Sept 10th 10am-12.00pm West Midland House, Willenhall</p> <p>Thursday, Oct 15th 7pm-9.00pm Forest Arts Centre</p>
<u>Good Back Care & Infection Control</u>	<p>Overview: advice on good practice when lifting and moving</p> <p>Wednesday, Sept 23rd 10am-noon Unit 7, The Crossing, St Pauls</p> <p>Thursday, Oct 1st 7pm-9 Manor Farm Community Association</p>
<u>Carers Rights</u>	<p>Overview: Guided Carer Aware session + the Care Act</p> <p>Thursday, Sept 17th 10am-12pm Unit 7, The Crossing, St Pauls</p> <p>Wednesday, Nov 18th 7pm-9pm Forest Arts Centre</p>



Event	Dates	Times	Venue	Target audience
Court of Protection(COP)/Community Derivation of Liberty Safeguards (DOLS)	1/9/15 3/9/15 8/9/15 1/12/15 2/12/15 3/12/15 9/12/15 17/12/15	09.30-4.30	Manor Farm Community Association Or Education Development Centre (EDC)	For All members of Walsall Adult social care workforce
Overview			Learning objectives	
By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices			Demonstrate knowledge of the Deprivation of Liberty Safeguards legislation and the background to DoLS. <ul style="list-style-type: none"> • Have the ability to discuss the 'ACID TEST' and summarise the implications of the Cheshire West Supreme Court Judgement. • Demonstrate knowledge of what a Community DoLS is and the process for applying to the court. • Discuss the appropriateness of the CoP, it's role and function. • Discuss the Lasting Power of Attorney (LPA's) and advanced directives. • Have the competence and ability to complete and present the required forms, ensuring all information is accurately recorded. • Define the responsibilities of the Local Authority when undertaking reviews for CoP. 	



[Community Living Directory](#)

Walsall Community Living Directory (WCLD) is a website that offers information to people who need social care and health services.

The directory makes information about local services more accessible and supports our duties regards to the Care Act. Putting all the information about local services in one place will make it easier for people to find information about the full range of services and support available in the Walsall.



Event	Dates	Times	Venue	Target audience
Deprivation of Liberty Safeguards (DOLS) Basic Awareness	8/10/15 12/10/15 29/10/15 3/11/15 12/11/15 25/11/15 26/11/15	09.30-4.30	Manor Farm Community Association Or Education Development Centre (EDC)	For All members of Walsall Adult social care workforce
Overview			Learning objectives	
<p>To provide social care workers with the information and knowledge required to keep accurate, up to date and legible records in respect of individuals and the care, support and treatment they receive in a variety of care settings, for instance care plans, risk assessments, medication records, safeguarding referrals, staff handover and staff supervision and training records.</p>			<p>By the end of the session you will:</p> <ul style="list-style-type: none"> • Understand roles and responsibilities of record keeping • Gain an understanding of the regulatory and legal aspects of record keeping in line with the Care Quality Commission • Understand the legalities relating to security, storage, confidentiality, retention period and the destruction of records • Know how to perform good record keeping • Understand the importance of effective communication and good record keeping • Understand the importance of reporting if procedures are not followed 	



Event	Dates/Times/ Venue	Target audience
Effective Record Keeping and Communication	Dates, times and venues are currently not set for this course. To register your interest please contact workforcedevelopment@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce with responsibilities for the creation and maintenance of a variety of care records.
Overview		Learning objectives
<p>To provide social care workers with the information and knowledge required to keep accurate, up to date and legible records in respect of individuals and the care, support and treatment they receive in a variety of care settings, for instance care plans, risk assessments, medication records, safeguarding referrals, staff handover and staff supervision and training records.</p>		<p>By the end of the session you will:</p> <ul style="list-style-type: none"> • Understand roles and responsibilities of record keeping • Gain an understanding of the regulatory and legal aspects of record keeping in line with the Care Quality Commission • Understand the legalities relating to security, storage, confidentiality, retention period and the destruction of records • Know how to perform good record keeping • Understand the importance of effective communication and good record keeping • Understand the importance of reporting if procedures are not followed



Event	Dates	Times	Venue	Target audience
<p style="text-align: center;"><u>Outcome Focused Safeguarding Adults Awareness</u></p>	17/09/15 01/10/15 26/11/15 01/12/15 14/01/16 02/02/16 10/03/16 05/04/16 03/05/16	09:30-4:30	<u>Manor Farm Community Association</u> Or Education Development Centre (<u>EDC</u>)	<p>This one day event is for the Walsall adults social care workforce who have a responsibility to contribute to safeguarding adults but do not have specific organisational responsibility or statutory authority to intervene.</p> <p>People who work with adults in our community should know when and how to report any concern about the abuse of an adult. The event aims to develop the competency of staff in delivering services that safeguard adults with care and support needs</p> <p><u>Competency</u> Foundation competency levels 1 to 5</p>
Overview			Learning outcomes	
<p>The aim of this one day workshop is to support staff to develop an awareness of the key legislative changes that are introduced by the Care Act 2014 and the culture and practice changes that are required to embed making safeguarding personal.</p>			<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices and will:</p> <p>Discuss the primary safeguarding duties set out in the Care Act 2014 and how the promotion of wellbeing contributes to prevention of abuse and neglect.</p> <ul style="list-style-type: none"> • Describe the importance of safeguarding adults and the aims of safeguarding interventions. • Explain and be able to apply the 6 key principles which underpin safeguarding when making decisions at each stage of the process. • Recognise the implications of making safeguarding personal and define how to embed a person led safeguarding response that is outcome focused. This will include being able to evidence theory applied to practice i.e. attachment based theory. • Recognise the common types of abuse and neglect as outlined in Chapter 14 of the Care Act Statutory Guidance which replaced “No Secrets” on 1st April 2015. Explain how to respond to the new categories of abuse and neglect (domestic abuse, modern slavery, self-neglect and organisational abuse). 	



- Describe, and if appropriate apply, the Local Authority's legal duties to appoint an advocate in accordance with S68 of the Care Act 2014.
- Have an awareness of the term adults with care and support needs and discuss the criteria used by the Local Authority to determine if they will undertake a S42 safeguarding adult's enquiry.
- Demonstrate how to raise a safeguarding adults concern in accordance with the West Midlands Procedures (Chapter 8) and how the procedure applies to your role.
- Apply dignity and respect when working with adults and apply person centred approaches which support capturing the views and outcomes of the adult when you become concerned about someone's safety.
- Demonstrate when it is/is not safe to speak to an adult with care and support needs as this would increase the level of risk.
- Demonstrate when it is appropriate to raise a concern without the permission of the adult with care and support needs.
- Know what actions you should take when there are concerns about an adult's immediate safety and wellbeing.
- Identify ways of creating a safer environment for adults at risk and explore preventative strategies.
- Be clear and able to explain the roles and responsibilities of your organisation and other agencies in Safeguarding Adults.
- Explain the key principles in the Care Act 2014 and demonstrate how promotion of wellbeing contributes to safeguarding adults.
- Have an overview of the philosophy of making safeguarding personal.
- Know how to access further information and support.
- Discuss, with their line manager, the potential of having a safeguarding lead within own organisation.
- Know how to effectively apply the whistle-blowing code.
- Have an overview of Safeguarding Adults Reviews.
- Develop an individual learning plan that will be used in supervision to demonstrate how you meet the competencies (1 to 5) relevant to your role.



Event	Dates	Times	Venue	Target audience
<p>Outcome Focused Safeguarding Adults</p> <p>Undertaking Safeguarding Enquiries / Developing Safeguarding Adults Plans / Contributing to Safeguarding Meetings</p>	<p>29th & 30th September 2015</p> <p>10th & 11th November 2015</p> <p>19th & 20th January 2016</p>	<p>09:30-4:30</p>	<p>Manor Farm Community Association</p> <p>Or</p> <p>Education Development Centre (EDC)</p>	<p>This two day event is for the Walsall adults social care workforce that work within an inter or multi-agency context and are responsible for undertaking a safeguarding adults enquiry. Must also have considerable professional responsibility for safeguarding adults, be able to act on concerns and contribute appropriately to local and national policies, legislation and procedures.</p> <p>Competency Intermediate competency levels 6 to 12</p>
Overview			Learning outcomes	
<p>This two day workshop is to support staff with a responsibility for undertaking safeguarding adult enquiries and to develop an awareness of the key legislative changes that are introduced by the Care Act 2014 and the culture and practice changes that are required to embed making safeguarding personal.</p> <p>The workshop will cover the three distinct stages of the safeguarding response:</p> <ul style="list-style-type: none"> • Raising and responding to a safeguarding concern • S42 safeguarding adults enquiry • The development and review of safeguarding adults plans 			<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices and will:</p> <ul style="list-style-type: none"> • Explain and demonstrate application of the interface between the Mental Capacity Act 2005, Deprivation of Liberty Safeguards (DoLS) and other related safeguarding legislation when applying the safeguarding adult processes and safeguarding adult interventions. • Describe, and if appropriate apply, the Local Authority's legal duties to appoint an advocate in accordance with S68 of the Care Act 2014. • Describe the roles and responsibilities of internal, external and wider organisations and how the duties of cooperation under S6 & S7 of the Care Act 2014 apply to undertaking safeguarding enquiries. • Demonstrate when it is/is not safe to speak to an adult with care and support needs as this would increase the level of risk. • Demonstrate approach to gathering the views of the adults and describe how this has informed the whole process from beginning to end. Evidence the specific, measurable, achievable, realistic and timely (SMART) outcomes during and at the end of the enquiry, safeguarding plan and review processes. Reflect and learn from the process, were the outcomes achieved and the difference this has 	



made.

- Describe what actions you would take if the adult is not in agreement to being part of the safeguarding adult enquiry.
- Demonstrate how to undertake a robust assessment of current and ongoing risk that supports individuals to meet their outcomes, whilst ensuring statutory organisation are not unnecessarily exposed to risks associated with unsafe safeguarding adults practice.
- Explain your role in contributing the safeguarding meetings, the role of the chair, other attending professionals and how to support the inclusion of the views of the adult.
- Know when it is appropriate to escalate concerns to your line manager and / or legal services for advice on avenues of support in response to high risk cases.
- Explain your role and accountability for ensuring compliance with the Councils electronic social care records.
- Discuss and define your safeguarding responsibilities to carers and adults with care and support needs who cause harm.
- Discuss the Core functions of the Safeguarding adults board and explain how the multi agency strategic partnership works together to prevent abuse and ensure robust systems are in place to protect adults who have experienced, or are at risk of experiencing abuse and neglect.
- Explain your corporate responsibilities in respect of safeguarding children, with particular regard to act upon concerns about child sexual exploitation. Know how to apply the safeguarding children reporting protocols.
- **Understand the purpose and objective of an enquiry**
 - Establish facts;
 - Ascertain the adult's views and wishes;
 - Assess the needs of the adult for protection, support and redress and how they might be met;
 - Protect from the abuse and neglect, in accordance with the wishes of the adult;
 - Make decisions as to what follow-up action should be taken with regard to the person or organisation responsible for the abuse or neglect; and
 - Enable the adult to achieve resolution and recovery.
- **Enquiry should account for:**
 - The adult's needs for care and support;



- The adult's risk of abuse or neglect;
- The adult's ability to protect themselves or the ability of their networks to increase the support they offer;
- The impact on the adult, their wishes;
- The possible impact on important relationships;
- Potential of action to increase risk to the adult;
- The risk of repeated or increasingly serious acts involving children, or another adult at risk of abuse or neglect;
- The responsibility of the person or organisation that has caused the abuse or neglect;
- Research evidence to support any intervention.
- What actions to take as a result of the enquiry.
- **Taking action / safeguarding plans**
 - The Local Authority must determine what action to take if it identifies action is needed;
 - What steps are to be taken to assure their safety in future;
 - The provision of any support, treatment or therapy including on-going advocacy;
 - Any modifications needed in the way services are provided (e.g. same gender care or placement; appointment of an OPG deputy);
 - How best to support the adult through any action they take to seek justice or redress;
 - Any on-going risk management strategy as appropriate; and,
 - Any action to be taken in relation to the person or organisation that has caused the abuse or neglect;
 - Demonstrate a range of responses to a safeguarding enquiry which might be supportive, therapeutic or could involve the application of civil orders, sanctions, suspensions, regulatory activity, criminal prosecution, disciplinary action or deregistration from a professional body.
- Develop an individual learning plan that will be used in supervision to demonstrate how you meet the competencies (1 to 12) relevant to your role.



Event	Dates	Times	Venue	Target audience
<p>Outcome Focused Safeguarding Adults</p> <p>Managing the Safeguarding Response</p>	<p>27th and 28th October 2015</p>	<p>09:30-4:30</p>	<p>Education Development Centre (EDC)</p>	<p>This two day event is for the Walsall adults social care workforce who are responsible for managing the safeguarding adults response along with being responsible for ensuring the management and delivery of safeguarding adult services are effective and efficient. In addition they will have oversight of the development of systems, policies and procedures within their organisation to facilitate good working partnerships with allied agencies to ensure consistency in approach and quality of service.</p> <p>Competency Specialist competency levels 12 to 18</p>
Overview			Learning outcomes	
<p>This two day workshop is to support staff with a responsibility for managing the safeguarding adult's response and to develop an awareness of the key legislative changes that are introduced by the Care Act 2014 and the culture and practice changes that are required to embed making safeguarding personal.</p> <p>The workshop will cover the three distinct stages of the safeguarding response:</p> <ul style="list-style-type: none"> • Raising and responding to a safeguarding concern • S42 safeguarding adults enquiry • The development and review of safeguarding adults plans 			<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices and will:</p> <ul style="list-style-type: none"> • Explain and demonstrate application of the interface between the Mental Capacity Act 2005, Deprivation of Liberty Safeguards (DoLS) and other related safeguarding legislation when applying the safeguarding adult processes and safeguarding adult interventions. • Explore the harmful and beneficial outcomes when applying the safeguarding adult processes. • Identify when safeguarding cases need to be responded to under the DoLS framework. • Understand and discuss the initial duty of providers to provide a safe and high quality service and the responsibilities of managers in commissioned services when responding to a safeguarding concern, which should precede the Local Authority's duty to undertake its own enquiry. • Discuss the legal term "adults with care and support needs" and apply the criteria used to determine if a S42 enquiry is required (a) adult with care and support 	



needs (b) is experiencing or at risk of abuse and neglect (c) is unable to safeguard themselves as a result of their care and support needs.

- Describe the roles and responsibilities of internal, external and wider organisations and application of different lines of enquiry that could be used when the Local Authority requests an enquiry is undertaken on its behalf. This should include duties of cooperation under S6 & S7 of the Care Act 2014.
- Demonstrate approach to gathering the views of the adults and describe how this has informed the whole process from beginning to end. Evidence the specific, measurable, achievable, realistic and timely (SMART) outcomes during and at the end of the enquiry, safeguarding plan and review processes. Reflect and learn from the process, were the outcomes achieved and the difference this has made.
- Demonstrate what actions you would take if the adult is not in agreement to being part of the safeguarding adult enquiry.
- Demonstrate the purpose, scope and objectives of a safeguarding enquiry, what happens next and how to undertake this in a person led manner / outcome focused.
- Describe and demonstrate how to embed a robust risk enablement culture that supports individuals to meet their outcomes, whilst ensuring statutory organisation are not unnecessarily exposed to risks associated with unsafe safeguarding adults practice.
- Explain the purpose, scope and objectives of a safeguarding adults plan and demonstrate how to undertake this in a person led manner which is outcome focused.
- Know how to recognise people's strengths and application of people's strengths and support networks into the safeguarding plan.
- Explain and demonstrate a range of responses to a safeguarding enquiry which might be supportive, therapeutic or could involve the application of civil orders, sanctions, suspensions, regulatory activity, criminal prosecution, disciplinary action or deregistration from a professional body.
- Explain the role of the chair in safeguarding adults meetings with particular focus on the purpose and function of a strategy stage and the safeguarding plan stage. Within the Context of making safeguarding personal and the statutory guidance.
- Know when it is appropriate to escalate concerns to senior management and / or legal services for advice on avenues of support.



- Explain your role in quality assuring and performance managing the safeguarding response to ensure concerns are responded to in a timely manner as outlined in the West Midlands Procedures. This includes being accountable for ensuring compliance with the Councils electronic social care records and taking corrective action when concerns become evident.
- Discuss and define your safeguarding responsibilities to carers and adults with care and support needs who cause harm.
- Discuss the Core functions of the Safeguarding adults board and explain how the multi agency strategic partnership works together to prevent abuse and ensure robust systems are in place to protect adults who have experienced, or are at risk of experiencing abuse and neglect.
- Explain your corporate responsibilities in respect of safeguarding children, with particular regard to act upon concerns about child sexual exploitation. Know how to apply the safeguarding children reporting protocols.
- Develop an individual learning plan that will be used in supervision to demonstrate how you meet the competencies (1 to 16) relevant to your role.




Event	Dates	Times	Venue	Target audience
Innovative Thinking	24/2/16 26/4/16	9.30-12.30	Manor Farm Community Association	This event is available to all members of Walsall adult social care workforce
Overview		Learning objectives		
<p>Contrary to popular belief 'innovative' or 'creative' thinking is a mind-skill that, with practice, can be acquired by everyone. This course will equip participants with tried and tested tools and techniques to approach people, projects and situations from a fresh perspective and with surprising results.</p>		<p>By the end of the course you will have an understanding of:</p> <ul style="list-style-type: none"> * The process and practice of creative thinking * The range of tools and techniques and their practical application * The barriers to innovative thinking and how to overcome them 		




Event	Dates	Times	Venue	Target audience
Making Every Contact Count (MECC)	Dates, times and venues currently set but you can register your interest for this course at workforcedevelopment@walsall.gov.uk			This event is available to all members of Walsall adult social care workforce
Overview			Learning objectives	
These sessions will explain the MECC commitment, and explore the content, style, and recording of relevant information sharing			By the end of the sessions you will have an understanding of: <ul style="list-style-type: none"> • The principles of 'MECC' • Information about the potential preventative benefits of some lifestyle changes • Cycles of change and motivation; effectiveness in suggesting lifestyle changes • Recording relevant interactions • Have an overview regarding physical and emotional well-being, and their preventative role relating to our Care Act duties. 	



Event	Distance Learning 	Target audience
NCFE level 2 Certificate in Understanding End of Life Care		For all members of Walsall's adult social care workforce
Overview	Learning objectives	
<p>The NCFE level 2 Certificate in Understanding End of Life Care will give students who are working or intending to work in healthcare and social care, knowledge and understanding of this subject area to support their role.</p> <p>As well as this, the qualification helps learners to recognise their knowledge surrounding the care of patients, friends and families at this sensitive time of life.</p>	<ul style="list-style-type: none"> • Understand loss and how to work in end of life care • Understand how to provide support to manage pain and discomfort • End of life care and dementia • Understanding the role of the • Care worker in time of death 	



Event	Distance Learning	Target audience
NCFE level 2 Certificate in Nutrition and Health		For all members of Walsall's adult social care workforce
Overview		Learning objectives
<p>The NCFE level 2 Certificate in Nutrition and Health is a qualification for anyone wanting to recognise the importance of a healthy lifestyle.</p> <p>The qualification will help learners to identify and develop both their knowledge and skills surrounding diet and health, different nutrition's, how to prepare healthy food for different groups of people and food safety awareness. This program will also look in detail at the principles of weight management and the dangers of eating disorders</p>		<ul style="list-style-type: none"> • Explore Principles Of Healthy Eating • Consider Nutritional Needs Of A Variety Of Individuals • Use Food And Nutrition Information To Plan A Healthy Diet • The Principles Of Weight Management • Understanding Eating Disorders



Falls Prevention- Non NHS staff

This course is for all people that come into contact with older people at risk of falling in the Borough of Walsall such as: Council staff, nursing & residential homes, Charities, Housing associations etc

The aims are “To reduce the numbers of falls which result in serious injury and ensure effective treatment and rehabilitation of those who have fallen” (Standard 6 NSF)


This training will help people to:

- Highlight the problem of falls in older people as key issue
- Increase awareness of the causes of falls and their impact
- Resource carers in offering advice and support
- Place the issues in perspective



Dates, times, venue tbc, Please contact www.workforcedevelopment@walsall.gov.uk for more details.



Event	<u>Distance Learning</u>	Target audience
<u>NCFE Level 2 Certificate in Dignity and Safeguarding in Adult Social Care and Health</u>		This event is available to all members of Walsall's adult social care workforce
Overview		
<p>Safeguarding adults and upholding the dignity of those accessing health and social care services are key principles in the sector. The purpose of this qualification is to give students currently working or intending to work in adult health or social care an understanding of dignity and safeguarding and their relevance in health and social care, and how they can work to uphold these key principles.</p>		



Health and Safety

[Display Screen Equipment \(DSE\)](#)



This module is designed to give you an overview of good DSE health and safety practice at work.



Event	Dates	Times	Venue	Target audience
<u>Accident Reporting, Recording and Investigation</u>	29/9/15 3/12/15	1.00-4.30	<u>Manor Farm Community Association</u>	This event is available to all members of the Walsall adult social care workforce with the responsibility for recording and investigation of accidents/ incidents within the workplace.
Overview			Learning objectives	
<p>The aim of this event is to ensure the appropriate people meet the legal requirements of Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR).</p>			<p>This will cover:</p> <ul style="list-style-type: none"> • The Law • What is an accident/incident? • The accident triangle • Near miss and accident incident reporting • Investigation techniques • Recognizing what accidents/incidents are reportable to the HSE • Completing the required accident/incident forms • Investigate to the correct level any accident/incident that occurs in the workplace • Identify root causes of accidents/incidents and avoid recurrence 	



Event	Dates	Times	Venue	Target audience
Display Screen Equipment (DSE) Assessors	6/10/ 2015	9.30-12.30	HRD, Oak Room, Civic Centre	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council
Overview			Learning objectives	
<ul style="list-style-type: none"> • DSE Hazards • Avoidance of injury/health problems • Outline of the regulations • Insight of risk assessment 			By the end of the training you will be able to: <ul style="list-style-type: none"> • Identify DSE Hazards • Avoid injury/health problems • Complete the appropriate paperwork and the database • Determine where to go for additional support 	



Event	Dates	Times	Venue	Target audience
Emergency First Aid at Work (CIEH Level 2)	11/9/15 9/10/15 20/11/15 18/12/15 11/1/16 5/2/16 11/3/16	9:00-5:00	Manor Farm Community Association	This event is available to staff who are directly employed by Walsall Council and are taking on the duties of a first aider <u>at work</u> in a low risk environment.
Overview			Learning objectives	
<p>This course is to equip candidates with the skills to carry out first aid treatment and CPR, and manage injury and recovery in the workplace.</p>			<p>By the end of the training you will be able to understand the:</p> <ul style="list-style-type: none"> • Roles and responsibilities of a first aider • Management of first aid incidents • Management of an unconscious casualty who is breathing • Management of a casualty who is not breathing • Roles and responsibilities • Injury management • Managing unconsciousness, choking and shock. 	



Event	Dates	Times	Venue	Target audience
<u>First Aid Awareness/Refresher</u>	4/9/15 22/10/15 18/11/15 15/12/15 8/1/16 12/2/16 18/3/16	9:00- 1:30 Or 1.00-5.00	<u>Manor Farm Community Association</u>	<p>This event is available to all members of the Walsall adult social care workforce who give direct care to service users and require first aid awareness training for CQC purposes</p> <p>This course will meet the requirements of the CQC and Ofsted for having appropriately trained first aid persons.</p>
Overview			Learning objectives	
The course covers, CPR, bleeding, choking, unconsciousness, shock			<ul style="list-style-type: none"> • Recognise and act appropriately when people require first aid assistance, including; • Dealing with bleeding • People in shock • People who are choking • People who are unconscious and breathing/ not breathing 	



Event	Dates	Times	Venue	Target audience
Fire Safety Awareness	Dates, times and venues currently set but you can register your interest for this course at workforcedevelopment@walsall.gov.uk			This event is available to all members of Walsall adult social care workforce.
Overview			Learning objectives	
This course is designed to raise awareness of fundamental issues relating to fire safety			<ul style="list-style-type: none"> • Identify the elements of fire • Identify potential fire hazards • Understand how fires can be prevented • Basic knowledge of fire extinguishers 	



Event	Dates	Times	Venue	Target audience
Food Hygiene Update	26/8/15 2/9/15 28/10/15	09.30- 12.30 or 1.00- 4.00	Manor Learning & Development, Manor Learning Conference Centre	This event is available to staff who are directly employed by Walsall Council, (Please note, you will be required to complete a business case detailing why you require funding for this course for your job role)
Overview			Learning objectives	
This two hour session covers reminder of the main principles of food safety,			<ul style="list-style-type: none"> • Causes of food poisoning, • Contamination, • Micro-organisms, • High risk foods, • Cooking, chilling and reheating, • Preventing food poisoning, • Personal hygiene, • Cleaning and disinfection, • Premises equipment HACCP and safer food better business. 	



Event	Dates	Times	Venue	Target audience
Food Safety CIEH Level 2 Award	12/8/15 9/9/15 7/10/15	09:30-4:30	Manor Learning & Development, Manor Learning Conference Centre	This event is available to staff who are directly employed by Walsall Council, New care staff that work in a commercial kitchen only who have not attended before. (This certificate does not expire and does not have to be renewed)
Overview			Learning objectives	
This one day event is aimed towards people who work in catering, where food is prepared cooked and handled, and legally require this level 2 qualification.			<ul style="list-style-type: none"> • This course will develop attendees knowledge of food safety and hygiene principles, • Provide an understanding of the need for these principles 	



Event	Dates	Times	Venue	Target audience
Health and Safety In Health & Social Care (CIEH) level 2	2/9/15 4/11/15 25/1/16 4/3/16	09:00-5:00	Forest Arts Centre	This event is available to all new starters of Walsall's adult social care workforce. This is a once only course and covers most of the elements in the care certificate. This certificate does not expire and candidates do not have to renew every three years.
Overview			Learning objectives	
<p>New starters to the sector will understand the need for effective health and safety to prevent infections, accidents, ect.</p> <p>There are two parts to this course; safety in the workplace and hygiene in the workplace.</p>			<ul style="list-style-type: none"> • The Law • Accident prevention • Employers/Employees Responsibilities • Risks & hazards for Carers & Service users 	



Event	Dates	Times	Venue	Target audience
Health and Safety for WMBC Managers	20/10/15	9.00-4.00	Forest Arts Centre	This event is available to all managers who are directly employed by the council
Overview			Learning objectives	
This will cover? <ul style="list-style-type: none"> • The Law, WMBC safety management system and requirements of managers • ACMs • Risk assessment • Legionella • Fire • Control of contractors • Workplace & work equipment 			Understand the duties and responsibilities of a manager including; <ul style="list-style-type: none"> • managing asbestos containing materials (ACMs) • effective accident/incident reporting and recording • managing Legionella/water safety • managing contractors effectively • determine the frequency of checks, servicing & maintenance of plant & equipment • managing contractors on site 	



Event	Dates	Times	Venue	Target audience
Hygiene and Infection Control	13/10/15 8/12/15 24/2/15 31/3/15	09:00-1:30 1:00-5:00	Manor Farm Community Association Or Forest Arts Centre	This event is available to all members of Walsall adult social care workforce, it is a mandatory course for those assist with physical care or support of service users. (Staff who have completed CIEH Level 2 Health & Safety in Health and Social care course need to complete this course every 2 years)
Overview			Learning objectives	
This course is about understanding the need for effective health and safety to prevent infections, in a social care setting and to ensure employees who work closely with service users protect themselves and the service user from infections			<ul style="list-style-type: none"> • Recognise health hazards within a social care setting • Recognise and practice good hygiene • Know the risks associated with exposure to infectious disease • Understand health & Safety Law • Understand hygiene and personal hygiene • Understand effective cleaning regimes 	



Event	Dates/Times/Venue	Target audience
Institute of Occupational Safety and Health (IOSH) Managing Safety	Dates, times and venues currently set but you can register your interest for this course with our H&S training officer terry.hassall@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce who are managers and directly employed by Walsall Council
Overview		Learning objectives
<p>What will I learn?</p> <p>Managing safely won't turn you into a safety expert – but it will give you the knowledge and tools to tackle the health and safety issues you are accountable and responsible for. Importantly, it brings home just why health and safety is such an essential part of your job. The course will also explain your legal responsibilities and consequences of not adequately fulfilling these responsibilities.</p>		<ul style="list-style-type: none"> • Module 1 – Introducing Managing Safety • Module 2 – Assessing Risk • Module 3 – Controlling Risk • Module 4 – Understanding your responsibilities • Module 5 – Identifying hazards • Module 6 – Investigating accidents and incidents • Module 7 – Measuring performance • Module 8 – Protecting our environment



Event	Dates	Times	Venue	Target audience
Manual Handling - Module 1: Principles (CIEH Level 2 Award)	15/9/15 30/10/15 6/11/15 4/12/15 29/1/16 5/3/16	9:00- 4:30	Education Development Centre (EDC)	<p>This event is available to all members of the Walsall adult social care workforce who do aspects of manual handling (objects or people) as part of their everyday work.</p> <p>This is module 1 of people moving and handling suite of training and must be attended before booking on to modules 2, 3, 4 or 5.</p>
Overview			Learning objectives	
<p>This course is about ensuring that people take care of their backs and handle in a safe manner.</p>			<ul style="list-style-type: none"> • Carry out dynamic manual handling risk assessments • Handle and move in a safe way • Know how the spine works • Gain an understanding of the Law • Gain an understanding of principles of safe manual handling • Gain an understanding of Manual Handling risk assessment 	



Event	Dates	Times	Venue	Target audience
Manual Handling - Module 2: Initial Assisted Manual Handling of People	17/9/15 15/10/15 16/10/15 11/11/15 12/11/15 11/12/15	9:00- 4:30	Knaves Court , High St, Brownhills	This event is available to all members of the Walsall adult social care workforce who assist with manual handling of clients. Learners must have completed Module 1 (CIEH Level 2 - principles of manual handling) before booking onto this course
Overview			Learning objectives	
This course is to ensure employees take care of their backs and handle clients in a safe and appropriate manner.			<ul style="list-style-type: none"> • Fitness and self care • Ergonomics • Handle and move people in a safe way • Managing risk of falls • Know how the spine works • Recognise high risk / controversial techniques when assisting clients to move • Safe use of wheelchairs 	



Event	Dates	Times	Venue	Target audience
Manual Handling - Module 3: Hoist Training	18/9/15 10/12/15	09.00-12.00 or 13.30 - 16.30	Knaves Court , High St, Brownhills	This event is available to all members of the Walsall adult social care workforce who use hoists to assist with manual handling of clients. Learners must have completed Module 1 (CIEH Level 2 - principles of manual handling) before booking onto this course
Overview			Learning objectives	
Safe use of hoist and slings that need to be used by carers			<ul style="list-style-type: none"> • Practical use of hoists and slings used within Adult social care environments • The Law relating to manual handling equipment • Use a hoist safely • Name the parts and functions of a hoist • Explain the different type of slings and their use • Carry out visual pre use checks of hoists and slings 	



Event	Dates	Times	Venue	Target audience
Manual Handling Module 4- Risk Assessment	14/8/15 30/11/15	1.00-5.00	Education Development Centre (EDC)	This event is available to staff who are directly employed by Walsall Council and complete Walsall Councils manual handling risk assessments
Overview		Learning objectives		
To explain the different parts of the people moving and handling form and how to complete one correctly so they are considered 'suitable and sufficient'		<ul style="list-style-type: none"> • State and understand the TILEO factors • Complete a safe handling plan/system of work • Review existing assessment forms and transfer on to the new form 		



Event	Dates/Times/Venue	Target audience
Manual Handling – Module 5: Manual Handling of People Refresher	This course will become available early 2017. Venue and times to be confirmed.	This event is available to all members of Walsall adult social care workforce, it is a mandatory refresher course for those assist with moving and handling of clients. Learners must have completed Modules 1, 2 and/or 3 before booking/attending this course.
Overview		Learning objectives
<p>After attending Modules 1, 2 and/or 3 and alongside the ongoing assessment in the workplace, employees who assist in the moving & handling of clients are required to attend a formal refresher day every three years.</p> <p>This formal refresher will give any updates on changes to good practice</p>		<ul style="list-style-type: none"> • Responsibilities and duties of the carer • Moving & handling clients safely (e.g. assisted walking, sit-stand, stand-sit, etc) • Safe use of handling equipment (e.g. slide sheets, rotunda, slide boards, etc) • The principles of safer moving & handling • Ergonomics when moving & handling people • Good back care and makeup of the spine • Safe use of hoists & slings • Risk assessment and Safe handling plans



Event	Dates	Times	Venue	Target audience
Nutrition (CIEH Level 1)	16/12/15 7/1/16 8/3/16 18/5/16 11/7/16	9.30-1.30	Education Development Centre	This event is available to all members of Walsall adult social care workforce; it is a mandatory course for those who assist with clients feeding & dietary requirements.
Overview		Learning objectives		
<p>This course provides a good, basic understanding of the relationship between diet, health and disease, and the principles and importance of a well balanced diet.</p>		<ul style="list-style-type: none"> - Understand the importance of good nutrition and hydration in maintaining health and wellbeing - Understand the importance of nutrition and achieving a balanced diet - Have gained knowledge about key nutrients, vitamins and minerals in food - Have gained knowledge about the nutritional needs of different groups i.e. vegetarian, vegan, allergies - Be able to support individuals to have access to fluids and nutrition in accordance with their care plan 		



Event	Dates	Times	Venue	Target audience
Personal Safety and Lone Working	25/9/15 27/11/15 26/2/16	9:00-5:00	Education Development Centre (EDC)	This event is available to all members of Walsall adult social care workforce.
Overview			Learning objectives	
This event aims to give people the skills/knowledge to keep them safe when at work.			<p>This event covers:</p> <ul style="list-style-type: none"> • The Law • Violence and aggression – the facts & fiction! • What is aggression • Communication • The violence cycle • Diffusion techniques • Lone working procedure • Recognising the violence cycle • Knowing the underlying factors of aggression and violence • Recognising the impact you have in conflict situations • Defuse potentially aggressive situations • Carry out a “dynamic” personal safety risk assessment when out and about 	




Event	Dates	Times	Venue	Target audience
Principles of COSHH (CIEH level 2)	3/11/15	1.30-5.00	Manor Farm Community Association	This event is available to staff who are directly employed by Walsall Council and have day to day contact with materials or substances that may be hazardous to health
Overview		Learning objectives		
Recognising COSHH materials and personal protective equipment (PPE)		To be able to identify and work safely with any hazardous substances or materials		



Event	Dates	Times	Venue	Target audience
Principles of Risk Assessment (CIEH) level 2	28/8/15 9/9/15 24/11/15	9.00-4.30	Manor Farm Community Association Or Education Development Centre (EDC)	This event is available to staff who are directly employed by Walsall Council
Overview			Learning objectives	
<p>This event aims to enable people to identify and recognise hazards and risks within the workplace. Conforming to the legal requirement for risk assessments to be carried out, and ensuring suitable control measures are in place.</p>			<p>This day will cover:</p> <ul style="list-style-type: none"> • The Law • Hazards and Risk • General workplace risk assessment • Manual Handling risk assessment • COSHH Risk Assessment Recognise hazards in the workplace • Know the “five steps” to risk assessment • Implement appropriate control measures • Record findings of the assessment on the appropriate form 	



Event	Distance Learning	Target audience
NCFE Level 2 Certificate in Principles of the Prevention and Control of Infection in Health and Care Settings		This event is available to all members of Walsall's adult social care workforce
Overview		Learning objectives
<p>This course aims to assist students to develop their knowledge and understanding of the importance of the prevention and control of infection. It is designed for those who are currently working or would like to work within the health and social care sector, and provides. Knowledge that may be applied to a wide range of job roles within health and social care settings.</p> <p>This qualification does not infer competence of the work role, but can be used to support the underpinning knowledge and understanding needed for those working to prevent and control infection in Health care settings.</p>		<ul style="list-style-type: none"> • The principles of the causes and spread of infection in health care settings • Principles of the importance of personal hygiene and health in the prevention and control of infection in health care settings • Principles of decontamination, cleaning and waste management in health care settings • Principles of infection prevention and control in health care settings



Conditions/Impairments

[The Open Dementia Programme](#)



An in-depth introduction to dementia and the experience of living with the disease.

[Hearing loss /Deaf Awareness](#)



Coming Soon- E learning and bitesize courses looking at hearing loss and deaf awareness.



Vision and Sight loss Awareness



Coming Soon- E learning and bitesize courses looking at vision and sight loss awareness



Mental Capacity Act and Deprivation of Liberty Safeguards

The Mental Capacity Act 2005 (MCA) aims to protect and promote the rights of people to make their own decisions. Where people are unable to make their own decisions, the Act lays out what action should be taken, and by whom.

Any person who works with, or cares for, someone who may lack capacity to make a decision has a duty to follow the Code of Practice that accompanies the Act. This module will provide participants with important information about the Mental Capacity Act and Deprivation of Liberty Safeguards. It includes case studies and questions along the way to test your understanding of the subject.

Parental Mental Health and Families



Exploring the nature of parental mental health and its impact on families.





[The Mental Health of Older People](#)

Explores the key issues, research, messages, policies and approaches relating to the mental health of older people.




Event	Dates/Times/Venue	Target audience
Autism Awareness	Dates, times and venue to be confirmed: to register your interest please contact www.workforcedevelopmet@walsall.gov.uk	This event is available to all members of Walsall's Adult Social Care workforce
Overview		Learning objectives
<p>Autism is a lifelong developmental disability and although some people can live relatively independently, others will have high dependency needs requiring ongoing specialist care. There are approximately 400,000 adults with autism in England.</p> <p>The course will provide a fundamental understanding of autism and a guide to supporting people with the disability. It is co-delivered by people with autism who share their experiences.</p>		<p>The objectives of the Autism Awareness training will be to create an understanding of:</p> <ul style="list-style-type: none"> • The Autistic Spectrum and the ways in which people manage the condition • The 'Triad of Impairment' and appreciate how this impacts upon the lives of people with autism • The additional challenges faced by people with autism such as stress, anxiety and sensory issues • Practical strategies for supporting people with autism



Event	Dates	Times	Venue	Target audience
AMHP- Mental Health Act 1983: Code of Practice update 'Stronger Code: Better Care'	15/10/15 02/11/15	9:30am - 4:30pm	Dorothy Pattison Hospital The Savoy Centre- Dudley	This event is primarily for qualified Approved Mental Health Practitioners employed by Walsall and Dudley Council's. If places remain available they can be accessed, where appropriate, by AMHPs in training, mental health professionals and partners.
Overview			Learning outcomes	
<p>The aim of this one day course is to consider the implications of the revised (5th edition) of the Code of Practice to the Mental Health Act 1983 which came into force on 1st April 2015. Its 459 pages provide statutory guidance for all professionals on how to carry out their roles and responsibilities under the Mental Health Act 1983.</p> <p>The updated Code can be downloaded from: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/396918/Code of Practice.pdf</p> <p>Please note that refreshments will not be provided but the venue has facilities for people to purchase drinks and food.</p>			<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices and will:</p> <ul style="list-style-type: none"> • discuss the significant changes since the previous Code (2008); • review the key requirements and practice implications; • discuss the relevant case law of the past 18 months and reflect upon current practice; • demonstrate evidencing compliance (inc. appropriate recording); • explain the implications for local policies and procedures. 	



Event	Dates	Times	Venue	Target audience
Legally Defensible AMHP Practice	14/10/15 03/02/16	9:30am - 4:30pm	EDC (Education Development Centre) or Forest Arts Centre	This event is primarily for qualified Approved Mental Health Practitioners employed by Walsall and Dudley Council's. If places remain available they can be accessed, where appropriate, by AMHPs in training, mental health professionals and partners.
Overview			Learning outcomes	
<p>The aim of this one day course is to review key legislation and reflect on current practice.</p> <p>Please note that refreshments will not be provided but the venue has facilities for people to purchase drinks and food.</p> 			<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices and will:</p> <ul style="list-style-type: none"> • review the key provisions of the Mental Health Act 1983 and Code of Practice (2015); • review the Human Rights Act 1998 and European Convention on Human Rights (Articles 2, 3, 5, 6, 8); • consider when care and treatment in hospital can be provided under the Mental Capacity Act 2005 (inc. Deprivation of liberty safeguards) – the so called 'interface'; • critically examine AMHP practice found in case law; homicide inquiries and inquests; reflect upon practice to help ensure practice is both up-to-date and legally defensible. 	



Event	Dates	Times	Venue	Target audience
AMHP-The Nearest Relative 'An Important Patient Safeguard'	03/11/15 04/02/16	9:30am - 4:30pm	Dudley Savoy Centre or EDC (Education Development Centre) or	This event is primarily for qualified Approved Mental Health Practitioners employed by Walsall and Dudley Council's. If places remain available they can be accessed, where appropriate, by AMHPs in training, mental health professionals and partners.
Overview			Learning outcomes	
<p>The aim of this one day course is designed to address the AMHPs 'Achilles heel' and to provide clarity regarding the Nearest Relative.</p> <p>Please note that refreshments will not be provided but the venue has facilities for people to purchase drinks and food.</p>			<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices and will:</p> <ul style="list-style-type: none"> • provide clarity in identifying the Nearest Relative; • review and describe the powers of the Nearest Relative; • describe and apply the guidance on consulting the Nearest relative (inc. when consultation may not take place); • consider and describe when to apply to the County Court for appointment and / or displacement 	



Event	Dates	Times	Venue	Target audience
Mental Capacity Act (MCA)	1/10/15 20/10/15 5/11/15	9.30-12.30 Or 1.30-4.30	EDC (Education Development Centre) or	For All members of Walsall's adult social care workforce
Overview			Learning outcomes	
By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices			<ul style="list-style-type: none"> • Demonstrate knowledge of the Mental Capacity Act. • Have the competence and ability to complete MCA assessments and best interest decisions. • Define what a best interest decision is and explain how to facilitate this for individuals in whatever setting they work. • Articulate the relationship between the MCA and Deprivation of Liberty Safeguards / Court of Protection. 	



Event	Dates	Times	Venue	Target audience
The Awareness Between the Mental Health Act (MHA) and the Mental Capacity Act (MCA) Awareness	24/9/15 15/12/15 16/12/15	9.30-12.30 or 1.30-4.30	EDC (Education Development Centre) or	For All members of Walsall's adult social care workforce
Overview			Learning outcomes	
By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices			<ul style="list-style-type: none"> • Demonstrate knowledge of the interface between the MHA and MCA. • Identify the most appropriate legal framework and discuss some of the dilemmas faced. 	



AMHP Forums

The AMHP forums usually take place on the 3rd Thursday of the month and the Walsall Mental Health Social Care workforce forums are bi-monthly.

Venue:

Broadway North, Walsall
WS1V 2GA

Duration:

2:00pm to 3:30pm if there isn't a social care forum or 3:30pm to 5:00pm if there is a social care forum

Target Audience:

This event is primarily for qualified Approved Mental Health Practitioners employed by Walsall and Dudley Council's. If places remain available they can be accessed, where appropriate, by AMHPs in training, mental health professionals and partners.

Guest Speaker: TBC

AMHP's are encouraged to contact Paul Calder paul.calder@dwmh.nhs.uk with specific items for the AMHP Forum agenda.

AMHP Forum Dates:

AMHP Refresher - AMHP Forum 6	<u>17th September, 2015</u>
AMHP Refresher - AMHP Forum 7	<u>15th October, 2015</u>
AMHP Refresher - AMHP Forum 8	<u>19th November, 2015</u>
AMHP Refresher - AMHP Forum 9	<u>17th December, 2015</u>



AHMP Self Directed Learning Guidance

Self directed learning has been defined as ‘a process in which **individuals take the initiative**, with or without the help of others, in **diagnosing** their learning needs, **formulating** learning goals, **identifying** human and material resources for learning, **choosing and implementing** appropriate learning strategies, and **evaluating** learning outcomes.’ Knowles (1975) *Self-directed Learning*, p. 18.

Self Directed Learning Resources

To support self directed learning AMHP’s can access the resources below. This list is not exclusive and practitioners are expected to explore and access the vast array of resources available to social care and AMHP professionals.

- Access to a subscription service that provides monthly ‘Keeping up to date’ bulletins relevant to AMHP’s
- Research in Practice for Adults - <https://www.ripfa.org.uk/>

Suggested areas for AMHP self directed learning are:

- BME communities and mental illness
- Community resources for clients with mental illness
- Differing types of mental illness and signs and symptomology
- Gender and mental illness
- Medication types and their impact
- Sexuality and mental illness
- Social model of mental illness



Event	Dates	Times	Venue	Target audience
Appropriate Adult	13/10/15 02/02/16	For more details of how to book and venues please contact us www.workforcedevelopment@walsall.gov.uk		This event is available to all members of Walsall's Adult Social Care workforce
Overview			Learning objectives	
<p>If the police arrest someone whom they think may be mentally vulnerable, then they have a duty to call for an Appropriate Adult. This workshop looks at who may be considered mentally vulnerable, who an Appropriate Adult (AA) can be and what their role involves.</p>			<p>By the end of the course you will:</p> <ul style="list-style-type: none"> • Be able to understand the role of an appropriate adult • Understand what is required for the role • Understand when and who would need an appropriate adult 	



Event	Dates	Times	Venue	Target audience
Challenging Behaviour (Intermediate)	29/10/15 27/11/15 25/1/16	9.30-4.30	Manor Farm Community Association Or Education Development Centre (EDC)	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council places may be offered to external workforce if demand allows.
Overview		Learning objectives		
<p>These sessions will explore the analysis of behaviours that challenge, and planning for support to individuals displaying them.</p>		<p>By the end of the sessions you will have an understanding of:</p> <ul style="list-style-type: none"> • The principles of positive behaviour support • What constitutes ‘appropriate’ behaviour and boundaries • Behavioural triggers • The function of particular behaviours for individuals • An extensive range of management techniques including de-escalation and distraction • Personal safety (staff member and service user). • Pro-active rather than reactive interventions • Support planning and implementation • The legal framework, personal safety and risk • Effective and ethical reporting 		



Event	Dates	Times	Venue	Target audience
Challenging Behaviour (Introductory)	11/12/15	9.30-12.30	Education Development Centre (EDC)	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council places may be offered to external workforce if demand allows.
Overview		Learning objectives		
<p>These sessions will explore the reasons for, and responses to, behaviours that challenge us as services and as individuals.</p>		<p>By the end of the sessions you will have an understanding of:</p> <ul style="list-style-type: none"> • Why challenging behaviours arise • Types of behaviour • Potential triggers • Positive behaviour techniques • Personal safety (staff member and service user) and de-escalation methods • The legislative framework and critical incident recording • Effective and ethical reporting 		



Event	Dates	Times (1/2 day course)	Venue	Target audience
Dementia Module 1: An overview	22/9/15 11/1/15	10.00-1.00	Forest Arts Centre	This event is available to all members of Walsall adult social care workforce who are working to support people who may develop, or already have, a form of dementia.
Overview			Learning objectives	
<p>This is one of four modules aimed to develop awareness of the causes and effects of dementia, working with behaviours that challenge, the crossover or otherwise with delirium or depression, and ways of working with people with dementia.</p> <p>This module is best taken as the first of the four.</p>			<p>By the end of the session you will have an understanding of :</p> <ul style="list-style-type: none"> • What is dementia? • Early signs & symptoms • The sub-types of dementia • Learning Disability and dementia • Use of the 6-CIT to identify people who may have dementia 	



Event	Dates	Times (1/2 day course)	Venue	Target audience
Dementia Module 2: Behaviours that Challenge	22/9/15 11/11/15	2.00-5.00	Forest Arts Centre	This event is available to all members of Walsall adult social care workforce who are working to support people who may develop, or already have, a form of dementia.
Overview			Learning objectives	
<p>This is one of four modules aimed to develop awareness of the causes and effects of dementia (1), working with behaviours that challenge (2), the crossover or otherwise with delirium or depression (3), and ways of working with people with dementia (4).</p> <p>Modules 2-4 can be taken in any order.</p>			<p>By the end of the session you will have an understanding of :</p> <ul style="list-style-type: none"> • behaviours that challenge (behavioural and psychological symptoms of dementia) • communicating unmet needs • communicating with people with dementia • assessing the likely cause of behaviours 	



Event	Dates	Times (1/2 day course)	Venue	Target audience
<u>Dementia Module 3: Dementia, Delirium & Depression</u>	25/9/15 27/11/15	2.00-5.00	<u>Forest Arts Centre</u>	This event is available to all members of Walsall adult social care workforce who are working to support people who may develop, or already have, a form of dementia.
Overview			Learning objectives	
<p>This is one of four modules aimed to develop awareness of the causes and effects of dementia (1), working with behaviours that challenge (2), the crossover or otherwise with delirium or depression (3), and ways of working with people with dementia (4).</p> <p>Modules 2-4 can be taken in any order.</p>			<p>By the end of the session you will have an understanding of :</p> <ul style="list-style-type: none"> • risks of presuming dementia • differences between depression, delirium and dementia • paraphrenia & mood disorders; • anxiety disorders & mental capacity 	



Event	Dates	Times (1/2 day course)	Venue	Target audience
<u>Dementia Module 4: Healthy Lifestyles, Tools & Activities</u>	25/9/15 27/11/15	10.00-1.00	<u>Forest Arts Centre</u>	This event is available to all members of Walsall adult social care workforce who are working to support people who may develop, or already have, a form of dementia.
Overview			Learning objectives	
<p>This is one of four modules aimed to develop awareness of the causes and effects of dementia (1), working with behaviours that challenge (2), the crossover or otherwise with delirium or depression (3), and ways of working with people with dementia (4).</p> <p>Modules 2-4 can be taken in any order.</p>			<p>By the end of the session you will have an understanding of :</p> <ul style="list-style-type: none"> • nutrition, hydration & healthy lifestyles • applying the 5 ways to well-being to people with dementia exercise & activity, diet, smoking, alcohol & wellbeing • use of telecare, some appropriate apps & programmes 	



Event	Dates	Times (1/2 day course)	Venue	Target audience
Epilepsy Awareness	9/9/15 16/9/15 24/9/15 30/9/15 14/10/15	9.30-11-30 Or 12.30-3.30	Age UK training at Bridge House, Bridge Street WS1 1JQ (2nd floor county court building)	This course is available to all members of Walsall's adult social care workforce
Overview			Learning objectives	
A basic awareness session, as well as providing background information to work with individuals, this is aimed to be sufficient to support the administration of Buccal Midazolam alongside specialist training			<ul style="list-style-type: none"> • To gain an understanding of epilepsy • To be sufficient to support the administration of buccal midazolam 	




Event	Dates	Times	Venue	Target audience
Mental Health First Aid (adults) 2 day course	25/11/15 & 26/11/15 or 14/4/16 & 15/4/16	9.15 – 4.45 each day delegates must attend both days	Manor Farm Community Association	This event is available to all members of Walsall adult social care workforce nb. There is a £50 charge to cover materials and central admin. For staff directly employed by Walsall Council this is met by our workforce development team. Service users and carers in Walsall are not charged
Overview			Learning objectives	
<p>The two day course covers how to support people, as a first aider rather than a clinician. This includes ways of supporting people with depression, anxiety and / or psychosis, and people with suicidal intent.</p> <p>The course is nationally accredited and certificated.</p>			<p>By the end of the sessions you will have learnt how to:</p> <ul style="list-style-type: none"> • Spot the early signs of a mental health problem • Feel confident helping someone experiencing a problem • Provide help on a first aid basis • Help prevent someone from hurting themselves or others • Help stop a mental health problem from getting worse • Help someone recover faster • Guide someone towards the right support • Reduce the stigma of mental health problems 	




Event	Dates	Times (1/2 day course)	Venue	Target audience
Mental Health First Aid Lite (adults) 1/2 day course	8/10/15 11/12/15 8/2/16 19/4/16	1.00 – 5.00	Education Development Centre (EDC)	This event is available to all members of Walsall adult social care workforce nb. There is a £15 charge to cover materials and central admin. For staff directly employed by Walsall Council this is met by our workforce development team. Service users and carers in Walsall are not charged
Overview			Learning objectives	
<p>The ½ day course covers an understanding of some issues surrounding mental health. An understanding of how and why positive and negative mental health affects work, and how to work more effectively with people experiencing mental health problems.</p> <p>The course is nationally accredited and certificated</p>			<p>By the end of the sessions you will have learnt how to:</p> <ul style="list-style-type: none"> • identify the discrimination surrounding mental health problems • define mental health & some mental health problems • relate to people's experiences • help support people with mental health problems • develop a business case for promoting positive mental health in the workplace • look after your own mental health 	




Event	Distance Learning 	Target audience
NCFE Level 2 certificate in Understanding Working in Mental Health		<p>This event is available to all members of Walsall's adult social care workforce</p>
Overview	Learning objectives	
<p>This qualification is designed for a wide range of learners who wish to understand the approaches to care and support of those with mental health problems.</p>	<ul style="list-style-type: none"> • Mental health and mental health issues • Introduction to duty of care in health, social care or children's and young people's settings • Valuing equality and diversity • Approaches to care and management in mental health • Understanding change and support 	




Event	Distance Learning	Target audience
NCFE level 2 Certificate in Mental Health Awareness		<p>This event is available to all members of Walsall's adult social care workforce</p>
Overview		Learning objectives
<p>This qualification aims to raise awareness of mental health and the wide range of mental health explore the social context of mental illness and how this is seen within the general public and the media.</p> <p>The learner will also explore the physical and emotional effects of a variety of mental health illnesses and the impact his can have on family and friends.</p>		<ul style="list-style-type: none"> • Understanding Mental Health • Understanding Stress • Understanding Anxiety • Understanding Phobias • Understanding Depression • Understanding Post-Natal Depression • Understanding Bipolar Disorder • Understanding Schizophrenia • Understanding Dementia • Understanding Eating Disorders




Event	Distance Learning	Target audience
NCFE Level 2 Certificate in Understanding the Care and Management of Diabetes		<p>This event is available to all members of Walsall's adult social care workforce</p>
Overview		Learning objectives
<p>This qualification aims to provide the student with an understanding of the different types of diabetes and how these occur. Students will develop awareness of how the onset of Type 2 diabetes can be delayed with lifestyle changes. Through the course, students will also develop an understanding of diabetes diagnosis, initial care, ongoing care and the treatment of diabetes used to control blood sugar levels.</p> <p>This qualification will allow learners to build up achievements in a way which is appropriate and meaningful.</p>		<ul style="list-style-type: none"> • Understand diabetes • Prevention and early intervention of type 2 diabetes • Understand the initial care of diabetes • Understand the treatment and management of diabetes



Event	Distance Learning	Target audience
NCFE Level 2 Certificate in Dementia Care		This event is available to all members of Walsall's adult social care workforce
Overview	Learning objectives	
<p>This qualification aims to assist learners develop their knowledge and understanding of the principles of caring for those with dementia. It covers areas such as person centred care, the influence of positive communication methods, issues relating to their use of medication for those with dementia and the importance of providing appropriate activities.</p> <p>This qualification does not infer competence of the work role, but can be used to support the underpinning knowledge and understanding needed for those working in or towards a dementia care role.</p>	<ul style="list-style-type: none"> • Dementia Awareness • The person centred approach to the care and support of the individual • Understand the factors that can influence communication and interaction with individuals who have dementia • Understand the administration of medication to individuals with dementia using a person centred approach • Understand behaviour in the context of dementia • Understand the benefits of engaging in activities in social care 	



Event	Distance Learning	Target audience
NCFE Level 2 Certificate in the Principles of Working with Individuals with Learning Disabilities		<p>This event is available to all members of Walsall's adult social care workforce</p>
Overview		
<p>There are an estimated 105 million people living with a learning disability in the UK. The effects on individuals can vary widely and affect people of every age and background. Each individual with a learning disability is entitled to receive personalised and lifelong support provided by health and social care organisations and a network of carers.</p> <p>This qualification will provide learners with a comprehensive understanding of issues surrounding different types of learning disabilities and how these affect individuals in their daily lives, including safeguarding, positive risk taking and an awareness of the autistic spectrum.</p>		



Welfare Rights



Event	Dates	Times	Venue	Target audience
Benefits- Welfare Reform	10/9/15 21/9/15	2:00-4:30	Manor Farm Community Association	This event is available to all members of Walsall adult social care workforce
Overview			Learning objectives	
This event will help you to understand Welfare Reform			To understand more about the benefits systems	



Event	Dates	Times	Venue	Target audience
Benefits: Residential Care	12/10/15	10:00-4:30	Manor Farm Community Association	This event is available to all members of Walsall adult social care workforce
Overview			Learning objectives	
<p>The course will enable you to identify the impact on social security benefits and the issues concerning property when someone enters residential care.</p>			<ul style="list-style-type: none"> • To identify the social security benefits that are relevant to service users entering residential care and the issues concerning service user's property • To provide a brief overview of the impact of the social services assessment and how the two funding systems interact • To differentiate between the different types of residential care and the funding streams 	



Event	Dates	Times	Venue	Target audience
Benefits: Employment Support Allowance	15/10/15	10:00-4:30	Manor Farm Community Association	This event is available to all members of Walsall adult social care workforce
Overview			Learning objectives	
<p>The course will enable you to understand how to make a claim for Employment Support Allowance (ESA), how limited capability for work is assessed by the Department of Work and Pensions (D.W.P) and how to challenge unfavourable decisions.</p>			<ul style="list-style-type: none"> • To identify who can make a claim • To assist with ESA questionnaire • To have an overview of ESA regulations • To understand the work capability assessment • To understand the transfer process from ICB 	



Event	Dates	Times	Venue	Target audience
Benefits: Personal Independence Payment (PIP)	23/9/15 26/11/15	10:00- 4.30	Manor Farm Community Association	This event is available to all members of Walsall adult social care workforce
Overview			Learning objectives	
<p>This course aims to enable staff to identify who may be able to claim PIP, how the criteria for PIP operate and how existing DLA claimants will be affected.</p>			<ul style="list-style-type: none"> • Understand how existing disability allowance claimants will be effected • Understand eligibility criteria • Recognise what personal independence means 	



Event	Dates	Times	Venue	Target audience
Benefits: Pension/Pension Credit	29/10/15	10.00 - 4.30	Manor Farm Community Association	This event is available to all members of Walsall adult social care workforce
Overview			Learning objectives	
<p>The course will enable you to understand the criteria for claiming Pension Credit and to identify the different types of State Pension.</p>			<ul style="list-style-type: none"> • Identify possible claimants for retirement pension and pension credit • Understand capital and income rules of pension credit • Calculate claimants entitlement for pension credit • Recognise possible appeals for applicants 	



Core Skills

Assertive Communication



Assertiveness is the word that describes a range of skills giving the following benefits:

- Being honest with yourself and others
- Saying what you want and feel; but not at the expense of others
- Showing confidence and positive behaviour
- Being prepared to move towards a workable compromise
- Respecting the rights and needs of others
- Looking for 'I win, you win' opportunities



Confidence and Assertiveness

The aim of this course is to encourage your confidence and assertiveness when dealing with people and situations both inside and outside the workplace.



Communication Skills



Explores the principles of good communication skills and how to apply these to practice.



Effective Time Management

The aim of this module is to give you some tips and tools on how to manage your time more effectively which can benefit both your work and home life.

Excel

This course provides links to different versions of Excel to suit your work station.



Learning Objectives:

- Entering data
- Formulas
- Charts and graphs
- Rows and Columns
- Cells
- Worksheets
- Importing data
- Worksheets
- Pivot tables etc



[\(IT\) Information Technology for Beginners](#)



This module is aimed at beginners and will help you get started with Information Technology (IT).

Learning Objectives:

- Log on to a computer
- Lock your computer to keep your information secure
- Use the Windows XP desktop
- Use Help facilities
- Use the taskbar and control panel
- Manage your files and folders

[Literacy and Numeracy \(Skills matters\)](#)

Skills Matters is for all employees and has been designed to support the assessment of literacy and numeracy in the workplace.



Learners will complete short sets of English and Maths questions, designed at Key Skills Level 1 (Section 1) and Level 2 (Section 2).



[Stress Awareness](#)

This module is designed to give you an overview of stress awareness at work.





Meeting Skills

This module will guide you through when it is appropriate to organise a meeting, who should be invited, preparation for the attendees, controlling a meeting and determining the outcomes of a successful meeting.

Personal Resilience



Personal Resilience can play a key role in how we manage stress and difficult situations. This module is designed to help you understand and think about your own resilience and how it can be improved upon.



Presentation Skills

This module tells you everything you need to know in order to get it right - from recognising the type of presentation you need to deliver through to combating last minute nerves and dealing with unexpected hitches.



Spelling and Grammar

This module covers common mistakes in written English – from puzzling punctuation to sneaky spellings. This refresher should help you to ensure your written work (from emails to reports) is of the highest possible standard.



Learning Objectives:

- Use punctuation correctly, such as the use of; apostrophes, colon/semi-colon, parentheses and quotation marks
- Remember tricky spellings and commonly confused words which trip people up
- Know how to check your spellings by using an online dictionary or spellchecker
- Know how to communicate the key points in your message clearly, effectively and professionally



Word Processing for Beginners

This module will introduce you to some essential word processing skills

Learning Objectives:

- how to launch word
- how to open a document
- format text
- save a document
- print a document
- close the Word program



Event	Dates/Times/Venue	Target audience
Computers Don't Bite	No dates currently set but you can register your interest for this course at LearningandOrganisationaldevelopment@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council
Overview		Learning objectives
<ul style="list-style-type: none"> • Basic concepts of computers • Work station Health and Safety • Word basics • Introduction to Intranet 		<p>By the end of this course you will be able to:</p> <ul style="list-style-type: none"> • Set your work station up safely • Identify different parts of the computer • Turn your computer on and off • Use your mouse correctly to navigate your way around the window pane • Open, close, move, delete, save and print files and documents • Find out useful information on 'Inside Walsall' (Intranet) • Use the internet search engine to obtain information



Event	Dates	Times	Venue	Target audience
Corporate Induction	25/6/15 26/10/15 27/11/15 15/12/15 26/1/16 23/2/16 29/3/16	9.30-12.30 1.30-4.30	HRD, Oak Room, Civic Centre	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council
Overview			Learning objectives	
Part of the corporate induction programme is a 'Welcome to Walsall' session which covers the following topics:			<ul style="list-style-type: none"> • Welcome from Paul Sheehan, Chief Executive, or an Executive Director • Key contacts within Human Resources • Core training in line with job role • Signposting of intranet and useful information i.e. People finder, ICT direct and HR direct • Introduction to Learning and Development @ eCentral (e-Learning) • Line managers' responsibilities for workplace induction 	



Event	Dates	Times	Venue	Target audience
Customer Care	No dates currently set but you can register your interest for this course at LearningandOrganisationaldevelopment@walsall.gov.uk			This event is available to staff who are directly employed by Walsall Council
Overview			Learning objectives	
<p>By the end of this course you will be able to:</p> <ul style="list-style-type: none"> • Understand Walsall Council’s customer care and core values • Recognise the benefits of bringing a customer focused approach to the delivery of services • Understand how our perception can influence behaviour and significantly impact on others • Identify the types of behaviour that lead to greater personal and customer satisfaction • Use the transactional analysis model to interact pro-actively and professionally with customers • Identify specific behaviours that help and hinder interaction with people • Know how it feels to be mis-represented and the importance of valuing customer diversity 			<ul style="list-style-type: none"> • The council’s core values and working smarter principles • Perceptions and choices • How we communicate • The power of behaviours • ‘Stepping into the shoes of the customer’/ Customer expectations 	



Event	Dates	Times	Venue	Target audience
Decision Making and Problem Solving	2 nd & 3 rd February 2016	9.30-4.30	HRD, Oak Room, Civic Centre	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council
Overview		Learning objectives		
<p>This day and half course looks at:</p> <ul style="list-style-type: none"> • Paired comparison tool • Six thinking hats • SWOT analysis • PESTLE • Force field analysis • Brainstorming • Fishbone analysis 		<ul style="list-style-type: none"> • How to apply each stage of the decision making model • How to engage others in the process • A range of tools and techniques that can be used • Your personal preferred way of approaching decisions • How to utilise the strengths of the group in decision making and problem solving • Communicating your decision based on the methodology applied 		



Event	Dates/Times/Venue	Target audience
Go Adult Learning	Training sessions take place at various locations within the borough to suit your needs. For more information contact: - Hannah Hewston-Jones - Trainer (Core Skills) Telephone 01922 655784	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council
Overview		Learning objectives
<p>If you have forgotten some of the basics, if your mind goes blank when you see a list of figures, or if the 1000 words from the song don't always paint a picture for you, then you may gain from this course. Building on the basics of both maths and English much of the content is determined by you, as you identify the areas you wish to improve.</p>		<p>Improving your literacy and/or numeracy skills in a supportive environment, with qualifications available up to Level 2 and opportunities of progression.</p>



Event	Dates	Times	Venue	Target Audience
The Art of Self Management	10/11/15 14/1/16 16/2/16	9.30-4.30	HRD, Oak Room, Civic Centre	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council.
Overview		Learning objectives		
<p>An introduction to emotional intelligence, the influence it may have on your behaviour and your relationship with others. The course will increase your level of self awareness and understanding of the behaviour of people you work with.</p> <p>A one day course made up of trainer input, group discussion and individual/group exercises where you will look at:</p> <ul style="list-style-type: none"> • Map of the world • Emotional intelligence model • Communications model • Emotional intelligence competences • Values, triggers and anchors • Personal “A” team • VHF communication • Meta programmes 		<p>By the end of the training you will understand:</p> <ul style="list-style-type: none"> • How values may influence behaviour • What triggers your reactions • The importance of empowering beliefs • How to apply meta programmes to work relationships • How to identify your own support network • What drives some of your behaviour and the behaviour of others • How adapting your communication style may help build rapport with others 		



<p>Supervision and EPR</p>	<p>Dates, times and venues currently set but you can register your interest for this course at workforcedevelopment@walsall.gov.uk</p>	<p>This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council.</p>
<p>Overview</p>	<p>Learning objectives</p>	
<p>As an organisation we need to plan effectively to make best use of the resources we have. Supervision and appraisal is a key part of the planning process, allowing supervisors and their supervisees to review achievements, plan new priorities and identify any support or development needed for continuous effectiveness.</p>	<p>By the end of the session you will have gained an understanding of:</p> <ul style="list-style-type: none"> • The current supervision and appraisal procedure • Compliance and monitoring • How to effectively prepare for supervision and appraisal • Know what you should expect from your supervisor 	



Event	Dates	Times	Venue	Target audience
Palliative Care	20/9/15 20/10/15	9.30-12.30	Age UK training at Bridge House, Bridge Street WS1 1JQ (2nd Floor, County court building)	This event is available to all members of Walsall adult social care workforce


Overview

This is a ½ day course to explore the issues arising in supporting people with end of life needs




Event	Dates	Times	Venue	Target audience
Minute and Note Taking	16/10/15 17/2/16	9.30-1.30 1.30-4.30	HRD, Oak Room, Civic Centre	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council
Overview			Learning objectives	
<p>This half day course covers:</p> <ul style="list-style-type: none"> • Roles and responsibilities of the minute taker and chair • The meeting cycle • Types of agendas • Methods and techniques for taking notes/minutes • Improving communication skills 			<p>By the end of this course you will be able to:</p> <ul style="list-style-type: none"> • Understand the importance of the pre-meeting • Create an effective agenda • Identify types of minutes • Structure minutes effectively • Demonstrate how to send and receive messages effectively 	



Event	<u>Distance Learning</u>	Target audience
<u>NCFE Level 2 Certificate in Customer Service</u>		For all members of Walsall's adult social care workforce
Overview		Learning objectives
<p>This qualification is designed for a wide range of learners who wish to understand the approaches to good customer service knowledge.</p>		<ul style="list-style-type: none"> • Understanding the organisation • Prepare to deliver excellent customer service • Communication in the customer service role



Event	Distance Learning 	Target audience
NCFE Level 3 Certificate in the Principles of End of Life Care		For all members of Walsall's adult social care workforce
Overview		
<p>If you work in the health and social care sector, this in-depth distance learning course provides the skills and knowledge you need to support families at a very sensitive time.</p>		



[Research in Practice for Adults](#)

Membership to Research in Practice for Adults is available to all Walsall Council staff.

Research in Practice for Adults provides research, resources and tools to support social care professionals in the development of services for adults. They offer a range of services which will help us to continually improve our practice and deliver the best standards of care for the adults we support, keeping them safe and helping them to have a better quality of life.

This partnership represents our commitment to continuous professional development and our dedication to meeting and exceeding quality standards for the sector. Our membership gives us access to a full learning and development programme for all staff.



Leadership & Management



Facilitation Skills

The module looks at what skills are needed to become an effective facilitator, covering areas such as group dynamics, the roots of conflict and how to analyse options to find a way forward.





[Managing Risk, Minimising Restraint](#)
Challenges, dilemmas and positive approaches
for working with older people in care homes


Explores the nature of managing risk and minimising restraint when working with older people in care homes.

[Counter Fraud, Bribery
and Corruption for Managers](#)



We have all heard of 'Fraud' and 'Bribery' but do you really know what these crimes are and how to stop them?



Event	Dates/ Times/ Venue	Target audience
Stepping Stones	Dates, times and venues are currently not set but you can register your interest for this course at LearningandOrganisationaldevelopment@walsall.gov.uk This course is run over a 10 month period	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council and are managers
Overview		Learning objectives
<p>Stepping Stones is the Council's in-house management development programme.</p> 		<ul style="list-style-type: none"> • Staff who are 'new to management' having been appointed to their first management or supervisory role. • Staff who are aspiring to become a manager or supervisor for the first time. As Stepping Stones is part of a representative workforce initiative, applications from staff in under-represented groups in management will be given priority if the cohorts aimed at aspiring managers are over-subscribed. This does not mean that some staff will be refused an opportunity for development as remaining applicants will automatically be considered for future cohorts. • Existing managers and supervisors where the need for guidance and support to address a performance issue has been identified via the individual's employee performance review (EPR). In this case, the member of staff will be offered the opportunity to attend an appropriate module to develop and refresh their skills and knowledge.



Event	Dates/ Times/ Venue	Target audience
Managing attendance	Dates, times and venues are currently not set but you can register your interest for this course at LearningandOrganisationaldevelopment@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council and are managers
Overview		Learning objectives
How to manage long and short term absences in accordance with the Council's attendance procedure		<ul style="list-style-type: none"> • Skills and knowledge to manage absence • A step by step guide through the attendance procedure • Suggestions to proactively reduce short term absence and support employees back to work from ill health • The opportunity to learn from case studies • Putting your learning into practice • Basic principles and why attendance should be managed • Bradford Factor (BF) Model • The portal • Short and long term absence management



Event	Dates/ Times/ Venue	Target audience
Managing the impact of difficult news	Dates, times and venues are currently not set but you can register your interest for this course at LearningandOrganisationaldevelopment@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council and are managers
Overview		Learning objectives
<ul style="list-style-type: none"> • Setting the context for the course • Delivering difficult news • People and change • Dealing with people's emotions • Practical support • Building resilience 		By the end of the training you will: <ul style="list-style-type: none"> • Have learnt how to deliver difficult news • Have identified the potential sources of news that are likely to have a negative impact on staff • Understand the impact of difficult news on individuals and teams • Be aware of the range of individual reactions and have identified appropriate management responses • Have learnt how to support staff emotionally and practically



Event	Dates	Times	Venue	Target audience
Recruitment and Selection Best Practice	24/8/15 21/9/15 22/10/15 26/11/15 17/12/15	9.30-4.30	HRD, Oak Room, Civic Centre	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council and are managers
Overview			Learning objectives	
What will it cover? <ul style="list-style-type: none"> • Module 1: Equality. Considerations, legislation and positive action • Module 2: Recruitment Process. Job description, employee specification, recruitment advertising and short listing • Module 3: Interviewing. Behaviours, techniques, scoring and appointment decisions 			By the end of the training you will: <ul style="list-style-type: none"> • Demonstrate a clear understanding of Walsall Council's Recruitment and Selection Procedure • Understand the importance of an accurate up to date job description and employee specification • Understand how the employee specification is used for advertising, short listing, interviewing and selecting • Understand some of the key points to follow when conducting an interview 	




Event	Dates	Times	Venue	Target audience
Situational Leadership	18/8/15 14/9/15 13/10/15 28/10/15	9.30- 4.30	HRD, Oak Room, Civic Centre	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council and are managers
Overview		Learning objectives		
What will it cover? <ul style="list-style-type: none"> • Introduction to the Situational Leadership model® • The 3 steps to Situational Leadership • The 4 levels of readiness • The 4 styles of leadership • Self assessment of your leadership style 		How to use the Situational Leadership model ® to: <ul style="list-style-type: none"> • Analyse your own and your team members' 'Performance Readiness®' to undertake tasks • Recognise a range of leadership styles • Match leadership style to readiness levels • Review your own preferred leadership style 		



Event	Dates	Times	Venue	Target audience
Vital Skills for Budget Holders	20/10/15 19/1/16	9.30-12.00	HRD, Oak Room, Civic Centre	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council and are managers
Overview			Learning objectives	
<ul style="list-style-type: none"> • Introduction to council finance • Budget setting process • Roles and governance, including how to manage a budget for new budget holders • Budget monitoring and control 			<p>By the end of the training you will be able to:</p> <ul style="list-style-type: none"> • Understand why local authorities need to manage budgets • Have the required skills to manage your own budgets. • Understand budget terminology, and the budget management and control process 	



Event	<u>Distance Learning</u>	Target audience
<u>NCFE Level 2 Certificate in Team Leading Knowledge</u>		This event is available to all members of Walsall's adult social care workforce
Overview	Learning objectives	
<p>This qualification provides learners with the knowledge they will need to work in a team leading role. Through this course, students will not only learn how to lead, support and develop a team but they will develop their communication and motivation skills. This programme will help learners to build up achievements in a way which is appropriate and meaningful.</p>	<ul style="list-style-type: none"> • Preparing to lead the team • Support Development of Self and Team Members • Communication and the Team Leader • Equality, Diversity and the Team Leader • Motivating the Team 	



Equality & Diversity

[Equality and Diversity Legislation](#)

This module addresses equality and diversity issues for employers, employees and service users within the public sector. It will look at what each of us can do to ensure people are treated fairly, enjoy life and perform at their best.



Learning Objectives:

- Know what equality and diversity is
- Understand how equality and diversity legislation affects us
- Identify different types of discrimination
- Understand your responsibilities under the law
- Understand the public sector equality duty





[Equality and Diversity Health Check for Employees](#)

This module has been designed to check your level of understanding around Equality and Diversity and to identify if you require further development in this subject.

Learning Objectives:

- Know what equality and diversity is
- Describe the consequences of equality and inequality
- Know which laws are in force today
- Have basic knowledge of the protected characteristics

[Equality and Diversity Induction](#)

This module is a health check to show if your Equality and Diversity knowledge is up to date. It will guide you through some of the issues we need to appreciate when working for Walsall Council.



Learning Objectives:

- Know what equality and diversity is
- Describe the consequences of equality and inequality
- Know which laws are in force today
- Have basic knowledge of the protected characteristics





Equality and Diversity for Managers

This module will consider equality and diversity skills and knowledge that will help you carry out your role as a manager

Learning Objectives:

- Know what equality and diversity is
- Understand our behaviour and how the influence of culture and environment effect our perceptions
- Describe the consequences of equality and inequality
- State the protected characteristics
- Understand your responsibilities as a manager
- Understand reasonable adjustments for disabled people
- Know how to meet the aims of the Public Sector Equality Duty





[Equality and Diversity Foundation Course](#)

This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council


Learning objectives

- Understand how to act in ways that support equality and value diversity.
- Understand the difference between equality and diversity
- Equality is about all of us - our thoughts, feelings and actions
- Differences between people, both visible and invisible
- Equality requires action to be successful
- Consequences of equality and inequality



Event	Dates	Times (1/2 day course)	Venue	Target audience
Undoing Racism – Developing Cultural Competence in Social Care	10/2/16 5/4/16	9.30 – 12.30	Manor Farm Community Association	This event is available to all members of Walsall’s Adult Social Care workforce.
Overview			Learning Outcomes	
<p>Anti-Discriminatory Practice is at the heart of socially inclusive services and cultural sensitivity is a fundamental element of this. Issues around ethnic diversity are as relevant today as they’ve always been and the course is designed to refresh and develop knowledge and skills in these areas.</p> <p>This session will cover:</p> <ul style="list-style-type: none"> • The concept of 'Race' and 'Racism' • Anti-Discriminatory practice • The individual and social impact of racism and right wing extremism • Best practice in relation to social care outcomes 			<p>By the end of the session you will:</p> <ul style="list-style-type: none"> • Be able to identify and challenge racist ideology • Recognise and respond to cultural difference • Understand racist right wing extremism and symbolism • Begin to acknowledge potential racism in professional practice 	



Event	<p><u>Distance Learning</u></p> 	Target audience
<p><u>NCFE level 2 Certificate in Equality and Diversity</u></p>		<p>For all members of Walsall's adult social care workforce</p>
Overview	Learning objectives	
<p>The aim of this qualification is to give learners an introduction to the issues around stereotyping, prejudice and discrimination.</p> <p>To identify the basic rights that all people should enjoy and the shared values people have, and to examine the responsibility each person and organisation has in ensuring that barriers to participation in society are removed.</p>	<ul style="list-style-type: none"> • Working or learning in a place that promotes diversity • Exploring equality and diversity 	



Clinical



Event	Dates/Times/Venue	Target audience
Introduction to Handling and Administration of Medication	Currently no dates and times have been set for this course, to register your interest please contact workforcedevleopment@walsall.gov.uk	This event is available to staff who are directly employed by Walsall Council and support individuals in a variety of care settings.
Overview		Learning objectives
<p>To provide social care workers with the information and skills required to enable them to safely handle and administer medicines to the individuals in their care and to be able to safely store, record and dispense medication.</p>		<p>By the end of the session you will:</p> <ul style="list-style-type: none"> • Gain an understanding of current legislation, guidance, policies and procedures • Know your responsibilities in relation to medication and the responsibilities of others • Understand classification, types, forms and routes of medicines and systems of administration • Understand procedures in relation to administering, assisting with or advising about medication in a variety of settings • Understand procedures in relation to receiving and the storage of medication in a variety of settings




Stoma/ Catheter care	26/8/15 16/9/15 14/10/15	9.30-11.30 OR 12.30-3.30	Age UK training at Bridge House, Bridge Street WS1 1JQ (2nd floor county court building)	This event is available to staff who are directly employed by Walsall Council.
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Overview

This is a basic 2hr session to highlight issues when supporting individuals requiring either intervention



Event	<u>Distance Learning</u>	Target audience
<u>NCFE Level 2 Certificate in Safe Handling of Medicines</u>		For all members of Walsall's adult social care workforce
Overview	Learning objectives	
The qualification aims to develop the learner's knowledge of the safe handling of medicines within a health and care context.	<ul style="list-style-type: none"> • Understand medication and prescriptions • Supply, storage and disposal of medication • Understand the requirements for the safe administration of medication • Record - keeping and audit processes for medication administration and storage 	

