

Adult Social Care and Inclusion Learning and Development Programme for 2014/15

Growing a World-class Workforce



Workforce Development Team

August, 2014

Introduction

As the Service Manager for Workforce Development within Walsall Council's Social Care and Inclusion I am delighted to welcome you to the Learning and Development Programme for the social care workforce in Walsall for 2014/15.

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 2013/14

Following on the success of previous programmes, 2013/14 saw us:

- Offering over 3000 places on face to face learning events with a third of those being taken up by the PVI sector
- Offering over 400 places on our multi agency Safeguarding Adults Awareness Programme
- Supporting 9 Managers through the National Skills Academy Inspiring Leaders Programme
- Supporting key members of staff within Provider Services through ILM and H&SC qualifications
- Led a Council-wide review of People Moving Handling and Policy and associated training
- Expanding the range of learning opportunities on offer, including e and distance learning and enhancing our website to include key resources and information

- Supporting the Directorate's Apprenticeship Scheme, ensuring each apprentice had access to at least 6 learning events in addition to their academic studies
- Promoting the Carer Aware e-learning package to the wider workforce and supporting a corporate led carers event for staff

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 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 etc. Such information can be shared during supervision, group supervision or team meetings. Managers should also create 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. Whilst it has served us well over the last two years we are committed to making it a best in class resource. We want it to be intuitive, 'sticky' and contain relevant and interesting content. With this in mind, we have recently consulted on our website design/structure, content and functionality. In the light of customer feedback we will be making some changes to it in the Autumn. 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 offering more opportunities to undertake key safeguarding adults related topics such as investigation skills, preparing for case conferences, emerging legislation/hot topics
- We are developing a suite of learning opportunities which are Care Act and Children and Family Act compliant and which will highlight key changes to our statutory duties

- We will build on the Attachment Based Practice with Adults introductory training by facilitating a number of action learning sets and other learning opportunities which support our 'Re-inventing Social Work' workstream
- We are increasing the range of e and distance learning opportunities
- We support you to undertake and capture your CPD
- We will ensure that as many opportunities as possible are multi-agency in order to create opportunities for different professions and workforces to learn together, exchange ideas, identify where the respective workforces can work better together to improve outcomes for our citizens

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 2014/15.

Lisa Koc

Service Manager (Workforce Development)

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Drivers behind this Learning and Development Programme

In putting together this programme, the Service Manager, Workforce Development has 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 800 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 2014/15 it has been necessary to prioritise that which is truly mandatory training – that which establishments, services and individuals depend in order to be able to function and practice. The Department of Health commissioned Skills for Care and Skills for Health to produce **The National Minimum Training Standards** report which was published in 2013. The standards are applicable to healthcare support workers and adult social care workers in England and are aligned to the **Common Induction Standards and CQC (Care Quality Commission)** requirements. Workers should be able to demonstrate under-pinning knowledge in all the areas but they are not intended as a measurement of competence. The standards are summarised below:

The role of Healthcare Worker and Adult Social Care Worker

- **Induction** – should cover roles, responsibilities, professional boundaries, code of conduct and professional partnerships
- **Personal Development** – records and commitment to CPD (Continuing Professional Development) and functional skills (literacy, numeracy, communication) appropriate to the role
- **Effective Communication** – knowledge of the communication methods appropriate to the needs of people receiving support
- **Equality, Diversity and Inclusion** – an understanding of the principles, legal requirements and practice implications of Equality and Diversity
- **Duty of Care** – dealing with conflict, challenging behaviour, comments and complaints, recording and reporting incidents, accidents, errors and near misses
- **Safeguarding – Safeguarding of Adults** – through recognition of harm, abuse, risk and prevention, reporting
- **Person-Centred Care and Support** – understanding of the principles and values of Person Centred Support, applying it in the workplace, choice and active participation
- **Health and Safety** – roles, responsibilities and legal requirements – under-pinning knowledge of: Risk Assessment, Moving and Assisting, Accident Reporting, Medication handling and administration, Control of

hazardous substances, Fire Safety, Personal Safety – of self and supported users, Stress, Food Safety, Nutrition and hydration, First Aid

- **Handling of Information** – recording and storing information in a secure environment whilst protecting confidential information
- **Infection prevention and control** – understanding hygiene and infection prevention and the application of preventative measures

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:

- Registrants are required to maintain a record of their continuing professional development to ensure that they are practicing safely and effectively. The CPD activity can comprise a range of learning opportunities and can be audited by HCPC at any given time.

In terms of AMHPs (Approved Mental Health Practitioners) – this group require 18 hours CPD per annum (around 5 or 6 opportunities) in order to practice (a statutory requirement). A menu of 5 to 6 opportunities is

currently offered in partnership with Dudley MBC in order to maximise use of resources, co-design learning opportunities and share venue and guest speaker costs.

- In terms of BIAs (Best Interests Assessors) – There is a statutory requirement for practitioners to have had some relevant refresher training within any 12 month period prior to an assessment. The local, and regional, recommendation is for 18hrs refresher training per annum, including peer support. The budget for BIA learning/support rests with the DoLS (Deprivation of Liberty Safeguards) lead (within the Safeguarding structure). The Head of Service for Adult Safeguarding is leading on a regional approach to BIAs.

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 brings together care and support legislation into a single legal act with a new wellbeing principle at its heart.

It will have 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 need to include opportunities to acquire information and new skills concerning both the Care Act and Children and Families Act. Throughout Autumn/Winter 2014 our Programme will be refreshed to include new learning opportunities in support of both key Acts.

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. 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. 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 innovatively, be able to negotiate with individuals, partners, carers, contractors. They will need IT skills to enable them to fully embrace new IT and Client Record systems 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 adopt a more psychodynamic/relationship based model of social work which has better outcomes at lower cost, rather than the current, very process driven, model, which can effectively 'suck' people

into social care services, dis-empowering them and creating a dependency culture. The Workforce Development Team are ensuring there are learning opportunities within the overall learning and development programme to support this.

Summary

Our priorities for 2014/15 and beyond, as approved by Social Care and Inclusion Management Team are therefore the following:

The Must Do's:

- Provision of mandatory training as required by CQC and Common Induction Standards
- 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, all Walsall approved AMHPs, BIAs
- Provision/co-ordination of student social work placements
- Provision of learning opportunities to support Care Act & Children and Families Act
- Delivery of the outputs and outcomes as detailed within the Falls Prevention Project
- Provision of support to the Adult Safeguarding Board, training sub group

The Really Should Do's:

- Provision of learning opportunities which enable fulfilment of our Operating Model, Reablement skills, Signposting, 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 and carers
- Developing/maximising e and distance learning opportunities
- Seeking opportunities to income generate from selling places on our courses
- Ensuring that the corporate learning and development team's offer in terms of Leadership and Management, e-learning and core skills is aligned to our business need
- 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 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.

Traditional classroom learning is an important component of the learning experience, more recently there has been a shift in the locus of 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: HRCourseBookings@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 LearningandOrganisationalDevelopment@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 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 individual learner or service area budget incurring charges to cover the cost of our providers' materials and registration. This is agreed directly with the individual learner and either Walsall College or Walsall Adult and Community College prior to commencing the qualification and will be either £81 or £86, depending upon the qualification studied for. The individual 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 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.

Please note that non attendance continues to be a problem. All staff are courteously but firmly reminded that not to attend a course for which they have registered represents wastage, of other peoples' time, of places which could have been taken up by colleagues who need them, of refreshments and money where cancellation fees have to be paid to commissioned trainers and venues.

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 (HRCoursebookings@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 recipient's 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 maximize 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 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 2015/16. 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 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 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, Common Induction Standards 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 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:

- * [Common Induction Standards framework](#)
- * [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.”

[\(SfC/CWDC, 2007, p4\)](#)

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 a 6 monthly review 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.

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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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.



[Fair Access to Care Services \(FACS\)](#)



Covers the re-orientation and re-skilling of staff directly involved in decision-making using FACS and eligibility criteria.



[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.

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)



Law and social work

Covers key aspects of the law applied to social work practice.



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



Event	Dates	Times	Venue	Target audience
Making Every Contact Count (MECC)	Dates, times and venues are currently not set but you can register your interest for this course at workforcedevelopment@walsall.gov.uk			This event is available to all members of Walsall's adult social care workforce. Initial events will be targeted at pilots in AACM and then Provider services. Alongside these, e-learning modules and later face to face events will be open to all members of Walsall's 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	Dates	Times	Venue	Target audience
<u>AMHP Refresher Forums</u>	28/08/14 25/09/14 23/10/14 20/11/14 18/12/14 22/01/15 19/02/15 19/03/15 16/14/15	09.30 -11.00 3.30 – 5.00 3.30 – 5.00 09.30 -11.00 3.30-5.00 09.30 -11.00 3.30-5.00 09.30 -11.00 3.30-5.00	<u>Broadway North</u>	<p>The programme is primarily for qualified Approved Mental Health Practitioners and where appropriate AMHPs in training, mental health professionals and partners if places remain available.</p> <p>For more information please contact Paul.calder@dwmh.nhs.uk</p>



Event	Dates	Times	Venue	Target audience
<u>AMHP Legal Update 1</u>	03/10/14	09.30 -4.30	TBC	The programme is primarily for qualified Approved Mental Health Practitioners and where appropriate AMHPs in training, mental health professionals and partners if places remain available.
<u>AMHP Legal Update 2</u>	11/11/14	09.30 -4.00	<u>ST Matthews</u>	
<u>AMHP The New Code of Practice</u>	18/03/15	TBC	TBC	For more information and details of how to book contact workforcedevelopment@walsall.gov.uk



Event	Dates	Times (1/2 day course)	Venue	Target audience
Personalisation in Practice	06/11/15 24/11/15 17/12/15 08/01/15 28/01/15 18/02/15 11/03/15 30/03/15 16/04/15	9.30 – 1.30 9.30 – 1.30 9.30 – 1.30 1.00 - 5.00 9.30 – 1.30 1.00 - 5.00 9.30 – 1.30 9.30 – 1.30 9.30 – 1.30	Mattesley Court	This event is available to staff who are directly employed by Walsall Council and work within provider services.
Overview			Learning objectives	
<p>These ½ day sessions will explore the principles of personalisation and the changes expected from previously traditional practice.</p>			<p>By the end of the sessions you will have increased understanding of:</p> <ul style="list-style-type: none"> • The principles behind personalisation, and how they inform practice • How staff behaviours, and systems, impact on autonomy and independence. • The implications and implementation of risk enablement • Minimising dependency; maximising recovery • Relating changes in practice to the philosophy of personalisation 	



Event	Dates	Times	Venue	Target audience
Safeguarding Adults Awareness	16/09/14 13/10/14 19/11/14 03/12/14 15/01/15 19/02/15 11/03/15 07/04/15 05/05/15 02/06/15	09:30-4:30	Forest Arts Centre or Education Development Centre (EDC)	This event is available to all members of Walsall's adult social care workforce who have not previously attended the awareness course.
Overview			Learning objectives	
<p>The aim of this one day course is to raise an awareness of safeguarding adults whilst providing an opportunity for participants, working in a wide variety of settings, the opportunity to come together, share experiences and network.</p>			<p>At the end of the event participants will:</p> <ul style="list-style-type: none"> • Understand types of abuse and neglect • Have developed skills in recognising abuse • Understand Walsall approach to safeguarding adults and the process for dealing with concerns and disclosure • Be clear about their role and responsibility • Think more proactively about the positive steps they can make individually and collectively to the Prevention of Abuse • Have considered the support systems in place for themselves and for service users in the event of a disclosure of abuse by them or against them. 	



Event	Dates	Times	Venue	Target audience
Safeguarding Adults - Refresher	23.10.14 04.12.14 05.02.15 08.04.15 03.06.15	9.30 – 1.00	Forest Arts Centre or Education Development Centre (EDC)	This event is available to all members of Walsall's Adult Social Care workforce who support vulnerable people and have previously attended the Safeguarding Awareness course.
Overview			Learning objectives	
<p>The aim of this event is to update existing safeguarding knowledge and will cover:</p> <ul style="list-style-type: none"> • A review of your level of knowledge on adult safeguarding issues • Identifying and reflecting on lessons learned from serious case reviews • An exploration of new safeguarding developments including polices and processes • A reviewing of roles and responsibilities 			<p>By the end of the course you will:</p> <ul style="list-style-type: none"> • Incorporate into safeguarding practice lessons learned from key serious case reviews • Increase your knowledge of the safeguarding adults policy and procedural developments • Gain clarification of your role and that of other agencies in relation to responding to concerns, whistle-blowing, effective recording, confidentiality and multi-agency approaches • Effectively apply learning to complex multi-agency safeguarding cases 	



Event	Dates	Times	Venue	Target audience
<u>Safeguarding Adults – Chairing Case Conferences</u>	24.09.14	9.30 – 4.30	TBC	Available to all members of the Walsall’s Adult Social Care workforce who are responsible for undertaking the role of the chairperson in relation to safeguarding case conferences.
Overview			Learning objectives	
<p>The course will cover the skills and knowledge required to effectively chair adult safeguarding case conferences.</p>			<p>By the end of the course you will have an understanding of:</p> <ul style="list-style-type: none"> • The purpose of convening a case conference • The role of the chairperson - before, during and after a case conference has been convened • Your responsibilities in chairing a case conference • The skills required in order to chair a case conference efficiently • When and how to assess risk in a case conference • The importance of developing safeguarding plans and convening review case conferences • Feel more confident about chairing a case conference in the future 	




Event	Dates	Times	Venue	Target audience
<u>Safeguarding Adults – Interview Skills and Contributing to Case Conferences</u>	28.10.15 & 29.10.14 16.12.14 & 17.12.14 21.04.15 & 22.04.15	9.30 - 4.30 & 9.30 -1.00 9.30 -4.30 & 9.30 -1.00 9.30 - 4.30 & 9.30 -1.00	TBC	This event is available to all members of Walsall’s Adult Social Care workforce who are responsible for undertaking safeguarding investigations.
Overview			Learning objectives	
<p>This one and a half day course will provide a comprehensive guide to developing the interviewing and investigative skills required to carrying out an effective safeguarding investigation and contributing to case conferences.</p>			<p>By the end of the course you will know:</p> <ul style="list-style-type: none"> • When an investigation is appropriate • The roles and responsibilities for investigating safeguarding concerns • The key role of the investigator • The investigation process, requirements and best practice • The key skills required to carry out a good investigation – interviewing techniques and evaluating the information gathered <p>The importance of confidentiality and impartiality</p> <ul style="list-style-type: none"> • How to recognise potential ‘derailers’ and how to address these • How to conduct an investigative interview • How to compile a investigative report and prepare information for case conference <p>The purpose of convening a case conference in accordance with the local safeguarding policies and procedures</p> <p>The process and format of the case conference</p> <p>How to evaluate the evidence and present the relevant information at a case conference meeting</p>	




Event	Dates	Times	Venue	Target audience
Safeguarding Adults – Recent and future legislative developments	15.10.14 03.03.15	9.30 – 1.00	Forest Arts Centre or Education Development Centre (EDC)	This event is available to all members of Walsall's Adult Social Care workforce who support vulnerable adults and wish to increase their knowledge of legislative frameworks
Overview			Learning objectives	
<p>The course will provide an overview of current and future legislative developments in relation to safeguarding issues and the actual and potential impact on working practices</p>			<p>By the end of the course participants will have an understanding of:</p> <ul style="list-style-type: none"> • An understanding of the current legislative framework in relation to safeguarding adults at risk of harm and be able to apply this to a number of safeguarding scenarios. • The Care Act 2014 and the Enterprise and Regulatory Reform Act 2013 and the implications for working practices • Potential future adult safeguarding developments 	



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

1st September, 2014

3rd November, 2014

19th January, 2015

2nd March, 2015



Duration and Venue - 9.30-4.30, [Manor Learning & Development, Manor Learning Conference Centre](#)

To Book a place contact: Sarah Phillips – External: 01922 721172 Ext 6664, Internal: 6664
sarah.phillips@walsallhealthcare.nhs.uk



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 (1/2 day course)	Venue	Target audience
Accident Reporting, Recording and Investigation	11/12/14 30/01/15	9:00-1:00 1:00-5:00	Manor Farm Community Association	This event is available to all members of the Walsall's 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	13/11/14 10/02/15	09:30 -12:30	HRD, Oak Room, Civic Centre	This event is available to all members of Walsall's adult social care workforce who are directly employed by Walsall Council and are managers
Overview			Learning objectives	
<ul style="list-style-type: none"> • DSE Hazards • Avoidance of injury/health problems • Outline of the regulations • Insight of risk assessment 			<p>By the end of the training you will be able to:</p> <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)	09/09/14 16/09/14 14/01/15 13/02/15 05/03/15	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 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 • Management of a casualty • Roles and responsibilities • Injury management • Managing unconsciousness, choking and shock. 	



Event	Dates	Times	Venue	Target audience
First Aid at Work Refresher/Awareness	30/09/14 28/11/14 02/12/14 20/01/15 24/02/15 26/03/15	9:00- 1:30	Manor Farm Community Association	<p>This event is available to all members of the Walsall's adult social care workforce who give direct care to service users and require first aid 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	
<p>The course covers, CPR, bleeding, choking, unconsciousness, shock</p>			<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 not breathing 	



Event	Dates	Times	Venue	Target audience
Fire Safety Awareness	03/09/14 03/12/14 04/03/15	09:00-5:00	Manor Farm Community Association	This event is available to all members of Walsall's 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	30/04/2014 28/05/2014 25/06/2014 30/07/2014 27/08/2014 03/09/2014 29/10/2014 12/11/2014 24/12/2014	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, Kitchen staff that work under a supervisor/ manager in a commercial/business kitchen (e.g. one that is inspected by Environmental Health Officers), work with individuals in a “training kitchen”, or assist individuals in their own home to prepare and cook food will need to attend the ½ day Hygiene and Infection Control course every three years.
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	13/08/14 10/09/14 08/10/14 26/11/14 10/12/14	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 will assist individuals with feeding, will need to attend the CIEH Level 2 Health & Safety in health and Social Care course (1 day), and then attend the ½ day Hygiene and Infection Control course every three years as a refresher. This ½ day course covers basic food safety and hygiene.
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 Social Care (CIEH)	28/10/14 18/12/14 22/01/15 18/03/15	09:00-5:00	Forest Arts Centre	This event is available to all members of Walsall's adult social care workforce
Overview			Learning objectives	
Objectives - to understand the need for effective health & safety to prevent infections, accidents, etc			<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
Hygiene and Infection Control	16/01/15 27/02/15	09:00-1:00 1:00-5:00	Manor Farm Community Association	This event is available to all members of Walsall's 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 do not need to complete this course)
Overview			Learning objectives	
<p>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</p>			<ul style="list-style-type: none"> • Recognise hazards within a social care setting • Know your responsibilities and duties under the Health & Safety at Work Act • 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 safely	Dates, times and venues are currently not set but you can register your interest for this course at workforcedevelopment@walsall.gov.uk	This event is available to all members of Walsall's 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 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 -- Introduction and overview • Module 2 – Reactive monitoring • Module 3 – Risk assessment and risk control • Module 4 – Health and safety legislation • Module 5 – Common hazards • Module 6 – Active monitoring • Module 7 – Safety management systems • Module 8 – Other local arrangements



Event	Dates	Times	Venue	Target audience
Manual Handling - Module 1: Principles (CIEH Level 2 Award)	22/08/14 14/11/14 25/11/14 26/11/14 16/12/14	9:00- 4:00	Education Development Centre (EDC)	This event is available to all members of the Walsall's adult social care workforce who do manual handling as part of their everyday work (please note this course is for handling inanimate objects NOT people).
Overview			Learning objectives	
<p>This course is about ensuring that people take care of their backs and handle inanimate objects in a safe manner.</p>			<ul style="list-style-type: none"> • Carry out dynamic manual handling risk assessments • Handle and move objects in a safe way • Know how the spine works • Gain an understanding of the Law • Gain an understanding of Kinetic handling techniques • Gain an understanding of Manual Handling risk assessment 	



Event	Dates	Times	Venue	Target audience
Manual Handling - Module 2: Initial Assisted Manual Handling of People	12/09/14 26/09/14 02/10/14 07/10/14 14/10/14 22/10/14 24/10/14 04/11/14 07/11/14 11/11/14 18/11/14 05/12/14 09/12/14	9:00- 4:30	Knaves Court , High St, Brownhills	This event is available to all members of the Walsall's 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 techniques when assisting clients to move • Safe use of wheelchairs 	



Event	Dates	Times	Venue	Target audience
Manual Handling - Module 3: Hoist Training	23/09/14 08/10/14 30/10/14 05/11/14 20/11/14	09.00-12.00 or 13.30 - 16.30	Knaves Court , High St, Brownhills	This event is available to all members of the Walsall's 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	
Safe use of hoist and slings that have been identified as needing 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	19/ 09/14 31/10/14	09:30-1:00	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 assessment form			<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
Personal Safety and Lone Working	17/10/14	9:00-5:00	Education Development Centre (EDC)	This event is available to all members of Walsall's 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)	Dates, times and venues are currently not set but you can register your interest for this course at workforcedevelopment@walsall.gov.uk	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 (1/2 day course)	Venue	Target audience
Principles of Risk Assessment (CIEH) level 2	TBC	09:00-16:30	TBC	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>his 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.





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	29.10.14 11.02. 15 22.04.15 17.06.15 15.07.15	9.30 – 4.30	Forest Arts Centre	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
Challenging behaviour (Intermediate)	Dates, times and venues are currently not set but you can register your interest for this course at workforcedevelopment@walsall.gov.uk	This event is available to all members of Walsall's adult social care workforce who are directly employed by Walsall Council. Places may be offered to external workforce if demand allows.
Overview		Learning objectives
These sessions will explore the analysis of behaviours that challenge, and planning for support to individuals displaying them.		By the end of the sessions you will have an understanding of: <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)	Dates, times and venues are currently not set but you can register your interest for this course at workforcedevelopment@walsall.gov.uk	This event is available to all members of Walsall's adult social care workforce who are directly employed by Walsall Council. Places may be offered to external workforce if demand allows.
Overview		Learning objectives
These sessions will explore the reasons for, and responses to, behaviours that challenge us as services and as individuals.		By the end of the sessions you will have an understanding of: <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
Deaf and Disability Equality	17/10/14	1.30 – 5.00 9.30 – 1.00	Manor Learning & Development, Manor Learning Conference Centre	This event is available to all members of Walsall’s adult social care workforce who are directly employed by Walsall Council
Overview			Learning objectives	
This course is to help develop an understanding of deaf and hard of hearing people's problems when accessing or using our services			By the end of the sessions you will have learnt how to: <ul style="list-style-type: none"> • What problems our service users face when using our services • Assist customers to better meet their needs 	



Event	Dates	Times (1/2 day course)	Venue	Target audience
Dementia Module 1: An overview	01/10/14 30/01/14	09.30 - 12.30	Forest Arts Centre	This event is available to all members of Walsall's 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	23/10/14 05/02/15	1.30 - 4.30	Forest Arts Centre	This event is available to all members of Walsall's 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>	26/09/14 30/01/15	1.30 - 4.30	<u>Forest Arts Centre</u>	This event is available to all members of Walsall's 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
Dementia Module 4: Healthy lifestyles, tools & activities	26/09/14 05/02/15	09.30 - 12.30	Forest Arts Centre	This event is available to all members of Walsall's 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	Venue	Target audience
Mental Health First Aid (adults) 2 day course	20 & 21 /11/14 or 26 & 27 /02/15	9.15 – 4.45 each day delegates must attend both days	Mattesley Court	This event is available to all members of Walsall’s 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	16/10/14 06/02/15	1.30 – 5.00 9.30 – 1.00	Mattesley Court	This event is available to all members of Walsall's 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	Dates	Times	Venue	Target audience
Walk a Mile in My Shoes - Sensory Awareness	15/10/14	09.30- 3.30	Forest Arts Centre	This event is available to all members of Walsall's adult social care workforce
Overview			Learning objectives	
<p>How would you feel and cope if one morning, you woke up and you couldn't see??? As strange as this may sound for some people this can be a reality.... How would those around you behave? This is your opportunity to hear real life stories and ask those difficult questions and find out how people do act in reality. 'Expert' trainers have volunteered their time to come along and talk to you about their own personal experiences.</p> <p>This will cover:</p> <ul style="list-style-type: none"> • What is a visual impairment • Experiencing different eye condition • Sharing real life stories from people who have eye conditions • Barriers • Thinking creatively 			<ul style="list-style-type: none"> • Understanding of the different eye conditions • Understanding of what it's like to live with a visual impairment • Identifying how your behaviour can impact directly on others • Being aware of various aids that can assist with visual impairment 	




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 	



Welfare Rights



Event	Dates	Times	Venue	Target audience
Benefits- Attendance Allowance	3/12/14	10:00-4:30	Manor Farm Community Association	This event is available to all members of Walsall's adult social care workforce
Overview			Learning objectives	
<p>This event will help you to understand Attendance Allowance</p>			<ul style="list-style-type: none"> • To understand qualifying conditions for attendance allowance • To be able to complete claim form • To understand how to appeal when claims are rejected 	



Event	Dates	Times	Venue	Target audience
Benefits: Residential Care	8/10/14	10:00-4:30	Manor Farm Community Association	This event is available to all members of Walsall's 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	06/11/14	10:00-4:30	Manor Farm Community Association	This event is available to all members of Walsall's 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)	19/09/14 19/11/14	10:00- 4.30	Manor Farm Community Association	This event is available to all members of Walsall's 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 Credit and Retirement Pension	21/10/14	10.00 - 4.30	Manor Farm Community Association	This event is available to all members of Walsall's 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's 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
Customer Care	10/09/14 09/12/14 10/03/14	09.30-1.30 Or 1.30-5.00	HRD, Oak Room, Civic Centre	This event is available to all members of Walsall's adult social care workforce 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	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's 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 (1/2 day course)	Venue	Target audience
Exchange – the fine art of effective communication	23/09/14 28/10/14 27/11/14 18/12/14 21/01/15 16/02/15	1.30 to 4.30 9.30 to 12.30 1.30 to 4.30 1.30 to 4.30 9.30 to 12.30 1.30 to 4.30	Mattesley Court EDC Mattesley Court EDC EDC EDC	This event is available to all members of Walsall’s adult social care workforce.
Overview			Learning objectives	
<p>In every work place interaction we use communication skills. We are all constantly influencing people through communication. It is at the core of what we do every day. We use communication skills for gaining support, persuading others, creating alliances and motivating etc. Our main aim is achieving the best possible outcomes for the people who access our services for support.</p>			<p>By the end of the session you will:</p> <ul style="list-style-type: none"> • Understand the importance of effective communication • Use appropriate verbal and non verbal communication and recognise when styles need to be adapted • Recognise how communication affects relationships at work • Establish ways to reduce and overcome barriers to effective communication • Feel more confident to be assertive and negotiate win/win situations • Be more aware of body language and the impact this can have • Understand principles and practices relating to confidentiality • Support the use of appropriate communication aids/technologies 	
<p>Links to CIS 3 - Communicate effectively 1.1, 1.2, 1.3, 2.1, 2.2, 3.1, 3.2, 3.3, 3.4, 4.1, 4.2, 4.3, 4.4</p>				



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: LearningandOrganisationalDevelopment@walsall.gov.uk	This event is available to all members of Walsall's 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
HCPC Registration Renewal – Sharing Best Practice	Dates, times and venues are currently not set but you can register your interest for this course at workforcedevelopment@walsall.gov.uk	This event is available to all members of Walsall’s adult social care workforce who are directly employed by Walsall Council as Social Workers
Overview		Learning objectives
<p>The time is fast approaching for social workers in England to renew their HCPC registration. Renewal opens on 1 September 2014 and closes on 30th November 2014.</p> <p>The aim of the two hour session is for practitioners to review the work they have completed to meet the HCPC registration renewal requirements, share best practice with others and produce an action log. Participants will be expected to bring any work have done in relation to meeting the renewal standards to the workshop as this informs the discussions.</p> <p>Information about registration renew, timescales and a copy of the slides from the recent CPD workshops are available on our website. People must familiarise themselves with the information prior to attending the workshop http://www.walsallsocialcareworkforce.co.uk/c/196-cpd-%26-hcpc-registration-renewal/</p> <p>Additional information is also available in the HCPC newsletter, subscription is free of charge http://www.hcpc.org.uk/aboutregistration/employers/newsletter/index.asp.</p>		<p>By the end of the session participants you will have:</p> <ul style="list-style-type: none"> • reviewed the work currently completed to meet the HCPC registration requirements • discussed and shared best practice with others • considered actions required to meet the HCPC registration requirements and produced an action plan



Event	Dates	Times (1/2 day course)	Venue	Target audience
Reflection and Reaffirmation of Learning	23/10/14 12/11/14 04/12/14 19/01/15 10/02/15	10.00-12.00 10.00-12.00 2.00 – 4.00 2.00 – 4.00 10.00-12.00	Holly Bank House Goscote Centre Electrium Point Holly Bank House Electrium Point	This event is available to staff who are directly employed by Walsall Council and work within provider services.
Overview			Learning objectives	
<p>These 2 hr sessions will explore making use of individual, or group supervision sessions as learning and development opportunities. It will include looking at what constitutes learning and how to assess and record it.</p>			<p>By the end of the sessions you will have considered:</p> <ul style="list-style-type: none"> • how briefings, meetings, and coaching can constitute learning • how to check out learning, including from formal events • considering consistency in appraisal and use of direct observation • discussed implementation, and related it to the Care Certificate 	
<p>Link to CIS standard 2- personal development plan: 5.1, 5.2, 5.3, 5.4 and reflective practice: 2.1</p>				



Event	Dates	Times (1/2 day course)	Venue	Target audience
Effective Record Keeping	29/09/14 04/11/14 02/12/14 13/01/15 04/02/15 10/03/15	9.30 to 12.30 9.30 to 12.30 1.00 to 4.00 9.30 to 12.30 1.00 to 4.00 9.30 to 12.30	Mattesley Court Electrium Point Holly Bank House Deighton Court Deighton Court Holly Bank House	This event is available to all members of Walsall's 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 	
<p>Links to CIS 1 – Role of the health and social care worker 4.1, 4.2, 4.3, 4.4</p>				




Event	Dates/Times/ Venue	Target audience
Supervision and Appraisal (Bite size)	Dates, times and venues are currently not set but you can register your interest for this course at workforcedevelopment@walsall.gov.uk	This event is available to all members of Walsall's adult social care workforce who are directly employed by Walsall Council.
Overview		Learning objectives
<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
Links to CIS 2 – Personal Development 1.1, 2.1, 3.3, 4.1, 4.2, 4.3, 5.1, 5.3		



Event	Dates/Times/ Venue	Target audience
Minute and note taking	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's 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	Distance Learning	Target audience
NCFE Level 2 certificate in Customer Service		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



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](#)

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
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's 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	03/09/14	9.30-1.30	HRD, Oak Room, Civic Centre	This event is available to all members of Walsall's 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 			<p>By the end of the training you will:</p> <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	28/8/14 25/9/14 30/10/14 27/11/14 18/12/14	9.30-4.30	HRD, Oak Room, Civic Centre	This event is available to all members of Walsall's 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	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's 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
Stress awareness for managers	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's adult social care workforce who are directly employed by Walsall Council and are managers
Overview		Learning objectives
This half day course looks at the issues around work place stressors		<ul style="list-style-type: none"> • Definitions of stress • Stress as an occupational health hazard • Identification of basic workplace stressors • Development of basic controls for work-related stressors • Responsibilities imposed under UK legislation.



Event	Dates	Times	Venue	Target audience
Vital skills for budget holders	21/10/14 20/1/15	9.30-1.30	HRD, Oak Room, Civic Centre	This event is available to all members of Walsall's 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	Distance Learning	Target audience
NCFE Level 2 certificate in Team Leading Knowledge		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




Event	Dates	Times (1/2 day course)	Venue	Target audience
Undoing Racism – Developing Cultural Competence in Social Care	10.11.14 20.01.15 16.03.15 19.05.15	9.30 – 12.30	Education Development Centre (EDC)	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	Dates/Times/Venue	Target audience
Equality and diversity foundation course	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's adult social care workforce who are directly employed by Walsall Council
Overview		Learning objectives
Understand how to act in ways that support equality and value diversity.		<ul style="list-style-type: none"> • 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	Distance Learning	Target audience
NCFE level 2 Certificate in Equality and Diversity		For all members of Walsall's adult social care workforce
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

General Wound Management - The aim of this event is to provide basic awareness of general wound management

Dates, Duration and Venue- 9:15-5:00

24/09/2014 - Manor Learning & Development, Manor Learning Conferer

03/12/2014 - Bentley Health Centre

Target Audience: This event is available to Residential, Nursing Care Homes, Domiciliary Care Agencies, Voluntary Sector Organisations and Walsall Council Social Care Workforce personnel who may carry out low level nursing tasks.



[Introduction to Community Palliative Care Services](#)- The Day aims to be informal raising awareness of the key services that are involved in the delivery of Specialist Adult Palliative Care within the Community, explaining the referral criteria and pathways for each service.

Dates, Duration and Venue- 09:30 - 3:45

9/10/14. [Walsall Palliative Care Centre, Goscote Lane, Walsall, WS3 1SJ](#)



Target Audience: This event is available to Residential Care, Nursing Care Homes, Domiciliary Care Agencies, Voluntary Sector Organisations & Walsall Council Social Care Staff.

[McKinley Syringe Pump Training](#) - Essential training for on how to use the McKinley Syringe pump.

Dates, Duration and Venue - [Manor Learning & Development, Manor Learning Conference Centre](#)

12/08/2014 - 14:00-16:00

15/10/2014 - 09:30-11:30

11/12/2014 - 14:00-16:00



Target Audience: These events are available to Residential, Nursing Care Homes, Domiciliary Care Agencies, Voluntary Sector Organisations and Walsall Council Social Care Workforce personnel who may carry out low level nursing tasks.



Leg Ulcer Management – This event is a basic awareness of leg ulcer management.

Dates, Duration and Venue- 9:15-5:00 Manor Learning & Development, Manor Learning Conference Centre

23/07/2014

23/10/2014

Target Audience: This event is available to band 5 nurses and above



Pressure Ulcer Management - The course aims to provide the necessary knowledge and skills in pressure ulcer management/prevention.

Dates, Duration and Venue- 9:15-5:00. Manor Learning & Development, Manor Learning Conference Centre

20/08/2014


19/11/2014

Target Audience: This event is available to band 5 nurses and above



Event	Dates	Times (1/2 day course)	Venue	Target audience
Introduction to Handling and Administration of Medication	16/09/14 08/10/14 30/10/14 10/11/14 25/11/14 10/12/14 15/01/15	09.30-12.30 or 1.00-4.30	EDC (Education Development Centre) or Forest Arts Centre	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 	
Links to CIS 8 – Health & Safety in an adult social care setting 5.1, 5.2, 5.3				



Event	Distance Learning 	Target audience
NCFE Level 2 certificate in Safe Handling of Medicines		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 	

