

Adult Social Care
Learning and Development Programme for 2016/17

Growing a World-class Workforce



Workforce Development Team

HR Department

August , 2016

I am delighted to welcome you to the Learning and Development Programme for the social care workforce in Walsall for **Introduction** 2016/17.

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.

Following on the success of previous programmes, 2015/16 saw us:

Review of 2015/16

- Offering a wide range of places on face to face learning events with 628 places being taken up by the PVI sector and 1466 places taken up by the internal social care workforce
- Delivering a wide range of quality health and safety related training to 1231 of the social care workforce
- Offering over 641 places on our multi agency Safeguarding Adults Awareness Programme (offering over 1200 places)
- Rolling out a learning and development plan in support of Care Act new duties and undertaking a full evaluation
- Providing membership of RiPfA
- Facilitating a large scale Staff Conference and 3 Manager Forums
- Preparing the Directorate for introduction of the Care Certificate
- Supporting a complex Serious Case Review
- Supporting training in relation to implementation of a new client record system
- Supporting Adult Social Care to attend regional jobs fayres including Compass
- Facilitating the building of a recruitment microsite for hard to fill vacancies
- Developing Deaf Awareness and Making Safeguarding Personal e-learning packages
- Expanding the range of learning opportunities on offer to include nutrition, and refreshed autism and falls awareness courses
- Supporting 6 social work student placements, 4 shadowing opportunities and 5 Step Up Placements
- Enabling 1 individual to qualify as an AMHP and 1 to qualify as practice educator
- Moving out of Adult Social Care and across to Human Resources



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

Our website www.walsallsocialcareworkforce.co.uk

We established our website as a 'one stop shop' of learning resources and information. During 2014/2015 we refreshed our website to make it a best in class resource and have further built upon it in 2015/16. Our aim is for the workforce to use it regularly to access interesting and relevant content. We also want to use it to share case studies and innovative work being undertaken within the Directorate. With this in we would be delighted to hear what you are doing and share it with others. We recommend that you save the link to our website in your 'favourites', that you log on every two weeks or so and that you use it to prepare for and during supervision. Not only can you view the learning opportunities on offer, you can book places on courses, access resources such as supervision and appraisal documents/templates, read about the Care Act and emerging case law. If you would like to suggest links, articles or fact sheets for our website then please get in touch.

Planned WD initiatives and improvements for the next 12 months

- We are expanding the range of safeguarding adults related topics such as Domestic Abuse, Safeguarding Adults Risk Management, Key Stages for the Safeguarding Response, Safeguarding Adults Continuous Improvement as well as Mental Capacity Act and Best Interest Decision Making in Practice



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- We will continue to ensure learning opportunities and systems are in place for the workforce to achieve the requirements of the new Care Certificate
- We will ensure there are opportunities for practitioners to reflect on their practice in light of Care Act emerging case law
- We are increasing the range of e and distance learning opportunities
- We continue to 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/ workforces and people from different parts of the system to learn together, exchange ideas, identify where the respective workforces can work better together to improve outcomes for our citizens
- We will ensure provision of a quality CPD programme for Approved Mental Health Practitioners
- We will design and support the introduction of a passport to social work programme for newly qualified workers
- We are expanding our range of mental health first aid training to include managing sickness and mental health training and making this available to all corporate managers

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 2016/17.

Lisa Koc

Learning and Development Manager

HR Department

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Drivers behind this Learning and Development Programme

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

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

The DASS has, amongst other things, responsibility for adequacy of supply of a well trained social care workforce within the Borough. This includes those within the Private, Voluntary and Independent Sector. The 500 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 2016/17 it has been necessary to prioritise that which is truly mandatory training – on which establishments, services and individuals depend in order to be able to function and practice.

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

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

- Understanding Your Role
- Your Personal Development
- Duty of Care
- Equality and Diversity

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

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

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

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

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

More Recent Drivers

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

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

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

Workforce of the future

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

The Directorate is constantly reviewing and evolving 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 able to work alongside Health and other colleagues in multi-disciplinary, integrated teams and managers and leaders will need to be able to effectively manage relationships rather than performance, leading across whole systems. Staff will need to be legally literate, understand their role in promoting health and wellbeing, able to conduct joint assessments for long term conditions and signposting to other agencies/services/support. They will need to be able to think creatively and innovatively in order to bring about resilient communities, negotiating with individuals, partners, carers, contractors. They will need IT skills to enable them to fully embrace new Client Record system (Mosaic) and work in a modern/agile way. They will need skills in writing outcome focussed reablement and support plans, knowledge of assistive technologies/self care, understanding in terms of their responsibilities to carers/young carers, actively working with them to achieve best possible outcomes for less money.

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

Summary

Our priorities for 2016/17 and beyond are therefore:

- The Must Do's:**
- Provision of mandatory training as required by CQC and Care Certificate
 - Provision of mandatory learning opportunities which enable those within the regulated workforce to safely practice, support Practice Education and retain/regain their HCPC registration, these being OTs, social workers including AMHPs, BIAs
 - Provision/co-ordination of student social work placements
 - Provision of learning opportunities to support Care Act & Children and Families Act
 - Provision of support to the Safeguarding Board
- The Really Should Do's:**
- Provision of learning opportunities which enable fulfilment of our Operating Model, Reablement skills, Trusted Assessor, Signposting using Walsall Community Living Directory, Knowledge of pathways and approaches in relation to prevention and well-being, Autism, Dementia skills (not an exhaustive list)
 - Support of learning which sees a refresh of our approach to social work
- The Should Do's:**
- Ensuring majority of learning provision is delivered by the WD Team with only specialist training being commissioned
 - Building/supporting/sustaining a pool of 'expert' trainers including co-production with service users, experts by experience and carers
 - Developing/maximising e and distance learning opportunities
 - Seeking opportunities to income generate from selling places on our courses
 - Working with Children's Services in respect of co-ordination of social work student placements, sharing best practice and creating opportunities for the two workforces to learn together

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

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 strategy accompanied by a comprehensive learning and development programme and a firm commitment to reflective practice and supervision.

Accessing our learning and development programme

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

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

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

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

For all Face to Face training courses once you have identified the learning opportunity to meet your specific needs and checked that the opportunity is open to you, you must ensure that you complete the relevant [Booking Form](#). The booking form should be emailed or

posted to: learningandorganisationaldevelopment@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 various training providers. 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 the training provider 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/Care Certificate requirements and expectations and generally health and safety legislation.

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

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

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

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



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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.

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

What is coaching about?

The purpose of coaching is to enable people to behave more effectively in achieving their goals. Coaching is usually seen as a time-limited process focusing on the identification and realisation of goals and emphasising the recipients'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 maximise their potential, develop their skills, improve their performance and become the person they want to be.

For information on coaching or mentoring please contact a geoffrey.giblin@walsall.gov.uk, or 01922 655714.

Action learning sets

What is Action Learning?

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

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

For more information please contact the Workforce Development Team

Qualifications/external courses and conferences

Please note that due to budget constraints in place for this financial year it is generally not possible to financially support candidates to gain formal academic qualifications or attend external charged for courses and conferences. We sincerely hope that this position will change for 2017/18. If you are wanting to self fund and require support to locate the right qualification for you then please contact the team.



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

Induction

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

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

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

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

[Corporate workplace induction guidance for managers](#) (for Council staff)

[Skills for Care Manager Induction Standards](#) (for staff working in the health and social care sector)

Also refer to the corporate induction programme pages for opportunities to book on the [Corporate Induction](#) (for Council staff only)

Other useful links:

- [Care certificate](#) (applicable to health and adult social care workers)
- [Guidance for those responsible for workers in an induction period](#)

- [Guidance for new workers](#)

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

Supervision/1-2-1 and Appraisal

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

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

Managers are expected to formally review employee performance annually, carry out reviews to reassess progress towards objectives, review learning and development, reset objectives and work programmes as necessary, and to conduct regular supervision every 6-8 weeks. For annual appraisal see the [EPR process](#).

And finally Evaluation

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



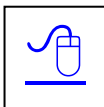
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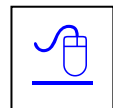
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Prevention

Prevention

[Carer Aware \(Social Care\)](#)

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



role

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.



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



 <p>Parental substance misuse</p>	<p>Exploring parental substance misuse and the effects on children and parenting capacity.</p>
<p>Personalisation</p>	 <p>Looks at how to support individuals through the personalisation process.</p>
 <p>Poverty, parenting and social exclusion</p>	<p>Looks at the key aspects of poverty, parenting and social exclusion with particular reference to children and families.</p>
<p>Reablement</p>	 <p>How to support people to regain the ability to look after themselves following illness or injury.</p>





Managing knowledge to improve social care

Explores the principles of knowledge management for individuals and organisations.

Law and social work



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

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)



[Making Safeguarding Personal](#)



This module is part of the adult social care safeguarding suite of training.

- Support the organisation to embed and evaluate person-centred safeguarding
- Ensure that safeguarding practice at all levels has the adult at risk at the centre
- Increase your understanding from evidence and experience of what people want from safeguarding and of what supports good safeguarding practice
- Develop skills in identifying individual outcomes in safeguarding
- Develop skills in increasing choice and control in safeguarding

[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



<p>Carers Programme</p>	<p>These sessions are for family, informal carers only not for people in a paid earning role.</p>
<p><u>Dementia Awareness</u> 4th November 10am-12.30pm Unit 7, The Crossing</p>	<p>Overview:-how it develops, different sorts of dementia, diagnosis, supporting people who have dementia</p>
<p><u>Carers Returning to work</u> A large number of carers give up work to fulfil their caring role, and then face the challenges of returning to work after a time out of paid employment. 29th September 2016. 10-12.30 Forest Arts centre</p>	<p>We will look at preparing CVs, completing applications, and revising interview skills. Of course, a significant number of carers continue to work too, and this session may be helpful for them as well. We will consider how to identify transferable skills and experience from the caring role, and carers rights as employees.</p>
<p><u>Healthy Hearts & Healthy Minds</u> 10th October 10-2.30 The Crossing, St Pauls</p>	<p>Overview: Information and advice about good diet and some of the traps, and supporting good emotional health</p>
<p><u>Good Back Care & Infection Control</u> 17th August, 10-12.30 21st October 10-12.30 3rd November 2-4.30 all sessions at the EDC</p>	<p>Overview: advice on good practice when lifting and moving .</p>
<p><u>Carers Rights</u> Sept 17th 10am-12.30 PM Forest Arts Nov 15th 10-12.30 pm The Crossing, St Pauls</p>	<p>Overview: Guided Carer Aware session + the Care Act</p>

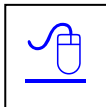
[Community Living Directory](#)

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

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



Event	Dates	Times	Venue	Target audience
Health chats	This will initially be delivered to social teams through development sessions; open dates may be published later in the year.			Once open dates agreed, this will be available to all members of Walsall workforce, and communities
Overview			Learning objectives	
<p>These sessions will take on the information from the former Making Every Contact Count sessions: and include an optional Public Health level 1 qualification.</p>			<p>By the end of the sessions you will have an understanding of:</p> <ul style="list-style-type: none"> • The principles of offering brief, opportunistic, health advice. • Information about the potential preventative benefits of some lifestyle changes. • Cycles of change and motivation; effectiveness in suggesting lifestyle changes • 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
<p>Safeguarding Adults Managing the Safeguarding Response</p>	<p>09:30-16:30</p> <p>No dates are currently set for this course you can register your interest at www.walsallsocialcareworkforce.co.uk</p>	<p>Specialist competency levels 1 to 16. Further information is available on the Competence Framework for Safeguarding Adults.</p> <p>This one day event is aimed at Walsall Council Adult Social Care employees including but not limited to Advanced Practitioners, Team Managers, Group Manager's, Head of Service. The event is for employees who are responsible for managing the safeguarding adult's response along with being responsible for ensuring the management and delivery of safeguarding adult services are effective and efficient. In addition they will have oversight of the development of systems, policies and procedures within their organisation to facilitate good working partnerships with allied agencies to ensure consistency in approach and quality of service.</p>
Overview	Learning outcomes	
<p>The aim of the workshop is to support staff with a responsibility for managing the safeguarding adult's response and to be able to implement the key legislative duties and responsibilities introduced by the Care Act 2014. Together with the culture and practice changes that are required to embed Making Safeguarding Personal which introduces person-centred, outcome-based practice to safeguarding.</p>	<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices and will:</p> <ul style="list-style-type: none"> • Explain and demonstrate application of the interface between the Care Act 2014, Mental Capacity Act 2005, Deprivation of Liberty Safeguards (DoLS), Making Safeguarding Personal and other related safeguarding legislation when applying the safeguarding adult processes and safeguarding adult interventions. • Discuss how the Care Act 2014 and Making Safeguarding Personal have been embedded across the organisation and helped change the culture of the organisation. • Have assessed your own knowledge, skills and contribute to embedding the Care Act 2014 and Making Safeguarding Personal within practice. • Explore the harmful and beneficial outcomes when applying the safeguarding adult processes. • Understand and discuss the initial duty of providers to provide a safe and high quality service and the responsibilities of managers in commissioned services when responding to a safeguarding concern, which should precede the Local Authority's 	

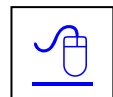


The workshop will cover the three distinct stages of the safeguarding response:

- Raising and responding to a safeguarding concern.
- S42 safeguarding adults enquiry.
- The development and review of safeguarding adults plans.

duty to undertake its own enquiry.

- Discuss the legal term “adults with care and support needs” and apply the criteria used to determine if a S42 enquiry is required (a) adult with care and support needs (b) is experiencing or at risk of abuse and neglect (c) is unable to safeguard themselves as a result of their care and support needs.
- Demonstrate what actions you would take if the adult is not in agreement to being part of the safeguarding adult enquiry.
- Describe the roles and responsibilities of internal, external and wider organisations and application of different lines of enquiry that could be used when the Local Authority requests an enquiry is undertaken on its behalf. This should include duties of cooperation under S6 & S7 of the Care Act 2014.
- Demonstrate approach to gathering the views of the adults and describe how this has informed the whole process from beginning to end.
- Describe, and if appropriate apply, the Local Authority’s legal duties to appoint an advocate in accordance with S68 of the Care Act 2014.
- Evidence the person led specific, measurable, achievable, realistic and timely (SMART) outcomes during and at the end of the enquiry, safeguarding plan and review processes. Reflect and learn from the process, were the outcomes achieved and the difference this has made.
- Describe and demonstrate how to embed a robust risk enablement culture that supports individuals to meet their outcomes, whilst ensuring statutory organisation are not unnecessarily exposed to risks associated with unsafe safeguarding adults practice.
- Explain the purpose, scope and objectives of a safeguarding adults plan and demonstrate how to undertake this in a person led manner which is outcome focused.
- Know how to recognise people’s strengths and application of people’s strengths and support networks into the safeguarding plan.



- Explain and demonstrate a range of responses to a safeguarding enquiry which might be supportive, therapeutic or could involve the application of civil orders, sanctions, suspensions, regulatory activity, criminal prosecution, disciplinary action or deregistration from a professional body.
- Understand how achieving best evidence applies to your practice and identify how to contribute to continuous service and practice improvements.
- Explain the role of the chair in safeguarding adults meetings with particular focus on the purpose and function of a strategy stage and the safeguarding plan stage. Within the Context of making safeguarding personal and the statutory guidance.
- Know when it is appropriate to escalate concerns to senior management and / or legal services for advice on avenues of support.
- Explain your role in quality assuring and performance managing the safeguarding response to ensure concerns are responded to in a timely manner as outlined in the West Midlands Procedures. This includes being accountable for ensuring compliance with the Councils electronic social care records and taking corrective action when concerns become evident.
- Discuss and define your safeguarding responsibilities to carers and adults with care and support needs who cause harm.
- Discuss the Core functions of the Safeguarding Adults Board and explain how the multi agency strategic partnership works together to prevent abuse and ensure robust systems are in place to protect adults who have experienced, or are at risk of experiencing abuse and neglect. For further information please refer to the WSAB constitution and website, please [click here](#).
- Explain your corporate responsibilities in respect of safeguarding children, with particular regard to act upon concerns about child sexual exploitation. Know how to apply the safeguarding children reporting protocols.
- Develop an individual learning plan that will be used in supervision to demonstrate how you meet the competencies (1 to 16) relevant to your role.

Event	Dates/Times/ Venue	Target audience
Safeguarding Adults Risk Management	09:30 - 16:30 No dates are currently set for this course you can register your interest at www.walsallsocialcareworkforce.co.uk	Intermediate competency levels 1 to 12. Further information is available on the Competence Framework for Safeguarding Adults . This one day event is for the Walsall Adults Social Care workforce that work within an inter or multi-agency context and are responsible for undertaking a safeguarding adults enquiry. Must also have considerable professional responsibility for safeguarding adults, be able to act on concerns and contribute appropriately to local and national policies, legislation and procedures.
Overview		Learning outcomes
<p>The aim of the workshop is to support staff to develop their knowledge and application of risk management, utilising a positive risk approach, incorporating the Mental Capacity Act and Making Safeguarding Personal.</p>		<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices and will:</p> <ul style="list-style-type: none"> • Outcome focused application of risk assessment, risk management and positive risk in line with the Mental Capacity Act 2005 (MCA) and Making Safeguarding Personal (MSP). • Describe how to undertake a risk assessment utilising a positive risk taking approach and how the person's needs would be supported within this process. • Explain and demonstrate application of the MCA and other related safeguarding legislation and procedures when assessing risk. Accurately record decision making and underpinning reasoning. • Recognise and apply a positive risk approach for adults who have capacity but appear to be under duress. • Recognise that consideration may need to be given to assessing danger and risks to other adults and know when to apply. • Recognise that risk assessment of both future and current danger is integral to the safeguarding process and apply a positive risk taking approach. • Have an awareness and discuss the implications of balancing protective and



harmful factors.

- Understand the Local Authority's advocacy legal duties and evidence consideration and if applicable appointment an advocate in accordance with S68 of the Care Act 2014.
- Describe the role of advocacy within the risk management, the services available and know when to make a referral to an advocacy service.
- Application of multi-agency risk management strategies and tools, demonstrating a person centred, outcome focused approach to complex situations.
For further information please click [here](#).
- Know when it is appropriate to escalate concerns to your line manager and / or legal services and seek advice on avenues of support in response to high risk cases.
- Share information appropriately within the legal framework and in accordance with the Walsall Safeguarding Adults Board (WASB) information sharing protocol.
- Apply dignity and respect when working with adults and apply person centred approaches which support capturing the views and outcomes of the adult when you become concerned about someone's safety.
- Be clear and able to explain the roles and responsibilities of your organisation and other agencies in Safeguarding Adults.
- Have an in-depth knowledge of the philosophy of Making Safeguarding Personal. Assessed your own knowledge, skills and contribute to embedding the Care Act 2014 and Making Safeguarding Personal within practice.
- Discuss how the Care Act 2014 and Making Safeguarding Personal have been embedded across the organisation and supported changing the culture of the organisation.
- Develop an individual learning plan that will be used in supervision to demonstrate how you meet the competencies (1 to 12) relevant to your role.

Event	Dates/Times/Venue	Target audience
Safeguarding Adults Refresher	Half Day - No dates and times are currently set for this course you can register your interest at www.walsallsocialcareworkforce.co.uk	All levels 1 to 20. Further information is available on the Competence Framework for Safeguarding . It is recommended, as best practice, for the Walsall Adults Social Care workforce to attend refresher training every three years. This half day event is for the Walsall adults social care workforce who did not attend the 2015/2016 courses listed in the pre-requisite section.
Overview		Learning Outcomes
<p>The aim of the workshop is to support staff to develop an awareness of the key legislative changes that are introduced by the Care Act 2014 and the culture and practice changes that are required to embed making safeguarding personal.</p>		<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices and will:</p> <ul style="list-style-type: none"> • Demonstrate the implementation of local and National developments in relation to safeguarding adults. • Discuss how the Care Act 2014 and Making Safeguarding Personal have been embedded across the organisation and helped change the culture of the organisation. • Have assessed your own knowledge, skills and contribute to embedding the Care Act 2014 and making safeguarding personal within practice. • Understand improvements that are needed and identify how to contribute to the review of local safeguarding policies and procedures. • Understand how achieving best evidence applies to your practice and identify how to contribute to continuous service and practice improvements. • Understand the role of the Safeguarding Adult Board and identify ways to contribute to discussions about enhancing the effectiveness of the relationship between the Safeguarding Adults Board (WSAB), Local Safeguarding Children's Board (LSCB), front line practitioners and the wider community. • Develop an individual learning plan that will be used in supervision to demonstrate how you meet the competencies (1 to 20) relevant to your role.



Event	Dates/Times/Venue	Target audience
Safeguarding Adults Continuous Improvement	Half Day No dates and times are currently set for this course you can register your interest at www.walsallsocialcareworkforce.co.uk	Topic Specific – Foundation, Intermediate, Specialist and Strategic Management competency levels 1 to 20. Further information is available on the Competence Framework for Safeguarding Adults . The half day events will focus on specific topics, as they arise, and will be targeted at the appropriate Walsall Adults Social Care workforce as agreed.
Overview	Learning outcomes	
<p>The aim of the workshops are to support staff to reflect, continuously improve current practice, enhance the learning culture and making safeguarding personal.</p> <p>The workshops will focus on the learning outcomes identified as part of the serious case review process, multi-agency case audits, legal judgements, current legislation changes, national/local policy changes and best practice.</p>	<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices and will:</p> <ul style="list-style-type: none"> • Explain and demonstrate how the knowledge of key developments/topic areas has been incorporated within Adult Safeguarding practice. • Identify and implement best practice and preventative measures to promote the safeguarding of adults with care and support needs. Know how to access further information and support. • Model, share and promote the information, knowledge and skills acquired from the learning experience to enhance practice. • Understand the implications and apply updated legislative duties and responsibilities that relate to safeguarding practice. • Demonstrate service delivery improvements. • Develop an individual learning plan that will be used in supervision to demonstrate how you meet the competencies (1 to 20) relevant to your role. <p>The safeguarding adults training and development programme and the competency framework seek to develop and demonstrate the competency of staff in delivering services that safeguard adults with care and support needs. The competency framework has been developed to reflect the statutory duties within the Care Act 2014 and the culture and practice changes that are required by Making Safeguarding Personal. Please click here to access the Framework.</p>	

Event	Dates/Times/Venue	Target audience
<p><u>Safeguarding Adults Key Stages of the Safeguarding Response</u></p>	<p>2 Days 09:30 -16:30</p> <p>No dates and times are currently set for this course you can register your interest at www.walsallsocialcareworkforce.co.uk</p>	<p>Intermediate competency levels 1 to 12. Further information is available on the Competence Framework for Safeguarding Adults.</p> <p>This two day event is for the Walsall Adults Social Care workforce that work within an inter or multi-agency context and are responsible for undertaking a safeguarding adults enquiry. Must also have considerable professional responsibility for safeguarding adults, be able to act on concerns and contribute appropriately to local and national policies, legislation and procedures.</p>
Overview	Learning outcomes	
<p>Delegates must attend both days.</p> <p>The aim of the workshop is to support staff with a responsibility for undertaking safeguarding adult enquiries and to be able to implement the key legislative duties and responsibilities introduced by the Care Act 2014. Together with the culture and practice changes that are required to embed Making Safeguarding Personal which introduces person-centred, outcome-</p>	<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices and will:</p> <ul style="list-style-type: none"> • Explain and demonstrate application of the interface between the Care Act 2014, Mental Capacity Act 2005, Deprivation of Liberty Safeguards (DoLS), Making Safeguarding Personal and other related safeguarding legislation when applying the safeguarding adult processes and safeguarding adult interventions. • Discuss how the Care Act 2014 and Making Safeguarding Personal have been embedded across the organisation and helped change the culture of the organisation. • Have assessed your own knowledge, skills and contribute to embedding the Care Act 2014 and Making Safeguarding Personal within practice. • Describe the roles and responsibilities of internal, external and wider organisations and how the duties of cooperation under S6 & S7 of the Care Act 2014 apply to undertaking safeguarding enquiries. • Demonstrate when it is/is not safe to speak to an adult with care and support needs as this would increase the level of risk. • Demonstrate approach to gathering the views of the adults and describe how this has informed the whole process from beginning to end. • Describe, and if appropriate apply, the Local Authority's legal duties to appoint an advocate in 	

based practice to safeguarding.

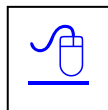
The workshop focuses on the three key stages of the safeguarding response:

- enquiries
- planning
- contributing to meetings

The workshop will include raising and responding to a safeguarding concern, S42 safeguarding adults enquiry, the development and review of safeguarding adults plans.

accordance with S68 of the Care Act 2014.

- Evidence the person led specific, measurable, achievable, realistic and timely (SMART) outcomes during and at the end of the enquiry, safeguarding plan and review processes. Reflect and learn from the process, were the outcomes achieved and the difference this has made.
- Describe what actions you would take if the adult is not in agreement to being part of the safeguarding adult enquiry.
- Demonstrate how to undertake a robust assessment of current and ongoing risk that supports individuals to meet their outcomes, whilst ensuring statutory organisation are not unnecessarily exposed to risks associated with unsafe safeguarding adults practice.
- Explain your role in contributing the safeguarding meetings, the role of the chair, other attending professionals and how to support the inclusion of the views of the adult.
- Know when it is appropriate to escalate concerns to your line manager and / or legal services for advice on avenues of support in response to high risk cases.
- Explain your role and accountability for ensuring compliance with the Councils electronic social care records.
- Understand how achieving best evidence applies to your practice and identify how to contribute to continuous service and practice improvements.
- Discuss and define your safeguarding responsibilities to carers and adults with care and support needs who cause harm.
- Discuss the Core functions of the Safeguarding Adult Board and explain how the multi agency strategic partnership works together to prevent abuse and ensure robust systems are in place to protect adults who have experienced, or are at risk of experiencing abuse and neglect. For further information please refer to the WSAB constitution and website. Please click [here](#).
- Explain your corporate responsibilities in respect of safeguarding children, with particular regard to act upon concerns about child sexual exploitation. Know how to apply the safeguarding children reporting protocols.
- **Understand the purpose and objective of an enquiry**
 - Establish facts;
 - Ascertain the adult's views and wishes;
 - Assess the needs of the adult for protection, support and redress and how they might be met;
 - Protect from the abuse and neglect, in accordance with the wishes of the adult;



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

Event	Dates/Times/Venue	Target audience
<p>Safeguarding Adults Awareness</p>	<p>09:30 - 16:30 No dates are currently set for this course you can register your interest at www.walsallsocialcareworkforce.co.uk</p>	<p>Foundation competency levels 1 to 5. Further information is available on the Competence Framework for Safeguarding Adults. People who work with adults in our community should know when and how to report any concern about the abuse of an adult. The one day event aims to develop the competency of staff in delivering services that safeguard adults with care and support needs. This one day event is for the Walsall Adults Social Care workforce that has a responsibility to contribute to safeguarding adults but do not have specific organisational responsibility or statutory authority to intervene.</p>
Overview	Learning outcomes	
<p>The aim of the workshop is to support staff to develop an awareness of the key legislative duties and responsibilities which have been introduced by the implementation of the Care Act 2014. Together with the culture and practice changes that are required to be embed by the Making Safeguarding Personal policy which introduces person-centred, outcome-based practice to safeguarding.</p>	<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices and will:</p> <ul style="list-style-type: none"> • Discuss the primary safeguarding duties set out in the Care Act 2014 and how the promotion of wellbeing contributes to prevention of abuse and neglect. • Describe the importance of safeguarding adults and the aims of safeguarding interventions. • Explain and be able to apply the 6 key principles which underpin safeguarding when making decisions at each stage of the process. • Recognise the implications of making safeguarding personal and define how to embed a person led safeguarding response that is outcome focused. This will include being able to evidence theory applied to practice i.e. attachment based theory. • Discuss how the Care Act 2014 and Making Safeguarding Personal have been embedded across the organisation and helped change the culture of the organisation. Have assessed your own knowledge, skills and contribute to embedding the Care Act 2014 and making safeguarding personal within practice. • Recognise the common types of abuse and neglect as outlined in Chapter 14 of the Care Act Statutory Guidance which replaced “No Secrets” on 1st April 2015. Explain how to respond to the new categories of abuse and neglect (domestic abuse, modern slavery, self-neglect and organisational abuse). • Describe, and if appropriate apply, the Local Authority’s legal duties to appoint and advocate in 	



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

The safeguarding adults training and development programme and the competency framework seek to develop and demonstrate the competency of staff in delivering services that safeguard adults with care and support needs. The competency framework has been developed to reflect the statutory duties within the Care Act 2014 and the culture and practice changes that are required by Making Safeguarding Personal. [See Framework.](#)

Event	Dates/Times/ Venue	Target audience
Awareness Training on the interface between the Mental Health Act (MHA) and the Mental Capacity Act (MCA)	Half Day No dates and times are currently set for this course you can register your interest at www.walsallsocialcareworkforce.co.uk	Foundation and intermediate competency levels 1 to 12. Further information is available on the Competence Framework for Safeguarding Adults . People who work with adults in our community should know when to make a DoLS referral. The half day event aims to develop the competency of staff in delivering services for adults who lack capacity to make informed decisions relating to their care and accommodation. This half day event is for the Walsall Adults Social Care workforce that has a responsibility to contribute to safeguarding adults but do not have specific organisational responsibility or statutory authority to intervene. The event is also for people who have considerable professional responsibility for safeguarding adults. They have to be able to act on concerns and contribute appropriately to local and national policies, legislation and procedures. This group needs to work within an inter or multi-agency context.
Overview	Learning outcomes	
The aim of the workshop is to support staff to increase the knowledge and understanding of the Mental Health Act 1983, Mental Capacity Act 2005 and the role of Advocacy. To provide guidance on the processes and interface between the two legal frameworks.	By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices and will: <ul style="list-style-type: none"> • Explain the interface between the MHA and MCA. • Demonstrate application of the MHA legal framework, processes and when not to apply the MHA legal framework. • Demonstrate application of the MCA legal framework, processes and when not to apply the MCA legal framework. • Explain the role of an advocate, the services available and know when to make a referral to an advocacy service. • Have an awareness of the dilemmas, conflicting interests of the two legislative frameworks and know when to seek clarification. • Develop an individual learning plan that will be used in supervision to demonstrate how you meet the competencies (1 to 12) relevant to your role. 	



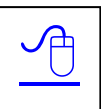
Event	Dates/Times/Venue	Target audience
<p><u>Safeguarding Adults – Domestic Abuse</u></p>	<p>09:30 - 16:30 No dates are currently set for this course you can register your interest at www.walsallsocialcareworkforce.co.uk</p>	<p>Intermediate competency levels 1 to 12. Further information is available on the Competence Framework for Safeguarding Adults. People who work with adults in our community should know when and how to report any concern about the abuse of an adult. The event aims to develop the competency of staff in delivering services that safeguard adults with care and support needs.</p> <p>This one day event is for the Walsall Adults Social Care workforce who have considerable professional responsibility for safeguarding adults. They have to be able to act on concerns and contribute appropriately to local and national policies, legislation and procedures. This group needs to work within an inter or multi-agency context</p>
<p>Overview</p>	<p>Learning outcomes</p>	
<p>The aim of the workshop is to support staff to develop their awareness of Domestic Abuse with the aim of develop a preventative approach and respond (completion of specialist risk assessment) to assist service</p>	<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices and will:</p> <ul style="list-style-type: none"> • Recognise the signs of Domestic Abuse and work in a preventative manner with Service Users with care and support needs. • Explain and demonstrate working with service users and their 	

users with care and support needs. Whilst recognising the needs of their families, carers and of the perpetrator. Together with understanding the referral routes to the Multi Agency Risk Assessment Conference.

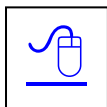
- families/carers at risk of Domestic Abuse and the perpetrators.
- Explain and be able to apply theories and understanding in relation to Domestic Abuse and the understanding the impact of the Toxic trio.
 - Discuss and recognise signs of the impact of Domestic Abuse and how to undertake the appropriate risk assessments (including the Ric assessment).
 - Demonstrate how to meet the needs and concerns of a diverse range of survivors, and addresses them appropriately by working proactively to ensure that a non discriminatory service is accessible for those at risk or suffering the effects of Domestic Abuse.
 - To be clear and able to explain the roles and responsibilities of your organisation and other agencies in Safeguarding Adults.
 - Demonstrate when it is/is not safe to speak to a Survivor of Domestic Abuse.
 - Demonstrate when it is appropriate to work with perpetrators of Domestic Abuse.
 - Have an overview of the philosophy of making safeguarding personal and demonstrate how this is embedded into practice.
 - Develop an individual learning plan that will be used in supervision to demonstrate how you meet the competencies (1 to 12) relevant to your role.



Event	Dates/Times/Venue	Target audience
<p><u>Deprivation of Liberty Safeguards (DoLS) and Community (DoLS) Awareness</u></p>	<p>Half Day No dates and times are currently set for this course you can register your interest at www.walsallsocialcareworkforce.co.uk</p>	<p>Foundation and intermediate competency levels 1 to 12. Further information is available on the <u>Competence Framework for Safeguarding Adults</u>. People who work with adults in our community should know when to make a DoLS referral. The half day event aims to develop the competency of staff in delivering services for adults who lack capacity to make informed decisions relating to their care and accommodation. This half day event is for the Walsall Adults Social Care workforce that has a responsibility to contribute to safeguarding adults but do not have specific organisational responsibility or statutory authority to intervene. The event is also for people who have considerable professional responsibility for safeguarding adults. They have to be able to act on concerns and contribute appropriately to local and national policies, legislation and procedures. This group needs to work within an inter or multi-agency context.</p>



Overview	Learning outcomes
<p>The aim of the workshop is to support staff to understand the legislative framework, application in relation to Deprivation of Liberty Safeguards and referral pathways</p>	<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices and will:</p> <ul style="list-style-type: none"> • Demonstrate knowledge and application of the Deprivation of Liberty Safeguards legislation. • Discuss and apply the various referral pathways for DoLs, Community DoLs and the Court of Protection (CoP) processes for applying to the court. • Discuss and apply the least restrictive options when completing support plans and care plans, demonstrating a person centred approach. • Have the competence and ability to complete and present the required forms, ensuring all information is accurately recorded. • Develop an individual learning plan that will be used in supervision to demonstrate how you meet the competencies (1 to 12) relevant to your role.




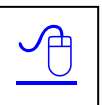
Event	Dates/Times/Venue	Target audience
<p><u>Mental Capacity Act (MCA) and Best Interest Decision Making in Practice</u></p>	<p>Half Day No dates and times are currently set for this course you can register your interest at www.walsallsocialcareworkforce.co.uk</p>	<p>Foundation and intermediate competency levels 1 to 12. Further information is available on the Competence Framework for Safeguarding Adults.</p> <p>People who work with adults in our community should know when to make a DoLs referral. The half day event aims to develop the competency of staff in delivering services for adults who lack capacity to make informed decisions relating to their care and accommodation. This half day event is for the Walsall Adults Social Care workforce that has a responsibility to contribute to safeguarding adults but do not have specific organisational responsibility or statutory authority to intervene. The event is also for people who have considerable professional responsibility for safeguarding adults. They have to be able to act on concerns and contribute appropriately to local and national policies, legislation and procedures. This group needs to work within an inter or multi-agency context.</p>




Overview	Learning outcomes
<p>The aim of the workshop is to support staff to complete Mental Capacity Assessments in a confident and capable manner. Together with the culture and practice changes that are required to be embedded by the Making Safeguarding Personal policy which introduces person-centred, outcome-based practice.</p>	<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices and will:</p> <ul style="list-style-type: none"> • Explain the interface between the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards. • Demonstrate evidenced based defensible decision making. • Explain the role of an advocate, the services available and know when to make a referral to an advocacy service. • Identify when a person lacks capacity and know what action to take. • Identify when a person appears to be making an informed decision and who may be under duress: identify potential signs and know what action to take. • Identify when a person may meet the DoLs requirements and explain the referral pathways. • Have the competence and ability to accurately complete the two stage mental capacity assessments and best interest decision documentation. • Demonstrate evidenced based, decision specific, two stage mental capacity assessments. • Develop an individual learning plan that will be used in supervision to demonstrate how you meet the competencies (1 to 12) relevant to your role.

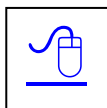


<p>Event</p>	<p>Distance Learning</p> 	<p>Target audience</p>
<p>NCFE level 2 Certificate in Understanding End of Life Care</p>		<p>For all members of Walsall’s adult social care workforce</p>
<p>Overview</p>		<p>Learning objectives</p>
<p>The NCFE level 2 Certificate in Understanding End of Life Care 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. 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

Event	Dates	Times	Venue	Target audience
Falls Awareness and prevention	21/9/16 24/11/16 7/12/16	10:00-1:00	Education Development Centre (EDC)	This event is available to all members of Walsall's adult social care workforce
Overview			Learning objectives	
<p>The aim of this course is to provide you with the knowledge of how to prevent falls and to help you keep people safe and as independent for as long as possible.</p>			<p>Understand why falls prevention is such an important topic</p> <p>Gain knowledge on the human and environmental risk factors</p> <p>Understand the consequences and impact of falls</p> <p>Learn about the ways in which falls can be prevented</p>	



Event	Dates	Times	Venue	Target audience
Nutrition CIEH Level 1	15/9/16 17/11/16 17/1/17 6/3/17	9.30 – 3.00	Education Development Centre (EDC)	This event is available to all members of Walsall’s adult social care workforce
Overview			Learning objectives	
<p>The course finishes with a short multiple-choice test, which is externally marked and accredited.</p> <p>You will need to bring some official photo ID – eg work tag, driving license, or passport.</p>			<ul style="list-style-type: none"> • Understand the importance of good nutrition and hydration in maintaining health and wellbeing • Understand the importance of nutrition and achieving a balanced diet • Have gained knowledge about key nutrients, vitamins and minerals in food • Have gained knowledge about the nutritional needs of different groups i.e. vegetarian, vegan, allergies • Be able to support individuals to have access to fluids and nutrition in accordance with their care plan • Be aware of basic rules for food safety in storage and preparation. 	





Health and Safety

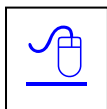
[Display](#) [Screen](#) [Equipment](#)
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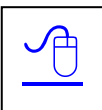
This module is designed to give you an overview of good DSE health and safety practice at work.



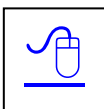
Event	Dates	Times (1/2 day course)	Venue	Target audience
<u>Accident Reporting, Recording and Investigation</u>	7/11/16	9:00-1:00	<u>Manor Farm Community Association</u>	This event is available to all members of the Walsall adult social care workforce with the responsibility for recording and investigation of accidents/ incidents within the workplace.
Overview			Learning objectives	
<p>The aim of this event is to ensure the appropriate people meet the legal requirements of Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR).</p>			<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 	



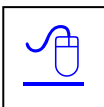
Event	Dates	Times	Venue	Target audience
Display screen equipment (DSE) assessors	26/9/16	9.00-1.00	HRD, Oak Room, Civic Centre	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council and are managers
Overview		Learning objectives		
<ul style="list-style-type: none"> • DSE Hazards • Avoidance of injury/health problems • Outline of the regulations • Insight of risk assessment 		By the end of the training you will be able to: <ul style="list-style-type: none"> • Identify DSE Hazards • Avoid injury/health problems • Complete the appropriate paperwork and the database • Determine where to go for additional support 		



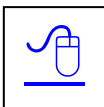
Event	Dates	Times	Venue	Target audience
Emergency First Aid at Work (CIEH Level 2)	9/9/16 11/9/16	9:00-5:00	Manor Farm Community Association	This event is available to staff who are directly employed by Walsall Council and are taking on the duties of a first aider in a low risk environment.
Overview			Learning objectives	
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.			By the end of the training you will be able to understand the: <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. 	



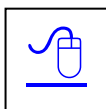
Event	Dates	Times	Venue	Target audience
First Aid at Work Refresher/Awareness	8/9/16	9:00- 1:00	Manor Farm Community Association	This event is available to all members of the Walsall adult social care workforce who give direct care to service users and require first aid training for CQC purposes This course will meet the requirements of the CQC and Ofsted for having appropriately trained first aid persons.
	13/10/16	1.00 - 5.00		
	15/11/16	9.00 – 1.00		
	9/12/16	1.00 – 5.00		
Overview			Learning objectives	
The course covers, CPR, bleeding, choking, unconsciousness, shock			<ul style="list-style-type: none"> • Recognise and act appropriately when people require first aid assistance, including; • Dealing with bleeding • People in shock • People who are choking • People who are unconscious and not breathing 	



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



Event	Dates	Times	Venue	Target audience
Health and Social Care (CIEH)	30/11/16	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
Health and Social Care refresher	1/11/16 7/12/16 10/2/17 30/3/16	09:00-1:00	Education Development Centre (EDC)	This event is available to all members of Walsall's adult social care workforce
Overview			Learning objectives	
<p>This course is to refresh and update health and safety knowledge, skills and understanding for those staff working in a social care setting</p> <p>it is recommended for those who have completed (and passed) the CIEH Level 2 H&S in Health and Social Care course more than 2 years ago and are identified as requiring to refresh and update their knowledge</p>			<ul style="list-style-type: none"> • H&S Law and responsibilities • Incident reporting/recording • Electricity • Fire • Manual Handling • Slips, Trips & Falls • Risk Assessment • Occupational hazards in a social care setting 	



Event	Dates	Times	Venue	Target audience
Hygiene and Infection Control	29/9/16 28/11/16	1:00- 5.00 1:00-5:00	Manor Farm Community Association	This event is available to all members of Walsall adult social care workforce, it is a mandatory course for those assist with physical care or support of service users. (Staff who have completed CIEH Level 2 Health & Safety in Health and Social care course do not need to complete this course)
Overview			Learning objectives	
This course is about understanding the need for effective health and safety to prevent infections, in a social care setting and to ensure employees who work closely with service users protect themselves and the service user from infections			<ul style="list-style-type: none"> • Recognise 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 	

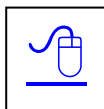


Event	Dates/Times/Venue	Target audience
Institute of occupational safety and health (IOSH) managing safely	Dates, times and venues currently set but you can register your interest for this course at workforcedevelopment@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce 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

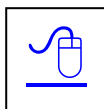
Event	Dates	Times	Venue	Target audience
Manual Handling - Module 1: Principles (CIEH Level 2 Award)	10/10/16 15/12/16	9:00- 4:00	Education Development Centre (EDC)	This event is available to all members of the Walsall adult social care workforce who do manual handling as part of their everyday work (please 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 	



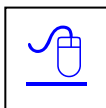
Event	Dates	Times	Venue	Target audience
Manual Handling - Module 2: Initial Assisted Manual Handling of People	18/9/16 9/11/16 2/12/16	9:00- 4:30	Knaves Court , High St, Brownhills	This event is available to all members of the Walsall adult social care workforce who assist with manual handling of clients. Learners must have completed Module 1 (CIEH Level 2 - principles of manual handling) before booking onto this course
Overview			Learning objectives	
This course is to ensure employees take care of their backs and handle clients in a safe and appropriate manner.			<ul style="list-style-type: none"> • Fitness and self care • Ergonomics • Handle and move people in a safe way • Managing risk of falls • Know how the spine works • Recognise high risk techniques when assisting clients to move • Safe use of wheelchairs 	



Event	Dates	Times	Venue	Target audience
Manual Handling - Module 3: Hoist Training	14/10/16	09.00-12.30 or 13.00 - 16.30	Knave's Court , High St, Brownhills	This event is available to all members of the Walsall adult social care workforce who assist with manual handling of clients. Learners must have completed Module 1 (CIEH Level 2 - principles of manual handling) before booking onto this course
Overview			Learning objectives	
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 	

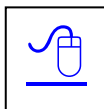


Event	Dates/Times/Venue	Target audience
Manual Handling Module 4- Risk Assessment	Dates, times and venues currently set but you can register your interest for this course at workforcedevelopment@walsall.gov.uk	This event is available to staff who are directly employed by Walsall Council and complete 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 	

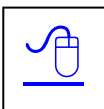



Event	Dates / Times / Venue	Target audience
Personal Safety and Lone Working	Dates, times and venues currently set but you can register your interest for this course at workforcedevelopment@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce.
Overview	Learning objectives	
<p>This event aims to give people the skills/knowledge to keep them safe when at work.</p>	<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 	

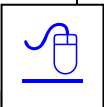
Event	Dates	Times	Venue	Target audience
Principles of COSHH (CIEH level 2)	17/11/16	9.00 - 1.30	Education Development Centre (EDC)	This event is available to staff who are directly employed by Walsall Council and have day to day contact with materials or substances that may be hazardous to health
Overview			Learning objectives	
Recognising COSHH materials and personal protective equipment (PPE)			To be able to identify and work safely with any hazardous substances or materials	



Event	Dates / Times / Venue	Target audience
Principles of Risk Assessment (CIEH) level 2	Dates, times and venues currently set but you can register your interest for this course at workforcedevelopment@walsall.gov.uk	This event is available to 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



<p>Event</p> <p><u>NCFE Level 2 certificate in Principles of the Prevention and Control of Infection in Health and Care Settings</u></p>	<p><u>Distance Learning</u></p> 	<p>Target audience</p> <p>This event is available to all members of Walsall’s adult social care workforce</p>
<p>Overview</p> <p>This course aims to assist students to develop their knowledge and understanding of the importance of the prevention and control of infection. It is designed for those who are currently working or would like to work within the health and social care sector, and provides. Knowledge that may be applied to a wide range of job roles within health and social care settings.</p> <p>this qualification does not infer competence of the work role, but can be used to support the underpinning knowledge and understanding needed for those working to prevent and control infection in Health care settings.</p>	<p>Learning objectives</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](#)




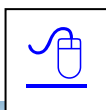
An in-depth introduction to dementia and the experience of living with the disease.



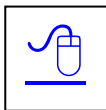
 <p><u>Mental Capacity Act and Deprivation of Liberty Safeguards</u></p> <p>The Mental Capacity Act 2005 (MCA) aims to protect and promote the rights of people to make their own decisions. Where people are unable to make their own decisions, the Act lays out what action should be taken, and by whom.</p>	<p>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.</p>
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<p><u>Parental mental health and families</u></p>	 <p>Exploring the nature of parental mental health and its impact on families.</p>
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 <p><u>The mental health of older people</u></p>	<p>Explores the key issues, research, messages, policies and approaches relating to the mental health of older people.</p>
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Event	Dates	Times	Venue	Target audience
Autism Awareness	8/11/16	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. 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 	



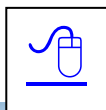
Deaf awareness



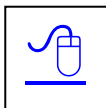
This course is to help develop a better understanding of what it's like to be deaf or hard of hearing, to look at how to improve your communication and different types of hearing loss.

Learning Objectives:

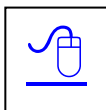
- Understanding the different types of deafness
- What problems our service users face when using our services
- Different types of communication aids



Event	Dates	Times	Venue	Target audience
AMHP- refresher training Introduction to Autism/Aspergers and Mental Health Assessments	21/09/16 26/10/16	All Day Exact times TBC	Dudley Archives and Local History Centre Large Hall, Education Development Centre	This event is for qualified Approved Mental Health Practitioners employed by Walsall and Dudley Council's.
Overview			Learning outcomes	
<p>The aim of this one day course is to consider and discuss:</p> <ul style="list-style-type: none"> • What is Autism (ASC) & Asperger Syndrome (AS), Prevalence, causes of ASC, and the triad of differences • Autism & Mental illness • Asperger syndrome – inner space • Autism/Aspergers inner space – Sensory Overload • Assessment under the MHA & Case Studies • Resources & Reflection of good practice 			<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices and will have:</p> <ul style="list-style-type: none"> • An overview of Autism & Aspergers syndrome • An understanding of diagnosis, prevalence & causes • Enabled participants to understand the main mental health needs associated with Autism • Enabled participants to understand the connections between Autism & schizophrenia, including anxiety conditions, depression, OCD, ADD etc • Enabled participants to understand the impact of sensory issues in Autism and mental health • Provided case studies in order to develop and promote good practice in identifying illness in those with Autism. 	



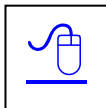
Event	Dates	Times	Venue	Target audience
AMPH Refresher training - CAMHS Promoting Positive Mental Health in Children and Young people	13/10/16	TBC	Dance Studio, Forest Arts Centre	This event is for qualified Approved Mental Health Practitioners employed by Walsall and Dudley Council's.
Overview	Learning outcomes			
Improve awareness, knowledge and skills of primary care professionals in relation to Child mental health	<ul style="list-style-type: none"> • Promote Positive Mental Health in Children and Young People • Enable professionals to respond appropriately to children's and young people's mental health issues • Encourage consistency of response across agencies • Increase awareness of specialist CAMHS • Improve the quality of referrals to specialist services and access to CAMHS • Improve the quantity of referrals to specialist services and access to CAMHS 			



Event	Dates	Times	Venue	Target audience
AMHP Legal Update	22/11/16	Full Day	Room 4/5, Education Development Centre	This event is for qualified Approved Mental Health Practitioners employed by Walsall and Dudley Council's.
Overview			Learning outcomes	
<p>The aim of this one day course is to consider and discuss:</p> <ul style="list-style-type: none"> • Issues from practice • Code of Practice 2015 – some challenges for AMHP practice • Interface between MHA/MCA/DoLS (Chapter 13 of the Code of Practice) • Changes to Ss135 and 136 (Policing and Crime Bill) • Government response to “No voice unheard, no right ignored” consultation 			<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices:</p> <ul style="list-style-type: none"> • General “open session” for AMHPs to introduce issues from their own recent practice not covered in the programme • Code of Practice 2015 <ul style="list-style-type: none"> ○ Terminology and some “errors” ○ Chapter 16 - Guidance on use of S135(1) and (2) ○ Chapter 16 - Appropriate adult for those held under S136 ○ Chapter 14 - Assessing capacity when assessing for Mental Health Act detention ○ Chapter 14 - Nearest Relative Consultation ○ Chapter 17 - Transport and medical escorts ○ Chapter 5 - Patients with no nearest relative ○ Chapter 6 - Obtaining an IMHA for those who lack capacity 	



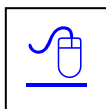
- Chapter 39 - Conflicts of Interest
- Interface between MHA/MCA/DoLS (Chapter 13 of the Code of Practice)
 - Admission to hospital for assessment and/or treatment of mental disorder – Mental Health Act or Deprivation of Liberty Safeguards
- Changes to Ss135 and 136 (Policing and Crime Bill)
Government response to “No voice unheard, no right ignored” consultation
 - Challenges by patients and families
 - Amending to nearest relative provisions
 - Changes to status of the Code of Practice
 - Addressing physical care needs of mental health inpatients
 - Renewals of detention safeguards
 - Discharge to community placements and deprivation of liberty
 - Introduction of a single (opt out) advocacy model bringing together for patients who lack capacity



Event	Dates	Times	Venue	Target audience
AMHP -social Circumstances and Tribunal Report Training	28/09/16	All Day	Room 8, Manor Farm	This event is for qualified Approved Mental Health Practitioners employed by Walsall and Dudley Council's.
	19/10/16	Exact times TBC	Dudley Archives and Local History Centre	
Overview			Learning outcomes	
<p>The aim of this one day course is to provide a framework for:</p> <ul style="list-style-type: none"> • Understanding changes made to the CoP • Preparing reports for Tribunals including etiquette and good practice 			<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work practices and will:</p> <ul style="list-style-type: none"> • Enable participants to understand the Law relating to Tribunals • Provide an understanding of the changes made to the MHA Code of Practice and Reference Guide • Prepare participants to understand what is required by then Tribunals Practice Directions and reports to Tribunals • Enable participants to ask questions of a Mental Health Lawyer • Share good practice in reference to reports for Part II and Part III Tribunals • Case Law 	



Event	Dates	Times	Venue	Target audience
AMHP - Service User and Carer Experience	No dates and times are currently set for this course, for more information please contact walsallsocialcareworkforce@walsall.gov.uk			This event is for qualified Approved Mental Health Practitioners employed by Walsall and Dudley Council's.
Overview	Learning outcomes			
TBC	Expert by Experience Triangle of Care Service Experience Desk (PALS)			



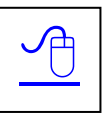
Event	Dates	Times	Venue	Target audience
Learning Disability - awareness	No dates are currently set for this course, you can register your interest with workforcedevelopment@walsall.gov.uk			This event is available to all members of Walsall adult social care workforce
Overview			Learning objectives	
<p>The course will provide a basic understanding of what is meant by a diagnosis of a learning disability, and the principles involved in supporting people.</p>			<p>By the end of the sessions you will have an understanding of:</p> <ul style="list-style-type: none"> • How a learning disability is diagnosed, with historical context • Some of the variety of diagnoses or labels, and associated behaviours or conditions • The principles of person-centred support. • Issues of communication and behaviours that challenge • What support can be sought; signposting. 	



Event	Dates / Times / Venue	Target audience
Dementia Module 1: An overview	No dates are currently set for this course, you can register your interest with workforcedevelopment@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce who are working to support people who may develop, or already have, a form of dementia.
Overview		Learning objectives
<p>This is one of four modules aimed to develop awareness of the causes and effects of dementia, working with behaviours that challenge, the crossover or otherwise with delirium or depression, and ways of working with people with dementia.</p> <p>This module is best taken as the first of the four.</p>		<p>By the end of the session you will have an understanding of :</p> <ul style="list-style-type: none"> • What is dementia? • Early signs & symptoms • The sub-types of dementia • Learning Disability and dementia • Use of the 6-CIT to identify people who may have dementia

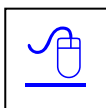


Event	Dates / Times / Venue	Target audience
Dementia Module 2: Behaviours that challenge	No dates are currently set for this course, you can register your interest with workforcedevelopment@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce who are working to support people who may develop, or already have, a form of dementia.
Overview		Learning objectives
<p>This is one of four modules aimed to develop awareness of the causes and effects of dementia (1), working with behaviours that challenge (2), the crossover or otherwise with delirium or depression (3), and ways of working with people with dementia (4).</p> <p>Modules 2-4 can be taken in any order.</p>		<p>By the end of the session you will have an understanding of :</p> <ul style="list-style-type: none"> • behaviours that challenge (behavioural and psychological symptoms of dementia) • communicating unmet needs • communicating with people with dementia • assessing the likely cause of behaviours



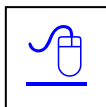
Event	Dates / Times / Venue	Target audience
Dementia Module 3: Dementia, delirium & depression	No dates are currently set for this course, you can register your interest with workforcedevelopment@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce who are working to support people who may develop, or already have, a form of dementia.
Overview		Learning objectives
<p>This is one of four modules aimed to develop awareness of the causes and effects of dementia (1), working with behaviours that challenge (2), the crossover or otherwise with delirium or depression (3), and ways of working with people with dementia (4).</p> <p>Modules 2-4 can be taken in any order.</p>		<p>By the end of the session you will have an understanding of :</p> <ul style="list-style-type: none"> • risks of presuming dementia • differences between depression, delirium and dementia • paraphrenia & mood disorders; • anxiety disorders & mental capacity

Event	Dates / Times / Venue	Target audience
Dementia Module 4: Healthy lifestyles, tools & activities	No dates are currently set for this course, you can register your interest with workforcedevelopment@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce who are working to support people who may develop, or already have, a form of dementia.
Overview		Learning objectives
<p>This is one of four modules aimed to develop awareness of the causes and effects of dementia (1), working with behaviours that challenge (2), the crossover or otherwise with delirium or depression (3), and ways of working with people with dementia (4).</p> <p>Modules 2-4 can be taken in any order.</p>		<p>By the end of the session you will have an understanding of :</p> <ul style="list-style-type: none"> • nutrition, hydration & healthy lifestyles • applying the 5 ways to well-being to people with dementia exercise & activity, diet, smoking, alcohol & wellbeing • use of telecare, some appropriate apps & programmes

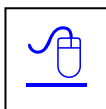



Event	Dates	Times	Venue	Target audience
Mental Health First Aid (adults) 2 day course	27 th and 28 th October 2016	9.15 – 4.15	EDC	This event is available to all members of Walsall adult social care workforce
	16 th and 17 th February 2017		EDC	
	24 th and 15 th April 2017		Manor Farm	
	22 nd and 23 rd June 2017		EDC	
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	Venue	Target audience
Mental Health First Aid Lite (adults) 1/2 day course	27/9/16	9.30 – 1.00	Manor Farm	This event is available to all members of Walsall adult social care workforce
	9/12/16	1.30 – 5.00	Manor Farm	
	2/5/17	9.30 – 1.00	EDC	
	7/7/17	9.30 – 1.00	EDC	
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
Mental Health first aid for managers	November 10 th , 2016 January 25 th , March 14 th , May 24 th Manor Farm July 11 th 2017 - EDC All courses 9.30 – 4.30	This event is designed for anyone who is directly employed by Walsall Council and is a manager providing supervision.
Overview		Learning objectives
<p>What will it cover?</p> <ul style="list-style-type: none"> • For the morning session, please see MHFA Lite • (managers who have done formal MHFA training may book to attend the pm session only. • The afternoon is a further 3hr session considering issues regarding recruitment & retention, presenteeism & absence, and equality & discrimination. 		<p>Delegates will have a heightened awareness of mental health issues, including stigma and discrimination, and the more common conditions. In the afternoon delegates will have considered, using video, discussion and Senior HRA input, issues around mental health and:</p> <ul style="list-style-type: none"> -The recruitment process - Promoting well-being -Identifying the early warning signs & talking at an early stage -Keeping in touch during sickness absence -Returning to work & reasonable adjustments -Managing an ongoing illness while at work - Referenced to current legislation and Walsall policy & procedure. <p>Delegates will receive a copy of 'SHIFT/MHFA' advice for reference</p>



<p>Event</p> <p><u>NCFE Level 2 certificate in Understanding Working in Mental Health</u></p>	<p><u>Distance Learning</u></p> 	<p>Target audience</p> <p>This event is available to all members of Walsall's adult social care workforce</p>
<p>Overview</p>	<p>Learning objectives</p>	
<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		This event is available to all members of Walsall's adult social care workforce
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 	

<p>Event</p> <p><u>NCFE Level 2 certificate in Understanding the Care and Management of Diabetes</u></p>	<p><u>Distance Learning</u></p> 	<p>Target audience his event is available to all members of Walsall’s adult social care workforce</p>
<p>Overview</p>	<p>Learning objectives</p>	
<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 	



<p>Event NCFE Level 2 certificate in Dementia Care</p>	<p>Distance Learning</p>	<p>Target audience This event is available to all members of Walsall’s adult social care workforce</p>
<p>Overview</p>	<p>Learning objectives</p>	
<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 	



AMHP Forums

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

Venue:

Broadway North Centre, Walsall, WS1 2GA.

Duration:

2:00pm to 5:00pm for joint meetings (Social Care Forum and AMHP)

3:30pm to 5:00pm AMHP meetings

Target Audience:

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

AMHP's are encouraged to contact Steve Nash steve.nash@walsall.gov.uk with specific items for the AMHP Forum agenda.

AMHP Forum Dates:

AMHP Refresher - AMHP Forum 5

18th August, 2016



AMHP Refresher - Social Care and AMHP Forum 6

15th September, 2016

AMHP Refresher - AMHP Forum 7
20th October, 2016

AMHP Refresher - Social Care and AMHP Forum 8
17th November, 2016

AMHP Refresher - AMHP Forum 9
15th December, 2016

AMHP Refresher – Social Care and AMHP Forum 10
TBC January 2017

AMHP Refresher - AMHP Forum 11
TBC February 2017

Self Directed Learning

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

Self Directed Learning Resources

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

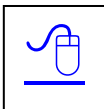
- Access Essex Street updates



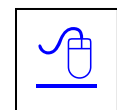
Suggested areas for AMHP self directed learning are:

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

Welfare Rights



Event	Dates / Times / Venue	Target audience
Benefits: Residential Care	No dates are currently set for this course, you can register your interest with workforcedevelopment@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce
Overview	Learning objectives	
<p>The course will enable you to identify the impact on social security benefits and the issues concerning property when someone enters residential care.</p>	<ul style="list-style-type: none"> • To identify the social security benefits that are relevant to service users entering residential care and the issues concerning service user's property • To provide a brief overview of the impact of the social services assessment and how the two funding systems interact • To differentiate between the different types of residential care and the funding streams 	



Event	Dates / Times / Venue	Target audience
Benefits: Personal Independence Payment (PIP)	No dates are currently set for this course, you can register your interest with workforcedevelopment@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce
Overview		Learning objectives
<p>This course aims to enable staff to identify who may be able to claim PIP, how the criteria for PIP operate and how existing DLA claimants will be affected.</p>		<ul style="list-style-type: none"> • Understand how existing disability allowance claimants will be effected • Understand eligibility criteria • Recognise what personal independence means • Be able to support people in completing a claim • Recognise what personal independence means



Event	Dates / Times / Venue	Target audience
Benefits: Pension Credit	No dates are currently set for this course, you can register your interest with workforcedevelopment@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce
Overview	Learning objectives	
The course will enable you to understand the criteria for claiming Pension Credit and to identify the different types of State Pension.	By the end of the session participants should be able to: <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 • Recognize possible appeals for applicants 	



Core Skills

Assertive Communication



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

Being honest with yourself and others

Saying what you want and feel; but not at the expense of others

Showing confidence and positive behaviour

Being prepared to move towards a workable compromise

Respecting the rights and needs of others

Looking for 'I win, you win' opportunities





Confidence and Assertiveness

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

Communication skills



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



Effective Time Management

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



Excel

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



Learning Objectives:

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

(IT) information technology for beginners



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

Learning Objectives:

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

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

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



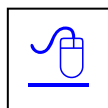
Learners will complete short sets of English and Maths questions, designed at Key Skills Level 1 (Section 1) and Level 2 (Section 2).

[Stress Awareness](#)

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

[Meeting Skills](#)

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



[Personal Resilience](#)

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

[Presentation Skills](#)

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

Spelling and grammar

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



Learning Objectives:

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



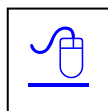
Word Processing for Beginners

This module will introduce you to some essential word processing skills

Learning Objectives:

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

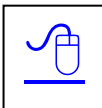
Event	Dates/Times/Venue	Target audience
Computers Don't Bite	No dates currently set but you can register your interest for this course at LearningandOrganisationaldevelopment@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council
Overview		Learning objectives
<ul style="list-style-type: none"> • Basic concepts of computers • Work station Health and Safety • Word basics • Introduction to Intranet 		By the end of this course you will be able to: <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	22/9/16	1.30 – 4.30	HRD, Oak Room, Civic Centre	This event is available to staff who are directly employed by Walsall Council
Overview			Learning objectives	
<p>By the end of this course you will be able to:</p> <ul style="list-style-type: none"> • Understand Walsall Council’s customer care and core values • Recognise the benefits of bringing a customer focused approach to the delivery of services • Understand how our perception can influence behaviour and significantly impact on others • Identify the types of behaviour that lead to greater personal and customer satisfaction • Use the transactional analysis model to interact pro-actively and professionally with customers • Identify specific behaviours that help and hinder interaction with people • Know how it feels to be mis-represented and the importance of valuing customer diversity 			<ul style="list-style-type: none"> • The council’s core values and working smarter principles • Perceptions and choices • How we communicate • The power of behaviours • ‘Stepping into the shoes of the customer’/ Customer expectations 	

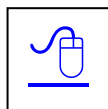


Event	Dates/Times/Venue	Target audience
Decision making and problem solving	No dates currently set but you can register your interest for this course at LearningandOrganisationaldevelopment@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council
Overview		Learning objectives
<p>This day and half course looks at:</p> <ul style="list-style-type: none"> • Paired comparison tool • Six thinking hats • SWOT analysis • PESTLE • Force field analysis • Brainstorming • Fishbone analysis 		<ul style="list-style-type: none"> • How to apply each stage of the decision making model • How to engage others in the process • A range of tools and techniques that can be used • Your personal preferred way of approaching decisions • How to utilise the strengths of the group in decision making and problem solving • Communicating your decision based on the methodology applied

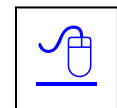


Event	Dates/Times/ Venue	Target audience
Effective Record Keeping and Communication	Dates, times and venues are currently not set for this course. To register your interest please contact workforcedevelopment@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce with responsibilities for the creation and maintenance of a variety of care records.
Overview	Learning objectives	
<p>To provide social care workers with the information and knowledge required to keep accurate, up to date and legible records in respect of individuals and the care, support and treatment they receive in a variety of care settings, for instance care plans, risk assessments, medication records, safeguarding referrals, staff handover and staff supervision and training records.</p>	<p>By the end of the session you will:</p> <ul style="list-style-type: none"> • Understand roles and responsibilities of record keeping • Gain an understanding of the regulatory and legal aspects of record keeping in line with the Care Quality Commission • Understand the legalities relating to security, storage, confidentiality, retention period and the destruction of records • Know how to perform good record keeping • Understand the importance of effective communication and good record keeping • Understand the importance of reporting if procedures are not followed 	
Links to Care Certificate, Standard 14 Information Handling		

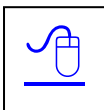
Event	Dates/Times/Venue	Target audience
Go Adult Learning	Training sessions take place at various locations within the borough to suit your needs. For more information contact: - Hannah Hewston-Jones - Trainer (Core Skills) Telephone 01922 655784	This event is available to all members of Walsall adult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



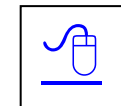
Event	Target audience	Dates/Times/Venue
CPD WORKSHOP - HCPC TIME TO RENEW	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council as Social Workers	Learning objectives <ul style="list-style-type: none"> • 10/08/16 10.00am to 12.00 Conference Room 2, Council House • 12/08/016 Conference Room 2, Council House 9.00am to 11.00am 11.30am to 1.30pm 2.30pm to 4.30pm • 25/08/16 10.00am to 12.00 Conference Room 1, Council House 1.30pm 3.30pm Conference Room 3, Council House • 07/09/16 9.30am to 11.30am Conference Room1, Council House • 08/09/16 9.30am to 11.30am Conference Room 2, Council House
Overview		
<p>The time is fast approaching for social workers in England to renew their HCPC registration.</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>		




Event	Dates	Venue	Time	Target audience
Resilience and me	17 th November 2016 31 st January 2017	Forest Arts Centre	9.30 – 4.00	This event is available to all members of Walsall adult social care workforce
Overview		Learning objectives		
<ul style="list-style-type: none"> • What makes up resilience • Behaviours and techniques for maintaining resilience • Emotional intelligence • How our traits might impact on resilience • Circle of control vs circle of influence 		By the end of this course you will be aware of: <ul style="list-style-type: none"> • What resilience means • The importance of mindset • Time management • Avoidance • Habits • What works for maintaining effective resilience 		



Event	Dates	Times	Venue	Target audience
Minute and note taking	2/9/16 3/11/16	9.30 – 12.30 1.30 – 4.30	HRD, Oak Room, Civic Centre	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council
Overview			Learning objectives	
<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 	



<p>Event NCFE Level 2 certificate in Customer Service</p>	<p>Distance Learning</p> 	<p>Target audience For all members of Walsall's adult social care workforce</p>
<p>Overview</p>	<p>Learning objectives</p>	
<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

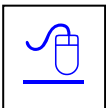
The module looks at what skills are needed to become an effective facilitator, covering areas such as group dynamics, the roots of conflict and how to analyse options to find a way forward.



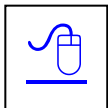
[Managing risk, minimising restraint](#)

Challenges, dilemmas and positive approaches for working with older people in care homes

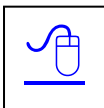
Explores the nature of managing risk and minimising restraint when working with older people in care homes.



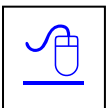
Event	Dates/ Times/ Venue	Target audience
Managing attendance	Dates, times and venues currently set but you can register your interest for this course at LearningandOrganisationaldevelopment@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council 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



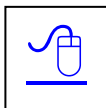
Event	Dates / Times / Venue	Target audience
<p><u>Managing the impact of difficult news</u></p>	<p>No dates currently set but you can register your interest for this course at LearningandOrganisationaldevelopment@walsall.gov.uk</p>	<p>This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council and are managers</p>
<p>Overview</p>		<p>Learning objectives</p>
<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



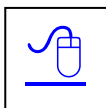
Event	Dates	Times	Venue	Target audience
Recruitment and selection best practice	10/8/16 20/10/16	9.30-4.30	HRD, Oak Room, Civic Centre	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council and are managers
Overview			Learning objectives	
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	15/9/16 9/11/16	9.30- 4.30	HRD, Oak Room, Civic Centre	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council and are managers
Overview			Learning objectives	
What will it cover? <ul style="list-style-type: none"> • Introduction to the Situational Leadership model® • The 3 steps to Situational Leadership • The 4 levels of readiness • The 4 styles of leadership • Self assessment of your leadership style 			How to use the Situational Leadership model ® to: <ul style="list-style-type: none"> • Analyse your own and your team members' 'Performance Readiness®' to undertake tasks • Recognise a range of leadership styles • Match leadership style to readiness levels • Review your own preferred leadership style 	



Event	Dates	Times	Venue	Target audience
Vital skills for budget holders	No dates currently set but you can register your interest for this course at LearningandOrganisationaldevelopment@walsall.gov.uk			This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council 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 			By the end of the training you will be able to: <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 	



<p>Event</p> <p><u>NCFE Level 2 certificate in Team Leading Knowledge</u></p>	<p><u>Distance Learning</u></p> 	<p>Target audience</p> <p>This event is available to all members of Walsall’s adult social care workforce</p>
<p>Overview</p>	<p>Learning objectives</p>	
<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

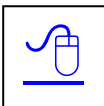
[Equality and diversity legislation](#)

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 you're 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



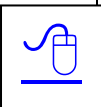
[Equality and diversity for managers](#)

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 / Venue	Target audience
Undoing Racism – Developing Cultural Competence in Social Care	No dates are currently set for this course, for details or to register your interest please contact workforcedevelopment@walsall.gov.uk	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






[Equality and diversity foundation course](#)

Understand how to act in ways that support equality and value diversity, including:

- 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

<p>Event NCFE Level 2 certificate in Safe Handling of Medicines</p>	<p>Distance Learning</p> 	<p>Target audience For all members of Walsall’s adult social care workforce</p>
<p>Overview</p> <p>The qualification aims to develop the learner’s knowledge of the safe handling of medicines within a health and care context.</p>	<p>Learning objectives</p> <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 	



This year the majority of our clinical programme will be running via requests. Courses that have previously ran have included: general wound management, McKinley syringe pump training, palliative care services, leg and pressure ulcer management and safe handling of medicines. For any clinical training requests please contact workforcedevelopemnt@walsall.gov.uk (Requests will be looked at on a one to one basis)

New E-learning Courses coming this year:-

We are currently building our e-learning catalogue this year we will be adding lots of new modules including:

Epilepsy awareness

Honour based violence and forced marriage

Domestic Abuse Awareness

Child Sexual Exploitation

FGM

Trans Awareness

Healthy Lifestyles

Medication Handling

 [Please see e-central for more information about these new courses](#)

Adult social care workforce development – ***“Growing a world class workforce”***