

**Adult Social Care
Learning and Development Programme for 2017/18**

Growing a World-class Workforce



Learning and Development Team

HR Department

August, 2017



Walsall Workforce 2020 –
Growing Together

Introduction

I am delighted to welcome you to the Learning and Development Programme for the social care workforce in Walsall for 2017/18.

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

Review of 2016/17

Following on the success of previous programmes, 2016/17 saw us:

- Offering a wide range of places on face to face learning events with 505 places being taken up by the PVI sector and 1387 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
- Delivered to over 433 people on our multi agency Safeguarding Adults Awareness Programme (allocating over 700 places)
- Facilitating 3 Manager Forums
- Continuing to support the Directorate with the Care Certificate
- Supporting training in relation to implementation of a new client record system
- Expanding the range of learning opportunities on offer to include resilience
- 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
- Achieving runner up in best Local Authority Work Practice Learning Award
- Reviewing dementia/carers training packages
- Launching Business Rigour training for Team Managers and Advanced Practitioners

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



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

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 2016/17. 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, EPR's 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 learning and development initiatives and improvements for the next 12 months

- We are expanding the range of safeguarding adults related topics to include safeguarding adults key stages of the safeguarding response for the local authority and sexual exploitation.
- We will continue to ensure learning opportunities and systems are in place for the workforce to achieve the requirements of the 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 will 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 rollout of a Passport to Social Work Programme for newly qualified social workers
- We are introducing online course booking and evaluation
- We will support the roll out of new/amended policies and procedures
- We will provide learning opportunities to promote health and wellbeing
- We will support forums to enhance evidence based and outcome focused practice
- We will support reshaping of structures, locality and integrated teams to develop the required skills
- We will support the introduction of career pathways to assist you with your career aspirations and CPD
- We will continue to advance partnerships with higher education partners to provide professional development opportunities and post qualifying AMHP, practice educator programmes

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 2017/18.

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.

In order to achieve the budget 'envelope' available for learning and development in 2017/18 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.

What do we have to do?

Alongside this our programme is designed to support health and social care integration.

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

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

- Understanding Your Role
- Your Personal Development
- Duty of Care

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

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

The Regulated Workforce i.e. social workers who may also be Approved Mental Health Practitioners or Best Interests Assessors, Practice Educators 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 learning opportunities) in order to practice (a statutory requirement).
- 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).
- In terms of PE's (practice educators) this group are required to take full responsibility for a student at least every two years.

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 the Care Act, Children and Families Act and Health and Social Care Integration.

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, locality based, 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 our 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 commissioned intentions/ market position statement.

Summary

Our priorities for 2017/18 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 Learning and Development 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 where at all possible
- Developing/maximising webinars, e and distance learning opportunities
- Seeking opportunities to income generate from selling places on our courses

- Working with Children’s Services in respect of co-ordination of social work student placements, sharing best practice and creating opportunities for the two workforces to learn together
- Securing where possible free training venues – if you are a provider with a meeting room/training venue please get in touch. In return for use of the venue we may be able to offer free training and advice
- Working in partnership with others to share learning, expertise and costs, this includes our Health partners and those in the PVI sector

Conclusion

To conclude, in order to grow a world class workforce, one capable of working in the new ways demanded by the care and support reforms, we must have a robust workforce 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.

Learning and 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 learning 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 currently, you must ensure that you complete the relevant Booking Form. The booking form should be emailed or posted to: LearningandDevelopment@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 learningandorganisaioanldevelopment@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 LearningandDevelopment@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. Learning and 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.

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

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

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

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

Cancellation/charging policy

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

All staff are courteously but firmly reminded that to not 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 Learning and Development team at least three weeks prior to the event (learninganddevelopment@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.
- Learning and 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 Stephanie.Charles@walsall.gov.uk, or 01922 655535.

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 Learning and Development Team

Qualifications/external courses and conferences

Please note that implementation of the Apprentice Levy in April 2017 (for more information visit the [gov.uk pages](#)) now means it may be possible to financially support candidates to gain formal academic qualifications. If you are wanting to find out more/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/1-2-1 and Appraisal

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

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

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

Managers are expected to formally review employee performance annually, carry out reviews to reassess progress towards objectives, review learning and development, reset objectives and work programmes as necessary, and to conduct regular supervision every 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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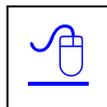
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Prevention

Prevention

Carers Awareness e-learning

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



Learning Objectives:

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



Getting to know you

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

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



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



[Interprofessional & inter-agency collaboration](#)

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

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

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



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





Parental substance misuse

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

Personalisation



Looks at how to support individuals through the personalisation process.



Poverty, parenting and social exclusion

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

Reablement



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





[Managing knowledge to improve social care](#)

Explores the principles of knowledge management for individuals and organisations.

[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](#)



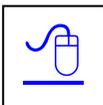
Telecare has the potential to play an important role in delivering more cost-effective care. By deploying a person-centred, integrated and home-based system, it is possible to support more people to live independently and so reduce the need for institutional care in a nursing home or hospital. Telecare 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



Carers Programme	These sessions are for family, informal carers only not for people in a paid earning role.
Good Back Care & Infection Control	No dates and times are currently set for this course you can register your interest at www.walsallsocialcareworkforce.co.uk

We are in the process of reviewing our carers offer; if you think there are specific carer related sessions that we need to put on please let us know



[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	13/10/17	10.00 – 4.30	HRD Oak Room 3 rd floor civic	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 Continuous Improvement</p> <p>Safeguarding Audits</p>	<p>28/2/18</p>	<p>9.30-4.30</p>	<p>Forest Arts Centre</p>	<p>Competency levels 6 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 Advanced Practitioners and Team Managers.</p> <p>The event is for employees, as above, that work within an inter or multi-agency context, have considerable professional responsibility for safeguarding adults along with being responsible for ensuring the management and delivery of safeguarding adult services are effective and efficient. You must be able to act on concerns, contribute appropriately to local and national policies, legislation and procedures. In addition they will also have an oversight of the development of systems, policies and procedures within the organisation to facilitate good working partnerships with allied agencies to ensure consistency in approach and quality of service.</p>
Overview			Learning objectives	
<p>The aim of the workshops is to reflect, continuously improve current practice, enhance the learning culture and making safeguarding personal based upon the outcomes of safeguarding adult audits. Individuals will be expected to</p>			<p>By the end of the event individuals will have the knowledge, skills and confidence to actively cascade, apply the learning to work practices and will:</p> <ul style="list-style-type: none"> • Explain the Walsall Council Adult Social Care safeguarding audit 	



cascade the learning to enhance practice.

Pre-Requisites

Prior to attending the event candidates should have:

- Accessed materials, have knowledge of outcome focused safeguarding in a statutory setting and relevant topic documents.
 - Familiarised themselves with the updated PAN West Midlands Procedures. Please click [here](#) for further information.
- Familiarised themselves with Chapter 14 of the Care Act Statutory Guidance October 2014, please [click here](#) for further information.
- Please be aware that this guidance is subject to update by the Department of Health, please [click here](#) for further information.
- Familiarised themselves with Making Safeguarding Personal a toolkit of responses 2014, please [click here](#) for further information.
- Conversant with competency levels 1 to 5 and applies them to practice.

process and the Care Act 2014 requirements.

- Identify safeguarding concerns in their widest sense and how to respond appropriately.
- Explain and demonstrate that risk factors and protective factors are applied to practice.
- Consider how lessons learned from the past have been implemented and embedded into practice.
- Identify and implement a consistent approach to auditing and application of the local safeguarding quality assurance tool's.
- Identify ways of assisting the workforce to meet the competency framework for safeguarding adults and the six key principles which underpin safeguarding.
- Identify and implement best practice, case recording and preventative measures to promote the safeguarding of adults with care and support needs.
- Demonstrate service delivery improvements.
- Promote a culture of continuous improvement.

Develop an individual learning plan that will be used in supervision to demonstrate how you meet the competencies (6 to 16) relevant to your role.



Event	Dates	Times	Venue	Target audience
<p>Safeguarding Adults</p> <p>Key stages of the Safeguarding Response for the Local Authority</p>	6/3/18	10.00 – 1.00	Forest Arts Centre	<p>Competency levels 6 to 16.</p> <p>Further information is available on the Competence Framework for Safeguarding Adults.</p> <p>This half day event is for Walsall Adult Social Care employees that work within an inter or multi-agency context, have considerable professional responsibility for safeguarding adults along with being responsible for ensuring the management and delivery of safeguarding adult services are effective and efficient. You must be able to act on concerns, contribute appropriately to local and national policies, legislation and procedures. In addition they will also have an oversight of the development of systems, policies and procedures within the organisation to facilitate good working partnerships with allied agencies to ensure consistency in approach and quality of service.</p>
Overview			Learning objectives	
<p>The aim of the workshop is to develop the competency for undertaking safeguarding adult enquiries, to be able to implement the key legislative duties and responsibilities introduced by the Care Act 2014, together with enhancing the culture and practice changes required to embed Making Safeguarding Personal which introduces person-centred, outcome-based practice to safeguarding.</p> <p>The workshop focuses on the three key stages of the safeguarding response:</p> <ul style="list-style-type: none"> • enquiries • planning • contributing to meetings <p>The workshop will include raising and responding to a safeguarding concern, S42 safeguarding adults</p>			<p>The event will be based on the Walsall adult social care safeguarding operational procedures that are due to released in 2018.</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 your role and accountability for ensuring compliance with Walsall adult social care operational procedures records and taking corrective action when concerns become evident. • Know when to apply S42 and when it is appropriate to consider alternative approaches. • Have assessed your own knowledge & skills and contribution 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. 	





enquiry, the development and review of safeguarding adult plans.

Pre-Requisites

Prior to attending the event candidates should have:

- Accessed materials and have knowledge of outcome focused safeguarding in a statutory setting.
- Familiarised themselves with the updated PAN West Midlands Procedures – key areas are chapter 8 responding to and raising concerns and chapter 9 concerns / decision making and the decision making flowcharts. Please click [here](#) for further information.
- Familiarised themselves with Chapter 14 of the Care Act Statutory Guidance October 2014, please [click here](#) for further information. Please regularly review the Government website for updates, please [click here](#) for further information.
- Familiarised themselves with Making Safeguarding Personal a toolkit of responses 2014, please [click here](#) for further information.
- Conversant with competency levels 1 to 5 and applies them to practice.

Attended or conversant with all the areas covered in the key stages for responding to a safeguarding caused enquiry.

- 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 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.
- Discuss and demonstrate what actions you would take if the adult is not in agreement to being part of the safeguarding adult enquiry.
- Discuss and demonstrate how to undertake a robust assessment of current and ongoing risk that supports individuals to meet their outcomes, whilst ensuring statutory organisations are not unnecessarily exposed to risks associated with unsafe safeguarding adults practice.
- Explain your role in contributing to 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 and taking corrective action when concerns become evident.
- 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.
- Know how to apply the safeguarding children procedures.
- Develop an individual learning plan that will be used in supervision to demonstrate how you meet the competencies (6 to 16) relevant to your role.

This may be subject to change in response to the implementation of the Walsall adult social care safeguarding operational procedures.



Event	Dates	Times	Venue	Target audience
Safeguarding Adults Managing the Safeguarding Response	23/11/17 23/1/17	13.30 - 16.30 09.30 - 12.30	Forest Arts Centre	<p>Competency levels 13 to 20. Further information is available on the Competence Framework for Safeguarding Adults.</p> <p>This half day event is aimed at Walsall Council Adult Social Care Advanced Practitioners, Team Managers, Group Managers and Head of Service.</p> <p>The event is for employees, as above, who are responsible for managing the safeguarding adult response along with being responsible for ensuring that the management and delivery of safeguarding adult services are effective and efficient. They will also 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. In addition they will be fully committed to safeguarding adults and have in place appropriate systems and resources to support this work in an intra and inter agency context.</p> <p>It is recommended, as best practice, for individuals that work with adults within Walsall to attend this training every three years, as a minimum.</p>
Overview			Learning outcomes	
<p>The aim of the workshop is to develop the skills for managing the safeguarding adult's response. To be able to implement the key legislative duties and responsibilities introduced by the Care Act 2014, together with enhancing the culture and practice changes required to embed Making Safeguarding Personal which introduces person-centred, outcome-based practice to safeguarding. The workshop will cover the three distinct stages of the safeguarding response:</p> <ul style="list-style-type: none"> Ensuring appropriate alternative approaches have been considered when the S42 threshold has not been met. Management of the S42 safeguarding adult enquiries. The contribution and development of continuous service and 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"> Understand and discuss the initial duty of providers to provide a safe and high quality service. Understand and discuss the accountability and responsibilities of managers in commissioned services when responding to a safeguarding concern, which should precede the Local Authority's duty to undertake its own enquiry. Explore the harmful and beneficial outcomes when applying the safeguarding adult processes. Understand and discuss how the appropriate application of the criteria has been applied 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. Discuss and demonstrate that appropriate alternative approaches have been considered when the S42 threshold has not been met. Discuss and demonstrate what actions should be taken 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. 	

improvements.

Pre-Requisites

Prior to attending the event candidates should have:

- Accessed materials and have knowledge of outcome focused safeguarding in a statutory setting.
- Familiarised themselves with the updated PAN West Midlands Procedures – key areas are chapter 8 responding to and raising concerns and chapter 9 concerns / decision making and the decision making flowcharts. Please click [here](#) for further information.
- Familiarised themselves with Chapter 14 of the Care Act Statutory Guidance October 2014, please [click here](#) for further information. Please regularly review the Government website for updates, please [click here](#) for further information.
- Familiarised themselves with Making Safeguarding Personal a toolkit of responses 2014, please [click here](#) for further information.
- Conversant with competency levels 6 to 12 and applies them to practice.

- 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 person centred outcomes during and at the end of the enquiry. Reflect and learn from the process, were the outcomes achieved and the difference this has made.
- Discuss 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, support networks and demonstrate how they have been considered and incorporated into the safeguarding plan.
- Explain and demonstrate a range of responses to a S42 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.
- Within the context of making safeguarding personal and the statutory guidance, explain the role of the chair in safeguarding adults meetings with particular focus on the purpose and function of the strategy stage and the safeguarding plan stage.
- 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 safeguarding responsibilities to carers and adults with care and support needs who cause harm.
- Discuss the Core functions of the Safeguarding Adults Board and your contribution to continuous service and practice improvements. For further information please refer to the WSAB constitution and website, please [click here](#).
- Know how to apply the safeguarding children procedures.
- Develop an individual learning plan that will be used in supervision to demonstrate how you meet the competencies (13 to 20) relevant to your role.



Event	Dates	Times	Venue	Target audience
Safeguarding Adults Risk Management	6/9/17 28/9/17 24/10/17 26/10/17 15/11/17 28/11/17 19/12/17 20/12/17 9/1/18 17/1/18 8/2/18 13/2/18 6/3/18 7/3/18 20/3/18 27/3/18 29/3/18	09.30 – 4.30	Forest Arts Centre	<p>Competency levels 1 to 20. Further information is available on the Competence Framework for Safeguarding Adults.</p> <p>This one day event is for all individuals that work with adults within Walsall and have responsibility for contributing to safeguarding adults.</p> <p>People who work with adults in our community should have an awareness of positive risk approaches and how to undertake a risk assessment, if necessary.</p>
Overview			Learning outcomes	
<p>The aim of the workshop is to develop knowledge and application of risk management, utilising a positive risk approach, incorporating the Mental Capacity Act and Making Safeguarding Personal.</p> <p>Pre-Requisites Prior to attending the event candidates should have:</p> <ul style="list-style-type: none"> • Accessed materials and have knowledge of outcome focused safeguarding in a statutory setting. • Familiarised themselves with the updated PAN West Midlands Procedures, Please click here for further 			<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 application of an outcome focused 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 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. • Consider individual unwise decisions, within the legal framework, and know 	

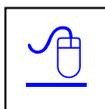
information.

- Familiarised themselves with the Care Act Statutory Guidance October 2014. Please click [here](#) for further information.
Please regularly review the Government website for updates, please [click here](#) for further information.
- Familiarised themselves with Making Safeguarding Personal a toolkit of responses 2014, please [click here](#) for further information.
- Conversant with competency levels 1 to 5 and applies them to practice.

when it is appropriate to take action.

- 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 of 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.
- Demonstrate application of multi-agency risk management strategies and tools that promote person centred and outcome focused approaches 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.
- 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 Refresher	23/11/17 23/1/18	09.30 to 12.30 13.30 to 16.30	Forest Arts Centre	<p>Competency levels 1 to 20. Further information is available on the Competence Framework for Safeguarding.</p> <p>It is recommended, as best practice, for individuals that work with adults within Walsall to attend refresher training every three years, as a minimum.</p> <p>This half day event is for individuals that work with adults within Walsall and have not attended the safeguarding awareness training within the past three years</p>
Overview			Learning Outcomes	
<p>The aim of the workshop is to develop an awareness of the key legislative changes and approaches to Safeguarding Adults, including the Care Act 2014, together with enhancing the culture and practice changes required to embed Making Safeguarding Personal which introduces person-centred, outcome-based practice to safeguarding.</p> <p>Pre-Requisites Prior to attending the event candidates should have:</p> <ul style="list-style-type: none"> • Accessed materials and have knowledge of outcome focused safeguarding in a statutory setting. • Familiarised themselves with the updated PAN West Midlands Procedures, please click here for further information. • Understand Chapter 14 of the Care Act Statutory Guidance October 2014, please click here for further information. Please regularly review the Government website for updates, please click here for further information. • Familiarised themselves with Making Safeguarding Personal a toolkit of responses 2014, please click here for further information. • Understand how Making Safeguarding Personal applies to practice. • Conversant with competency levels 1 to 5 and applies them to 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"> • Demonstrate the implementation of recent Local and National developments in relation to safeguarding adults and best practice. • Discuss and demonstrate that new and updated safeguarding practice, policies and procedures have been embedded within the organisation and applied to practice i.e Position of Trust, coercive controlling behaviour, emerging categories of abuse such as the internet. • Have assessed your own knowledge, skills and contribution to embedding the Care Act 2014, and making safeguarding personal within practice. Identified how you can contribute to continuous service and practice improvements. • Discuss the Safeguarding Adults Board direction of travel, current function, priorities and how you can contribute to continuous service and practice improvements. For further information please refer to the WSAB constitution and website, please click here. • 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 individuals that work with adults within Walsall, as agreed.
Overview		Learning outcomes
<p>The aim of the workshops is to reflect, continuously improve current practice, enhance the learning culture and making safeguarding personal based upon the identified learning needs. Individuals will be expected to cascade the learning within their organisations and teams to enhance practice.</p> <p>The workshops will focus on the learning outcomes identified as part of safeguarding adult review process, multi-agency case audits, legal judgements, current legislation changes, national/local policy changes and best practice.</p> <p>Pre-Requisites Prior to attending the event candidates should have:</p> <ul style="list-style-type: none"> • Accessed materials, have knowledge of outcome focused safeguarding in a statutory setting and relevant topic documents. • Familiarised themselves with the updated PAN West Midlands Procedures. Please click here for further information. • Familiarised themselves with Chapter 14 of the Care Act Statutory Guidance October 2014, please click here for further information. Please regularly review the Government website for updates, please click here for further information. • Familiarised themselves with Making Safeguarding Personal a toolkit of responses 2014, please click here for further information. 		<p>By the end of the event individuals will have the knowledge, skills and confidence to actively cascade, 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.



Event	Dates	Times	Venue	Target audience
Key Stages for Responding to a Safeguarding Caused Enquiry	31/10/17 10/1/18	9.30 – 4.30	Forest Arts Centre	<p>Competency levels 1 to 16. Further information is available on the Competence Framework for Safeguarding Adults.</p> <p>This one day event is for all partners in the Private, Voluntary, Independent Sectors, agencies and partner organisations that work with adult's within Walsall and have responsibility for contributing to safeguarding adults.</p>
Overview		Learning outcomes		
<p>The aim of the workshop is to develop the competency for undertaking caused enquiries for safeguarding adults as introduced by the Care Act 2014, together with enhancing the culture and practice changes required to embed Making Safeguarding Personal which introduces person-centred, outcome-based practice to safeguarding. The workshop will cover all aspects of a caused enquiry focusing on the three key stages:</p> <ul style="list-style-type: none"> caused enquiries 		<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. 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. Explain and demonstrate the caused enquiry process and ability to complete reports within the guidelines provided. 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. Understand and explain the role of an advocate in accordance with S68 of the Care 		





- planning
- contributing to meetings

Pre-Requisites

Prior to attending the event candidates should have:

- Accessed materials and have knowledge of outcome focused safeguarding in a statutory setting.
- Familiarised themselves with the updated PAN West Midlands Procedures – key areas are chapter 8 responding to and raising concerns and chapter 9 concerns / decision making and the decision making flowcharts. Please click [here](#) for further information.
- Familiarised themselves with Chapter 14 of the Care Act Statutory Guidance October 2014, please [click here](#) for further information.

Please regularly review the Government website for updates, please [click here](#) for further



Act 2014.

- Evidence person centred outcomes during and at the end of the enquiry. 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.
- Explain your role in contributing to safeguarding meetings.
- Know when it is appropriate to escalate concerns to your line manager and / or the Local Authority.
- Discuss and share the tools and protocols currently utilised by your organisation.
- 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.
- Know how to apply the safeguarding children procedures.
- **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





information.

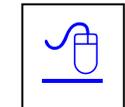
- Familiarised themselves with Making Safeguarding Personal a toolkit of responses 2014, please [click here](#) for further information.
- Conversant with competency levels 1 to 5 and applies them to practice.

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 Office of Public Guardian 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 16) relevant to your role.



Event	Dates	Times	Venue	Target audience
<u>Safeguarding Adults Awareness</u>	5/9/17 1/11/17 2/11/17 6/11/17 8/11/17 30/11/17 11/12/17 21/12/17 5/1/18 12/1/18 15/1/18 16/1/18 24/1/18 30/1/18 1/2/18 5/2/18 27/2/18 1/3/18 15/3/18 28/3/18	09.30 to 16.30	Forest Arts Centre, Beeches Room (Except 11/12/17 which will take place at Manor Farm Centre, Room 8)	<p>Competency levels 1 to 20. Further information is available on the <u>Competence Framework for Safeguarding Adults.</u></p> <p>This one day event aims to develop the competency of all individuals that work with adults within Walsall and have responsibility for contributing to safeguarding adults.</p> <p>People who work with adults in our community should know when and how to report any concern about the abuse of an adult.</p>
Overview			Learning outcomes	
<p>The aim of the workshop is 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 enhancing the culture and practice changes required to embed Making</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, the aims of safeguarding interventions and an awareness of the safeguarding 	



Safeguarding Personal policy which introduces person-centred, outcome-based practice to safeguarding.

Pre-Requisites

Prior to attending the event candidates should have:

- Accessed materials about outcome focused safeguarding in a statutory setting.
- Familiarised themselves with the updated PAN West Midlands Procedures, please click [here](#) for further information.
- Understand the Care Act Statutory Guidance October 2014, please [click here](#) for further information.

Please regularly review the Government website for updates, please [click here](#) for further information.

- Familiarised themselves with Making Safeguarding Personal a toolkit of responses 2014, please [click here](#) for further information.

approach for Children's Services.

- 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.
- Have assessed your own knowledge, skills and contribution 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 helped change the culture of the organisation.
- Have assessed your own knowledge, skills and contribution to improving safeguarding practice, policies and procedures. Identified how you can contribute to continuous service and practice improvements.
Recognise the common types of abuse and neglect as outlined in Chapter 14 of the Care Act Statutory Guidance which replaced "No Secrets" on 1st April 2015. Explain how to respond to the new categories of abuse and neglect (domestic abuse, modern slavery, self-neglect and organisational abuse).
- Describe, and if appropriate apply, the Local Authority's legal duties to appoint an advocate in accordance with S68 of the Care Act 2014.
- Have an awareness of the term adults with care and support needs, identify when it is / isn't appropriate to undertake a S42 safeguarding adult's enquiry.
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 whistleblowing procedure.
- Have an overview of Safeguarding Adults Reviews and discuss the Core functions of the Safeguarding Adult Board. For further information please refer to the WSAB constitution and website. Please click [here](#).
- 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
Awareness Training on the interface between the Mental Health Act (MHA) and the Mental Capacity Act (MCA)	9/ 1/ 18 28/2/18 22/3/18	13.30 - 16.30 09.30 - 12.30 13.30 - 16.30	Forest Arts Centre	<p>Competency levels 1 to 12.</p> <p>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.</p> <p>This half day event is for individuals that work with adults within Walsall and have 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 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.</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 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
Deprivation of Liberty Safeguards (DoLS) and Community (DoLS) Awareness	16/1/18	09.30 -12.30	Forest Arts Centre	<p>Competence 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.</p> <p>This half day event is for individuals that work with adults within Walsall and have 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>
	8/2/18	13.30 - 16.30		
	2/3/18	09.30 - 12.30		

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>24/1/18 15/2/18 9/3/18 19/3/18</p>	<p>13.30 - 16.30 9.30 - 12.30 9.30 - 12.30 9.30 - 12.30</p>	<p>Forest Arts Centre</p>	<p>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 individuals that work with adults within Walsall and have 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. <p>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	Distance Learning	Target audience
End of Life Care		For all members of Walsall’s adult social care workforce
Overview	Learning objectives	
<p>By 2040, the number of people aged over 64 in Britain is expected to grow from 9.5 million to 15 million. The population is aging, meaning more people will live with serious chronic illness and need end of life care. The problems faced and support needed by people nearing the end of life is wide-ranging and a good understanding of pain management, support and quality of life is essential for all carers.</p>	<ul style="list-style-type: none"> Unit 1 - Understand How To Work in End of Life Care Unit 2 - Care Planning in End of Life Care Unit 3 - Understand How to Provide Support to Manage Pain and Discomfort Unit 4 - End of Life Care and Dementia Unit 5 - Understanding the Role of the Care Worker in Time of Death Unit 6 - Understand Loss and Grief in End of Life Care 	

Event	Dates	Times	Venue	Target audience
Falls Awareness and prevention	19th September, 2017 9th October, 2017 13th November, 2017 8th January, 2018 12th February, 2018	10:00-1:00 2:00 – 4.00	Education Development Centre (EDC) Walsall Age UK Community Engagement Centre Ford Street Walsall WS2 9BW	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	There are currently no dates or times set for this session, new dates will be available in Jan 2018. Please see our training calendar for details	This event is available to all members of Walsall's adult social care workforce
Overview		Learning objectives
Understand the importance of good nutrition and hydration in maintaining health and wellbeing		<ul style="list-style-type: none"> • 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

<p>Display Screen Equipment (DSE)</p> 	<p>This module is designed to give you an overview of good DSE health and safety practice at work.</p>
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Event	Dates	Times	Venue	Target audience
<p>Managing DSE in the workplace</p>	<p>26/9/16</p>	<p>9.00-1.00</p>	<p>HRD, Oak Room, Civic Centre</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"> • DSE Hazards • Avoidance of injury/health problems • Outline of the regulations • Insight of risk assessment 			<p>By the end of the training you will be able to:</p> <ul style="list-style-type: none"> • Identify DSE Hazards • Avoid injury/health problems • Complete the appropriate paperwork and the database • Determine where to go for additional support 	



Event	Dates	Times (1/2 day course)	Venue	Target audience
<u>Accident Reporting, Recording and Investigation</u>	<u>7th November, 2017</u> <u>23rd February, 2018</u>	9:30-1:30	<u>Sneyd outdoor Activities centre</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 	



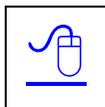
Event	Dates	Times	Venue	Target audience
Emergency First Aid at work	31/1 /18 27/2/18 27/3/18	9.00-5.00	Aldridge Airport Bostly Lane	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall Council and are managers
Overview		Learning objectives		
<p>You must be reasonably fit and healthy to carry out the role of a first aider</p> <p>When someone is injured, or has life threatening injuries you will gain the skills and confidence to act appropriately and effectively. There is a multiple choice examination and a practical assessment at the end of this learning event.</p>		<p>Recognise and act appropriately when people require first aid assistance, including;</p> <ul style="list-style-type: none"> • Dealing with bleeding • People in shock • People who are choking • People who are unconscious and not breathing 		



Event	Dates	Times	Venue	Target audience
First Aid at Work Refresher/Awareness	8/9/17 17/10/17 5/12/17	9:00- 1:00	Manor Farm Community Association	<p>This event is available to all members of the Walsall adult social care workforce who give direct care to service users and require first aid training for CQC purposes</p> <p>This course will meet the requirements of the CQC and Ofsted for having appropriately trained first aid persons.</p>
Overview			Learning objectives	
The course covers, CPR, bleeding, choking, unconsciousness, shock			<ul style="list-style-type: none"> • Recognise and act appropriately when people require first aid assistance, including; • Dealing with bleeding • People in shock • People who are choking • People who are unconscious and 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	13/10/17 22/1/18	09:00-1:00	Manor Farm Community Association	This event is available to all members of Walsall's adult social care workforce
Overview			Learning objectives	
Objectives - to understand the need for effective health & safety to prevent infections, accidents, etc			<ul style="list-style-type: none"> • The Law • Accident prevention • Employers/Employees Responsibilities • Risks & hazards for Carers & Service users 	



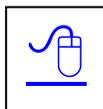
Event	Dates	Times	Venue	Target audience
Hygiene and Infection Control	24/10/17 25/1/18	9.00 – 1.00	Forest Arts Centre	This event is available to all members of Walsall adult social care workforce, it is a mandatory course for those assist with physical care or support of service users. (Staff who have completed CIEH Level 2 Health & Safety in Health and Social care course do not need to complete this course)
Overview			Learning objectives	
<p>This course is about understanding the need for effective health and safety to prevent infections, in a social care setting and to ensure employees who work closely with service users protect themselves and the service user from infections</p>			<ul style="list-style-type: none"> • Recognise hazards within a social care setting • Know your responsibilities and duties under the Health & Safety at Work Act • Recognise and practice good hygiene • Know the risks associated with exposure to infectious disease • Understand health & Safety Law • Understand hygiene and personal hygiene • Understand effective cleaning regimes 	



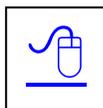
Event	Dates	Times	Venue	Target audience
Manual Handling - Module 1: Principles (Level 2 Award)	6/10/17 15/12/17 16/3/18	9:30- 4:30	Sneyd Community Association, Vernon Way, Boxwich	This event is available to all members of the Walsall adult social care workforce who do manual handling as part of their everyday work (please note this course is for handling inanimate objects NOT people).
Overview			Learning objectives	
This course is about ensuring that people take care of their backs and handle inanimate objects in a safe manner.			<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	13/12/17	9:00- 4:30	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	
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	6/9/17	09.00-12.00 or 13.00 - 16.00	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
Manual Handling - Module 5: Manual Handling of People Refresher	20/10/17 13/11/17	9:00- 4:30	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. All employees oin a social care setting who have completed modules 1,2 and /or 3 need to complet this refresher every 2/3 years
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
Personal Safety and Lone Working	20/9/17 24/11/17 2/3/18	9.00 – 4.30	Education Development Centre (EDC)	This event is available to all members of Walsall adult social care workforce.
Overview		Learning objectives		
This event aims to give people the skills/knowledge to keep them safe when at work.		This event covers: <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 Awareness	17/11/17 20/2/18	9.00 – 1.00	Forest Arts Centre	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 workplace Risk Assessment (QNUK) level 2	10/10/17 9/2/18	9.30 – 4.30	Sneyd Community Association, Vernon Way, Bloxwich	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 		





Conditions/Impairments

[The Open Dementia Programme](#)



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



[Mental Capacity Act and Deprivation of Liberty Safeguards](#)

Any person who works with or cares for someone who may



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



[Parental mental health and families](#)

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

[The mental health of older people](#)

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



Event	Dates	Times	Venue	Target audience
Autism Awareness	5 th October 2017	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 Training - Mental Health Law Update and Mental Capacity Act Update	16/11/17	9.00 – 12.30	Conference Room Council House Lichfield Street Walsall	This event is Mandatory for qualified Approved Mental Health Professionals employed by Walsall Council. If places remain available AMHP's in training, mental health professionals and partners can access the course, if approved in advance by the Learning and Development Team.
Overview	Learning outcomes			
<p>The aim of this half day course is to provide a forum for discussion in relation to recent developments in the Law relating to Mental Health, Mental Capacity and they interface/ intersection and also to discuss common legal and practice issues.</p>	<p>By the end of the event, individuals will have an up to date knowledge of recent Case Law and an update on the future development particularly with regards to potential changes to the Mental Capacity Act Law and Practice and the Mental Health Act Law and Practice.</p> <p><u>AMHP core competences;</u></p> <ul style="list-style-type: none"> 1.1 Understand legislation, related codes of practice and national and local policy and guidance applicable to the role of an AMHP, and be able to apply this in practice. 1.2 Understand the legal position and accountability of AMHPs, employers and the authority the AMHP is acting for in relation to the Mental Health Act 1983. 2.1 Be able to exercise appropriate use of independence, authority and autonomy in the AMHP role. 2.2 Be able to recognise, assess and manage effectively the risks related to the AMHP role. 3.1 Be able to evaluate critically local and national policy to inform AMHP practice. 3.2 Be able to draw on, and evaluate critically, a range of research relevant to evidence-based AMHP practice. 3.3 Be able to gather, analyse and share information appropriately. 4.3 Understand and respect service users' qualities, abilities and diverse backgrounds. 4.4 Be able to promote the rights, dignity and self-determination of service users consistent with their own needs and wishes to enable them to contribute to the decisions made affecting their quality of life and liberty. 7.4 Be able to manage and co-ordinate effectively the relevant legal and practical processes, including the involvement of other professionals, as well as service users, relatives and carers. 			



Event	Dates	Times	Venue	Target audience
AMPH Refresher training – Report Writing Best Practice	28/9/17 24/1/18	1.30-4.30	Foyer Council House EDC Pelsall Lane	This event is Mandatory for qualified Approved Mental Health Professionals employed by Walsall Council. If places remain available AMHP's in training, mental health professionals and partners can access the course, if approved in advance by the Learning and Development Team.
Overview	Learning outcomes			
<p>The aim of this half day course is to better understand the role of the Social Worker/ Approved Mental Health Professional as an independent “expert” and their obligations to the Court.</p> <p>To consider the approach so as to provide the Court with an analytical report to assist the Court in determining the issues including the “balance sheet” approach as first identified in the case of</p>	<p>By the end of the event individuals will have the knowledge, skills and confidence to actively apply the learning to work and in practice and will:</p> <ul style="list-style-type: none"> • Appreciate their obligations to the Court; • Have an understanding of the analytical approach in dealing with matters; • Be able to produce structured reports/ statements to assist the Court or Tribunal; • Have a better understanding of the expectations the Court or Tribunal will all the circumstances. <p><u>AMHP core competences;</u></p> <p>3.2 Be able to draw on, and evaluate critically, a range of research relevant to evidence-based AMHP practice.3.3 Be able to gather, analyse and share information appropriately.</p> <p>4.1 Be able to demonstrate sensitivity to factors such as race, gender, age, sexuality, disability, culture, religion and belief in AMHP practice.</p>			

KD – v – Walsall and the Secretary of State for Health (2015).

4.2 Be able to identify, challenge and redress discrimination and inequality in AMHP practice.

5.1 Be able to communicate effectively with service users, relatives and carers when undertaking the AMHP role.

5.2 Be able to communicate advice, instruction, information and professional opinion, including providing verbal and written reports.

5.3 Be able to present a case at a legal hearing.

5.4 Be able to balance and manage the competing requirements of confidentiality and effective information sharing to the benefit of the service user and other persons concerned with the service user's care.

6.3 Be able to work as an AMHP in partnership with others, including inter-agency and inter-professional working.

6.4 Understand the roles and responsibilities of other professionals involved in statutory mental health work.

7.1 Be able to make appropriate decisions that are sensitive to the needs of the service user.

7.5 Be able to complete statutory documentation, including an application for admission, and written records in accordance with applicable legislation, protocols and guidelines.



Event	Dates	Times	Venue	Target audience
AMHP Legal Update	24/1/18	9.30 – 4.30	Conference Room Council House Lichfield Street Walsall	This event is Mandatory for qualified Approved Mental Health Professionals employed by Walsall Council. If places remain available AMHP's in training, mental health professionals and partners can access the course, if approved in advance by the Learning and Development Team.
Overview			Learning outcomes	
<p>The aim of this one day course is to review the impact, influence and consideration of recent Case Law in relation to Approved Mental Health Professionals over a wide range of statutory regimes and Secretary of State guidance to include but not limited to:</p> <ul style="list-style-type: none"> · Mental Health Act · Mental Capacity Act · Children and Families Act 2014 			<p>The event is relevant to the Approved Mental Health Professional core competences listed below and by the end of the event, individuals will have the knowledge, skills and confidence to actively apply the learning to working practice:</p> <p><u>AMHP core competences;</u></p> <p>1.1 Understand legislation, related codes of practice and national and local policy and guidance applicable to the role of the Approved Mental Health Professional and be able to apply this in practice.</p> <p>1.2 Understand the legal position and the accountability of</p>	



<ul style="list-style-type: none"> · Care Act · Children and young people with complex mental health needs · Court of Protection deputies · Displacement, Guardianship and Section 117 · Ordinary residence 	<p>Approved Mental Health Professionals, employees and the authority the Approved Mental Health Professional is acting under in relation to Mental Health Act 1983 (as amended).</p> <p>3.1 Be able to evaluate critically local and national policy to inform approved mental health practice.</p> <p>3.2 Be able to draw on and evaluate critically, a range of research relevant to evidence based approved mental health professional.</p> <p>4.1 Be able to demonstrate sensitivity to factors such as race, gender, age, sexuality, disability, culture, religion and belief in AMHP practice.</p> <p>4.2 Be able to identify, challenge and redress discrimination and inequality in AMHP practice.</p> <p>4.3 Understand and respect service users' qualities, abilities and diverse backgrounds.</p> <p>4.4 Be able to promote the rights, dignity and self-determination of service users consistent with their own needs and wishes to enable them to contribute to the decisions made affecting their quality of life and liberty.</p>
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Event	Dates	Times	Venue	Target audience
Older People and the impact of organic and functioning conditions	7/2/18	1.30 – 4.30	Forest Arts Centre	This event is Mandatory for qualified Approved Mental Health Professionals employed by Walsall Council. If places remain available AMHP's in training, mental health professionals and partners can access the course, if approved in advance by the Learning and Development Team.
Overview			Learning outcomes	
<p>This half day session is designed to support AMHPs to refresh their knowledge and understanding of the frameworks and issues that impact when assessing older people under the Mental Health Act.</p> <p>The 2015 Code of Practice revisions will be the kept in focus whilst issues such as different types of conditions (organic and functional), how they impact on individuals and interaction with issues such as dementias, stress and resilience and a focus on communication to support positive engagement with older people, who may be experiencing mental health difficulties.</p> <p>The programme is designed to support AMHPs to reflect on the impact of age in</p>			<p>The 2015 Code of Practice revisions will be the kept in focus whilst issues such as different types of conditions (organic and functional), how they impact on individuals and interaction with issues such as child and teenage development, dementias, stress and resilience and a focus on communication to support positive engagement with both younger, or older people, who may be experiencing mental health difficulties.</p> <p>The programme is designed to support AMHPs to reflect on the impact of age in organic and functional disorders and apply that knowledge to the assessment of risk and assessment under the MHA.</p> <p><u>AMHP core competences;</u></p> <p>1.3 Understand a range of models of mental disorder, and be able to apply them in practice.</p> <p>1.4 Understand the contribution and impact of social, physical and development factors on mental health, and be able to apply</p>	

organic and functional disorders and apply that knowledge to the assessment of risk and assessment under the MHA.

this in practice.

- 1.5 Understand the social perspective on mental disorders and mental health needs in working with service users, their relatives, carers and other professionals, and be able to apply this in practice.
- 1.6 Understand the implications of mental disorders for service users, their relatives, carers and other professionals, and be able to apply this in practice.
- 1.8 Understand the implications of a range of treatments and interventions for service users, their relatives and carers, and be able to apply this in practice.
- 4.2 Be able to identify, challenge and redress discrimination and inequality in AMHP practice.
- 4.3 Understand and respect service users' qualities, abilities and diverse backgrounds.
- 4.4 Be able to promote the rights, dignity and self-determination of service users consistent with their own needs and wishes to enable them to contribute to the decisions made affecting their quality of life and liberty.
- 4.5 Be able to demonstrate sensitivity to a service user's needs for personal respect, confidentiality, choice, dignity and privacy.
- 7.1 Be able to make appropriate decisions that are sensitive to the needs of the service user.
- 7.2 Be able to assess the feasibility of, and contribute effectively to, planning and implementing options for care of the service user.



Event	Dates	Times	Venue	Target audience
AMHP - Younger People and the impact of organic and functioning conditions	7/2/18	10.00 – 1.00	Forest Arts Centre	This event is Mandatory for qualified Approved Mental Health Professionals employed by Walsall Council. If places remain available AMHP's in training, mental health professionals and partners can access the course, if approved in advance by the Learning and Development Team.
Overview	Learning outcomes			
<p>This half day session is designed to support AMHPs to refresh their knowledge and understanding of the frameworks and issues that impact when assessing either children and young people under the Mental Health Act. The 2015 Code of Practice revisions will be the kept in focus whilst issues such as different types of conditions (organic and functional), how they impact on individuals and interaction with issues such as child and teenage development, dementias, stress and resilience</p>	<p>The 2015 Code of Practice revisions will be the kept in focus whilst issues such as different types of conditions (organic and functional), how they impact on individuals and interaction with issues such as child and teenage development, dementias, stress and resilience and a focus on communication to support positive engagement with both younger, or older people, who may be experiencing mental health difficulties. The programme is designed to support AMHPs to reflect on the impact of age in organic and functional disorders and apply that knowledge to the assessment of risk and assessment under the MHA.</p> <p><u>AMHP core competences;</u></p> <p>1.3 Understand a range of models of mental disorder, and be able to apply them in practice.</p> <p>1.4 Understand the contribution and impact of social, physical and development factors on mental health, and be able to apply this in practice.</p>			



and a focus on communication to support positive engagement with younger people, who may be experiencing mental health difficulties.

The programme is designed to support AMHPs to reflect on the impact of age in organic and functional disorders and apply that knowledge to the assessment of risk and assessment under the MHA.

- 1.5 Understand the social perspective on mental disorders and mental health needs in working with service users, their relatives, carers and other professionals, and be able to apply this in practice.
- 1.6 Understand the implications of mental disorders for service users, their relatives, carers and other professionals, and be able to apply this in practice.
- 1.7 Understand the implications of a range of treatments and interventions for service users, their relatives and carers, and be able to apply this in practice.
- 4.2 Be able to identify, challenge and redress discrimination and inequality in AMHP practice.
- 4.3 Understand and respect service users' qualities, abilities and diverse backgrounds.
- 4.4 Be able to promote the rights, dignity and self-determination of service users consistent with their own needs and wishes to enable them to contribute to the decisions made affecting their quality of life and liberty.
- 4.5 Be able to demonstrate sensitivity to a service user's needs for personal respect, confidentiality, choice, dignity and privacy.
- 7.1 Be able to make appropriate decisions that are sensitive to the needs of the service user.
- 7.2 Be able to assess the feasibility of, and contribute effectively to, planning and implementing options for care of the service user.



Event	Dates / Times / Venue	Target audience
Dementia Module 1: An overview	This course is currently under review, therefore 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	This course is currently under review, therefore 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	This course is currently under review, therefore 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

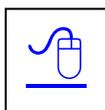


Event	Dates / Times / Venue	Target audience
<u>Dementia Module 4: Healthy lifestyles, tools & activities</u>	This course is currently under review, therefore no dates are currently set for this course, you can register your interest with <u>workforcedevelopment@walsall.gov.uk</u>	This event is available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



Event	Dates	Times	Venue	Target audience
Mental Health First Aid (adults) 2 day course	28 th and 29 th September 2 nd and 3 rd November	9.15 – 4.15	Manor Farm EDC	This event is available to all members of Walsall adult social care workforce
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	22nd August, 2017 <hr/> 15th September, 2017 4th October, 2017 9th November, 2017 <hr/> 15th December, 2017	1.30 – 5.00 <hr/> 9.30 – 1.00 <hr/> 1.30 – 5.00	EDC <hr/> Manor Farm	This event is available to all members of Walsall adult social care workforce
	Overview		Learning Objectives	
<p>The ½ day course covers an understanding of some issues surrounding mental health. An understanding of how and why positive and negative mental health affects work, and how to work more effectively with people experiencing mental health problems.</p> <p>The course is nationally accredited and certificated</p>		<p>By the end of the sessions you will have learnt how to:</p> <ul style="list-style-type: none"> • identify the discrimination surrounding mental health problems • define mental health & some mental health problems • relate to people's experiences • help support people with mental health problems • develop a business case for promoting positive mental health in the workplace • look after your own mental health 		



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

Event Principles of Dementia Care	Distance Learning	 Target audience This event is available to all members of Walsall's adult social care workforce
Overview	Learning objectives	
<p>Dementia affects around 820,000 people in the UK. This figure is likely to rise to one million by 2025 and two million by 2051. It is one of the main causes of disability in later life and with research being desperately underfunded, it costs the UK over £26 billion a year. Understanding dementia and the person-centred care that is required is fundamental to high quality care.</p>	<ul style="list-style-type: none"> • Unit 1 - Dementia Awareness • Unit 2 - The Person-Centred Approach to the Care and Support of Individuals with Dementia • Unit 3 - Understand the Factors That Can Influence Communication and Interaction with Individuals who have Dementia • Unit 4 - Understand Equality, Diversity and Inclusion in Dementia Care • Unit 5 - Understand the Administration of Medication to Individuals with Dementia Using a Person-Centred Approach • Unit 6 - Understand Behaviour in the Context of Dementia • Unit 7 - Understand the Benefits of Engaging in Activities in Social Care 	

AMHP Forums

The AMHP and Walsall Mental Health Social Care workforce forums take place on a monthly basis. AMHP's are encouraged to contact our Principle Social Worker with specific items for the AMHP Forum agenda.

Target Audience:

The Walsall Mental Health Social Care forum is for Walsall Council Employee's working within the Mental Health service and the AMHP forum is primarily for qualified Approved Mental Health Professionals employed by Walsall. If places remain available AMHP's in training, mental health professionals and partners can access the forums, if approved in advance by the AMHP Lead or Principle Social Worker.

Date	Time	Venue
5 th September 2017	9.30 – 12.30	Seminar Room, First Floor, Dorothy Pattison Hospital
3 rd October 2017	9.30 – 12.30	Seminar Room, First Floor, Dorothy Pattison Hospital
7 th November 2017	9.30 – 12.30	Whitehaven, First Floor, Dorothy Pattison Hospital
12 th December 2017	9.30 – 12.30	Seminar Room, First Floor, Dorothy Pattison Hospital
9.30am to 10.45am Social Care Forum		
11.00am to 12.30pm AMHP Forum		

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 AMHP’s expected to explore and access the vast array of resources available to social care and AMHP professionals.

- Access to a subscription service that provides monthly ‘Keeping up to date’ bulletins relevant to AMHP’s

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



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).



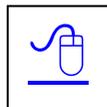
[Stress Awareness](#)

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

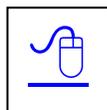
Event	Dates/Times/Venue	Target audience
Computers Don't Bite	No dates currently set but you can register your interest for this course at LearningandOrganisationaldevelopment@walsall.gov.uk	This event is available to all members of Walsall adult social care workforce who are directly employed by Walsall 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



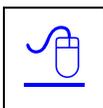
Event	Dates/Times/Venue	Target audience
Customer Care	No dates currently set but you can register your interest for this course at LearningandOrganisationaldevelopment@walsall.gov.uk	This event is available to staff who are directly employed by Walsall Council
Overview		Learning objectives
<p>By the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



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



Event	Dates	Venue	Time	Target audience
Resilience and me	14 th September 2018 23 rd November 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
Overview		Learning objectives

Minute and note	Dates, times and venues currently not set but you can register.	This event is available to all
<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 	



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
Overview	Learning objectives	

<u>Managing attendance</u>	Dates, times and venues currently not set but you can	This event is available to all
<p>How to manage long and short term absences in accordance with the Council's attendance procedure</p>	<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
Overview	Learning objectives	

<u>Managing the impact of difficult news</u>	Dates, times and venues currently not set but you	This event is available to all members of
<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
Overview			Learning objectives	

Recruitment and selection best	31/8/17 28/9/17	9.30 - 4.30	HBD, Oak Room, Civic	This event is available to all members of
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
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Overview	Learning objectives
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Situational Leadership	Dates, times and venues currently not set but you can register your interest for this event via the link below: Click here to register your interest	This event is available to all members of Walsall adult social care workforce
<p>What will it cover?</p> <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 	<p>How to use the Situational Leadership model ® to:</p> <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
Overview		Learning objectives		

<u>Vital skills for budget holders</u>	20/10/17	9.00 - 12.00	HDD Oak	This event is available to all members of
<ul style="list-style-type: none"> • Introduction to council finance • Budget setting process • Roles and governance, including how to manage a budget for new budget holders • Budget monitoring and control 		<p>By the end of the training you will be able to:</p> <ul style="list-style-type: none"> • Understand why local authorities need to manage budgets • Have the required skills to manage your own budgets. • Understand budget terminology, and the budget management and control process 		



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

 <p>Equality and diversity for managers</p> <p>This module will consider equality and diversity skills and knowledge that will help you carry out your role as a manager</p>	<p>Learning Objectives:</p> <ul style="list-style-type: none"> • 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
 <p>Equality and diversity foundation course</p>	<p>Understand how to act in ways that support equality and value diversity, including:</p> <ul style="list-style-type: none"> • Understand the difference between equality and diversity • Equality is about all of us - our thoughts, feelings and actions • Differences between people, both visible and invisible • Equality requires action to be successful • Consequences of equality and inequality

Clinical

<p>Understanding 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>Modern medicines are powerful substances which have beneficial effects for millions of people worldwide. However, inappropriate use or handling of these substances can have severe consequences, including death. Having good up-to-date knowledge of the safe handling of medicines is essential for anyone working with medication</p>		<p>Learning objectives</p> <ul style="list-style-type: none"> Unit 1 - Understand Medication and Prescriptions Unit 2 - Supply, Storage and Disposal of Medication Unit 3 - Understand the Requirements for the Safe Administrations of Medication Unit 4 - Record-keeping and Audit Processes for Medication

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 Learninganddevelopemnt@walsall.gov.uk (Requests will be looked at on a one to one basis)

