

People Development Programme

Learning and Development Calendar

October 2019 – March 2020

External – 2nd Edition



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Introduction

Layout

The People Development Programme includes a brief summary of each course that clearly indicates who the course is appropriate for.

The brochure contains training that has been identified, through a comprehensive training needs analysis, to meet legislative and service- specific requirements.

It will be e-mailed as a link to all Adult Social Care Managers. External agencies will receive an electronic copy.

Centre of Excellence Status

We are delighted to announce that the Adults and Health Organisational & Workforce Development (OD) team have achieved 'Centre of Excellence' status by Skills for Care, the sector skills council for adult social care for the 2nd year.

To become a Centre of Excellence we needed to demonstrate: our commitment to meeting the needs of learners; compliance with the social model of care; how we measure the impact of our training on the lives of the people who need care and support and that our provision can be directly mapped to the Leadership Qualities Framework.

Leadership Academy Overview

The importance of delivering leadership across the social care workforce is well recognised, especially considering the strong relationship between the quality of leadership and the quality of care. The Leadership Academy aims to support both aspiring and existing leaders and managers to develop in their roles.

Leeds City Council also recognises the importance of having well-led services. These services will be able to demonstrate that they have the right culture, values, expertise, support and investment and effective partnerships to continually improve the care and support services that they provide. The Academy is supporting the development of leadership and management at all levels and underpins the Leadership Qualities Framework for Adult Social Care and other key strategies. As well as providing a personal development programme for aspiring and existing leaders and managers, the Academy will support the ongoing continuing professional development needs of its participants. By participating in the learning opportunities provided through the Academy you will be fulfilling the requirements contained in the Leeds City Council Older People's Residential and Nursing Care Quality Standards Framework, particularly Enhanced Standard Nine – Leadership Academy.

The Academy brings together the learning and development opportunities that support leadership and management across the adult social care sector. All the training provided through the Academy is delivered through our Skills for Care Centre of Excellence, which means that it has to meet the rigorous quality requirements needed to maintain this status. It will work with Skills for Care, The National Skills Academy Social Care and our providers to ensure that what it provides is fit for purpose. The programme will compliment, and sit alongside, the existing training and development offer.

This year we have significantly increased the number of opportunities available, following consultation and feedback from managers. You told us that you would welcome training which would support you in your

role in managing people. With this in mind, you will find specific courses which will develop your knowledge and skills in the area of people management. We have chosen to work with Acas as the recognised leaders in this area. Each of these training sessions will be delivered by Acas trainers whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions.

If you would like more information on any of the opportunities available through the Academy, or you would like to discuss your specific leadership and management development needs then please contact:

Trevor Hewitt at trevor.hewitt@leeds.gov.uk or by telephone on 0113 378 9339.

We Care Academy Overview

The award winning We Care Academy is a robust values based recruitment initiative, supporting a workforce with the right values, attitudes and behaviours to sustain and grow your business.

At no cost to employers, we identify, recruit and provide a portable DBS and 2 weeks sector relevant training to include:

- Achieving Cache Level 1 award in Preparing to work in social care
- Moving, Handling & Hoist training
- Safeguarding Adults.

Employers provide a 4 week work experience placement with a guaranteed job interview at the end.

Dedicated LCC staff support you and the candidates throughout the Academy programme.

Contact Paul Tyler-Graham on 0113 378 5085 or paul.tyler@leeds.gov.uk to find out how LCC can support your recruitment needs.

New Learning and Development Opportunities

As a result of ongoing training needs analysis and feedback from employees and employers the following new courses have been included in this year's programme to address these.

New to this calendar:

Care Certificate

Safeguarding Adults Level 2 for New Managers and Supervisors

Safeguarding Adults Level 2 refresher for Managers and Supervisors

Courses to look out for in the New Year:

Well Led

Workforce Development Fund

Are you an adult social care provider?

Would you like to receive help towards the cost of qualifications and learning programmes for your staff?

If the answer is yes - then you need to speak to US!

What is the Workforce Development Fund?

The Workforce Development Fund (WDF) is a funding stream from the Department of Health and Social Care. This funding is dispersed to Leeds City Council from Skills for Care to help towards the cost of qualifications and learning programmes.

So what does this mean for you as a social care employer?

Accessing the WDF significantly contributes towards the cost of staff completing RQF (regulated qualification framework) qualifications, apprenticeships and other learning programmes. Please contact us for information on the large amount of qualifications and learning programmes that are currently funded.

Funded by



Apprenticeships and leadership and management.

In 2019-20 the WDF will respond to key sector priorities including:

- Funding to support new managers, existing managers, deputies and aspiring managers.
- Enhanced funding will be available for completion of leadership and management qualifications and learning programmes such as £500 for completion of the Lead to Succeed programme.
- Enhanced funding of £1000 for completion of the Level 2 adult care worker and £1300 for completion of the Level 3 lead adult care worker apprenticeship standards.

Next steps...

If you would like more information about the WDF Vicky Robbins on **0113 378 5087** or email victoria.young@leeds.gov.uk and how to claim, please call

Adults & Health Workforce Development

FREE OPPORTUNITY: Mental Health First Aid Training

Mental Health First Aid (MHFA) is an internationally recognized training course which will teach you how to identify, understand and help someone who may be experiencing a mental health issue.

MHFA won't teach you to be a therapist, but it will teach you to listen, reassure and respond, even in a crisis – and even potentially stop a crisis from happening.

You'll learn to recognise warning signs of mental ill health, and develop the skills and confidence to approach and support someone while keeping yourself safe.

You'll also learn how to empower someone to access the support they might need for recovery or successful management of symptoms. This could include self-help books or websites, accessing therapy services through their GP, their school or place of work, online self-referral, support groups, and more.

What's more, you'll gain an understanding of how to support positive wellbeing and tackle stigma in the world around you.

At the end of this course, you will be a Mental Health First Aider in your workplace.

Training dates available:

| | |
|---|--|
| 7 th and 8 th November 2019 9am – 5pm | Enterprise House 12 St Paul's St, LS1 2LE |
| 16 th and 17 th January 2020 9am – 5pm | Reginald Centre (Room 1) 263 Chapeltown Rd, LS7 3EX |

This course is delivered over two full days.

Please book your place now using PAL.

If you do not have access to PAL, please call **BSC Training** on **0113 37 85274**



MHFA England

Adult Social Care Training

| Category | Course | Page |
|--|--|------|
| Assess and Care | DOLS (Deprivation of Liberty Safeguards) | 34 |
| | Modern Day Slavery & Human Trafficking | 68 |
| | MCA – A Practice perspective for Fieldworkers | 62 |
| Health and Safety | De-escalation Techniques (responding to aggressive behaviour) | 25 |
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| | | |
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Attendance on courses

Policy and attendance monitoring

Please read the following information before booking places.

Terms and Conditions

The training events and activities that are organised and delivered through the annual people development programme represent a significant investment and financial outlay. They are designed to equip the workforce with the skills and knowledge they need to effectively carry out their duties and deliver the highest possible care services.

In identifying and enrolling a person on a particular event, the line manager is saying that the activity is appropriate for increasing an individual's skills and knowledge and that it will support the development of the individual, team and their organisation. In addition, they are committing their support to the individual and agreeing to them attending the training.

Most courses and events are still offered free of charge, or at a subsidised rate, as part of our on-going commitment to skills and knowledge improvement. All the courses and events that make up the annual programme have been developed as a result of identified need, and therefore demand for them is very high.

None attendance at any event is expensive and wastes valuable places. If a place needs to be cancelled it is the responsibility of the learner to cancel their own place. However, in the event that they are away from work due to sickness, it is expected that the line manager will cancel the booking in advance of the course.

To cancel a course you need to email the training administration team as soon as possible at bsc.training.administration@leeds.gov.uk If the cancellation is at short notice please call 0113 378 5274.

Charges and Cancellations

Courses and events are offered free of charge unless otherwise stated. Where a charge has been applied, this has been kept to a minimum to cover the cost of delivery, resources or registration where appropriate.

To ensure that we can continue to keep the costs for training as low as possible, it is important that individuals remain committed to their personal development and attend the courses that have been booked. Remember to commit the date, time and details of your course or event to your diary.

Cancellations should only be made as a result of an emergency or illness. If a place has to be cancelled, you should follow the instructions above.

How to book

How to use the Performance and Learning system (PAL) to book training

Step by Step guide: User Requests Training Use the following process to request training. You can search for training two ways; through the "Find Training" page or using the search box at the top of the screen.

Menu path: Homepage

Request training through Find Training.

Click on the "Find Training" box.



The Browse for Training page will appear.

Training clear

Popular
Newest

Topic clear

Leeds City Council Learning Catalogue

Better Manager
Customer Focussed
Develop New Skills
Focus on Health Safety and Wellbeing
Offer in my directorate

Type Event

From

To

[View full calendar](#)

Browse for Training 11 Results

All > Leeds City Council Learning Catalogue > Events

By Title ▼

Concise Minute Taking
Event - Leeds City Council via QA
Target Audience: The course is targeted at individuals who regularly take minutes at meetings. Course Overview: This course takes minutes- takers through every stage of the process, clarifying objectives and standards and removing the fear that afflicts many people when confronted with the task....[read more](#)

CPD Interpersonal Skills
Event - Leeds City Council
This workshop aims to consolidate a social worker's professional academic progress and practice post completing their first year. It is a requirement to complete this as part of the training pathway to Senior Social Worker. As part of this session there is an expectation that you will have completed....[read more](#)

Delivering Customer Excellence (½ Day)
Event - Leeds City Council via QA
Target Audience: The course is targeted at front-line teams that, due to service delivery issues, can not be released for a scheduled full day course. Specific requirements will need to be discussed via local HR Organisational Development teams and it is essential that the team manager has attended....[read more](#)

Delivering Customer Excellence (1 Day)
Event - Leeds City Council via QA
Target Audience: The course covers the basic principles of customer care and is targeted at staff whose manager has attended the full 2 day course. For a more comprehensive approach to improving customer care, we recommend that all staff attend the 2 day course. Course Overview: This course wil...[read more](#)

There are different ways to search for training, either:

1. **Popular** – Click Popular to view the most popular courses.
2. **Newest** – Click Newest to view the newly added courses.
3. **Topic** - Click on relevant topics, to list all training under that topic.
4. **Type** – Select a type of training to list all training of that type. I.e.



Self-paced courses delivered over the web to your computer.



Trainer-led training.



A test conducted online.



A generic name for a group of learning objects including sub types (such as CD's, books, activities, websites).

- Date Range** – If you know when you would like to attend training select the date range to list any training scheduled.
- Click on the title of the training required.

by title ▾



"Project Wild Thing" and Beyond: How Can We Help Children Roam Free and Get Outdoors More in our Child-Friendly City?

Event · Leeds City Council

The film Project Wild Thing (2013) was made in response to concerns about the increasing lack of contact between children and nature. It focuses on one dad's mission to get his kids outside and his attempts to 'market nature'. While the film explores children and nature, the cross-sectional themes... [read more](#)

The training details page will open.

If there are available sessions these will be listed below.

To the right hand side of the session you can see how many spaces are Available.

Sessions Details

Show Available ▾ View full calendar

39785 - Session Details
 Session · Leeds City Council · 1 hour, 40 minutes · £0.00

Location
 Meeting Suite Room 20 Merrion House, Leeds City Council Venues

English (UK)

Duration
 01/08/2018, 11:10 - 01/08/2018, 12:50

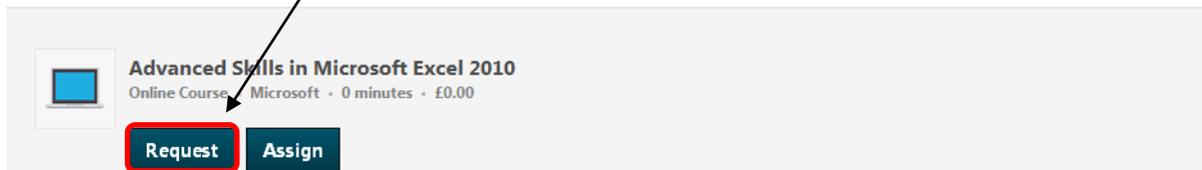
22 Openings available

Request ▾

If a space is available please select "Request"

For Online training, click on Request.

Training Details



Advanced Skills in Microsoft Excel 2010
Online Course | Microsoft | 0 minutes | £0.00

Request **Assign**

This online course is designed to help you customize and manage the Excel 2010 interface as well as know how to manage, manipulate, and format data. Topics covered in this course include: Setting Excel 2010 Options Manipulating Worksheet Data Creating and Editing Named Ranges Working with Solver and PowerPivot Add-Ins Working with External Data Creating and Editing Web Queries Creating Sparklines and Trendlines Analyzing PivotTable Data Creating and Editing Macros Running a Macro Workbook Protection Levels Student Prerequisites: Learners must have the basic skills of using Excel 2003. These include basic tasks such as opening a workbook, formatting text, and saving a workbook. It is recommended that the learners complete the course 4697 that introduces the Fluent Interface (ribbon). Objectives At the end of the course, students will be able to: Customize Excel 2010. Work with worksheet data. Work with external data. Work with tables and charts. Automate workbooks. "Currently 'solver' and 'Powerpivot' are not available to council staff accessing the Leeds City Council network"

This request is now showing in your Training Record as pending approval.

Once approval has been confirmed, you will receive a system generated calendar invite confirming registration and the status will change to registered. (Until the status says registered you do not have a place)

Request training – Search box

If you know the training you require insert the course title or a key word in the search box in the top corner of the screen.

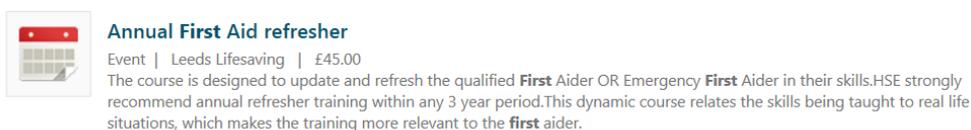


The "Global Search" page will open, listing any courses relevant to your search word.

(The icon at the side of the title indicates what type of training this is).

Click on the title of the training required.

Training results (11)



Annual First Aid refresher
Event | Leeds Lifesaving | £45.00
The course is designed to update and refresh the qualified **First Aider** OR Emergency **First Aider** in their skills. HSE strongly recommend annual refresher training within any 3 year period. This dynamic course relates the skills being taught to real life situations, which makes the training more relevant to the **first** aider.

The training details page will open. If there are available sessions these will be listed below.

To the right hand side of the session you can see how many spaces are Available.



The screenshot shows a training session card for '38079 - Session Details'. The card includes a calendar icon, the session title, location ('Leeds Lifesaving'), duration ('3 hours'), and cost ('£45.00 (£45.00)'). Below this, the location and duration are specified: 'John Charles Centre for Sport, Leeds City Council Venues' and '13/09/2018, 09:00 - 13/09/2018, 12:00'. A 'Request' button is visible on the right side of the card. A callout box with a black border and white background points to the 'Request' button, containing the text: 'If a space is available please select "Request"'. Above the card, there is a 'Show Available' dropdown menu and a 'View full calendar' link.

Once you have requested the training your Training Record box will appear.

This request is now showing in your Training Record as pending approval.

Once approval has been confirmed, you will receive a system generated calendar invite confirming registration and the status will change to registered. (Until the status says registered you do not have a place).

How to use the Performance and Learning System (PAL) to assign training

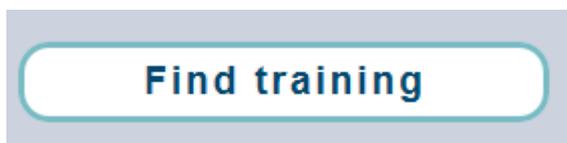
Step by Step guide: Manager Assigns Training

Use the following process to assign a member of your team to a required training item. You can search for training two ways; through the browse for training page or using the search box at the top of the page.

Menu path: Homepage

Assign training through the Find training page.

Click 'Find training'



The Browse for training page will

The screenshot shows the 'Browse for Training' interface. On the left, there are filters for 'Training' (Popular, Newest), 'Topic' (Leeds City Council Learning Catalogue, Better Manager, Customer Focussed, Develop New Skills, Focus on Health Safety and Wellbeing, Offer in my directorate), 'Type' (Event, Online Course, Test, Material), and 'Date Range'. The main area displays 11 results for 'Events' in the 'Leeds City Council Learning Catalogue'. The results include:

- Concise Minute Taking**: Event - Leeds City Council via QA. Target Audience: The course is targeted at individuals who regularly take minutes at meetings. Course Overview: This course takes minutes-takers through every stage of the process, clarifying objectives and standards and removing the fear that afflicts many people when confronted with the task....[read more](#)
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- Delivering Customer Excellence (1 Day)**: Event - Leeds City Council via QA. Target Audience: The course covers the basic principles of customer care and is targeted at staff whose manager has attended the full 2 day course. For a more comprehensive approach to improving customer care, we recommend that all staff attend the 2 day course. Course Overview: This course wil...[read more](#)

appear.

There are different ways to search for training, these are:

1. **Popular** – Click Popular to view the most popular courses.
2. **Newest** – Click Newest to view the newly added courses.
3. **Topic** - Click on relevant topics, to list all training under that topic.

4. **Type** – Select a type of training to list all training of that type. I.e.



Self-paced courses delivered over the web to your computer.



Trainer-led training.



A test conducted online.



A generic name for a group of learning objects including sub types (such as CD's, books, activities, websites).

5. **Date Range** – If you know when you would like your member of staff to attend training select the date range to list any training scheduled.

Click on the title of the training required.

by title ▾



"Project Wild Thing" and Beyond: How Can We Help Children Roam Free and Get Outdoors More in our Child-Friendly City?

Event - Leeds City Council
The film Project Wild Thing (2013) was made in response to concerns about the increasing lack of contact between children and nature. It focuses on one dad's mission to get his kids outside and his attempts to 'market nature'. While the film explores children and nature, the cross-sectional themes... [read more](#)

The training details page will open.

If there are available sessions these will be listed below.

To the right hand side of the session you can see how many spaces are Available.

Show Available ▾ View full calendar



39785 - Session Details

Session - Leeds City Council - 1 hour, 40 minutes - £0.00

| | |
|--|---------------------------------------|
| Location | Duration |
| Meeting Suite Room 20 Merrion House, Leeds City Council Venues | 01/08/2018, 11:10 - 01/08/2018, 12:50 |
| English (UK) | |

22 Openings available

Request ▾

Request

Assign

Next click on the drop down arrow next to "Request" and then click "Assign"

The "Assign Training" box will appear

Scroll down the page and find "Direct Reports".

| <input type="checkbox"/> | Direct reports | Language equivalence | Assignment History | Current status | Include Direct Reports |
|--------------------------|---|----------------------|--------------------|----------------|------------------------|
| <input type="checkbox"/> |  Jason Denison | | 0 | None | |
| <input type="checkbox"/> |  June Ashton | | 0 | None | |
| <input type="checkbox"/> |  Keeley Watson | | 0 | None | |
| <input type="checkbox"/> |  Kieran Turnbull | | 0 | None | |
| <input type="checkbox"/> |  Paula Ward | | 0 | None | |

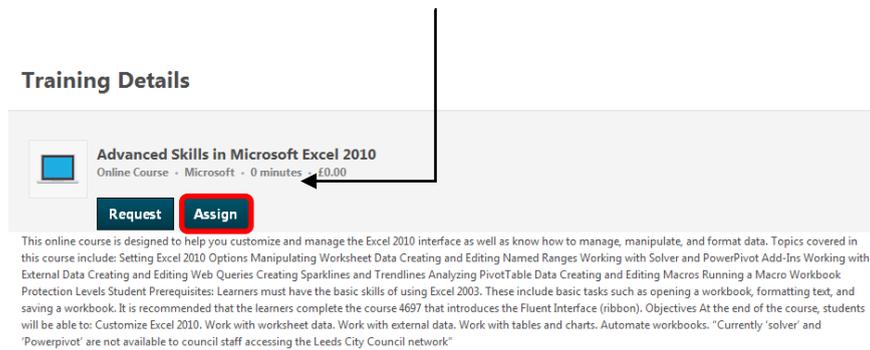
This is a list of your team's names.

Click in the box to the left of the names for the staff you are assigning training to.

Next Click "Submit"



For online training, click on "Assign"



The "Browse for Training" screen will open this confirms the action.

If the employee is a pc user they will receive a calendar invite confirming registration (if there are places available). If they are a non pc user, they will receive joining instructions through the post.

Request training – Search box

If you know the training you want to assign, insert the course title or a key word in the search box in the top corner of the screen.



The "Global Search" will open listing any courses relevant to your search word.

(The icon at the side of the title indicates what type of training this).

Click on the title of the training required.

The training details with open.

If there are available sessions these will be listed below.

To the right hand side of the session you can see how many spaces are Available

The summary box will open.



Show Available View full calendar

39785 - Session Details
 Session - Leeds City Council - 1 hour, 40 minutes - £0.00

Location
 Meeting Suite Room 20 Merrion House, Leeds City Council Venues
 English (UK)

Duration
 01/08/2018, 11:10 - 01/08/2018, 12:50

22 Openings available

Request

Request

Assign

Next click on the drop down arrow next to "Request" and then click "Assign"

The "Assign Training" box will appear

Scroll down the page and find "Direct Reports".

| <input type="checkbox"/> | Direct reports | Language equivalence | Assignment History | Current status | Include Direct Reports |
|-------------------------------------|--|----------------------|--------------------|----------------|------------------------|
| <input type="checkbox"/> |  Jason Denison | | 0 | None | |
| <input type="checkbox"/> |  June Ashton | | 0 | None | |
| <input type="checkbox"/> |  Keeley Watson | | 0 | None | |
| <input type="checkbox"/> |  Kieran Turnbull | | 0 | None | |
| <input checked="" type="checkbox"/> |  Paula Ward | | 0 | None | |

This is a list of your team's names.

Click in the box to the left of the names for the staff you are assigning training to.

Next Click "Submit"

Cancel **Submit**

The "Browse for Training" screen will open this confirms the action.

If the employee is a pc user they will receive a calendar invite confirming registration (if there are places available). If they are a non pc user, they will receive joining instructions through the post.

E-learning In Adult Social Care

Benefits of e-Learning

- Learn in your place of work, no need to travel
- Learn at your own pace and at a time that suits you
- Learn in bite size chunks
- Restart where you left it
- Fun and easy.

Follow these easy steps to log in (Your manager will need to authorise this before you start)

- Step 1 - Click on the Performance and Learning icon on your Novel application
- Step 2 - User name = pay number. Type in your chosen password
- Step 3 - Click on Leeds City Council learning catalogue
- Step 4 – Click the 'Offer in my directorate' button
- Step 5 - Click Adult Social Care
- Step 6 - Select e-learning online course, event and curriculum by clicking in the boxes
- Step 7 - Click search, choose your learning and click on the title to start.

Off you go!

E-learning in Adults & Health

Below is a list of e-learning modules along with the content that you can access on the new Learning and Performance Management System (PALS).

Adult Obesity

- Causes and impact of condition
- The role of the social work Practitioner in combating it
- Understand what it means to be obese and who's at risk

Carer Awareness (2 modules)

- Module 1 - Who is a carer?
- Module 2 - How to support carers.

Pressure Ulcer Prevention

- How and why pressure ulcers occur
- Current best practice in preventing the development of pressure ulcers
How to treat a pressure ulcer when it first appears

Adult Social Care – Workforce Data Set

Duration:

A half day course - 9.30 am – 12.30pm

Provider:

Internal / Skills for Care

Target audience:

This course is aimed at owners, managers, commissioners, administrative staff and regulators.

Course overview:

The ASC-WDS, formally known as NMDS-SC, holds adult social care workforce data. This includes how many workers there are, what type of jobs they do, where they are based and what sort of service they work in, amongst many other things. As a care home owner or manager you may also be interested to know if; you pay more or less than your competitors, if you lose more staff, if your staff are better qualified etc. This course will help you to get the most from the NMDS-SC and that it is being used to support you and your organisation.

The course will cover:

This course will help you to:

- Get the most out of the ASC-WDS
- Find answers to some of the workforce questions that you may have
- Become familiar with the dashboards
- Understand how the CQC uses the ADS-WDS data
- Use the data and other applications in your business

Following this training you will be able to:

Understand how the ASC-WDS can support you and your organisation. It will also enable you to make the most of your ASC-WDS account and in doing so you will be able to:

- Apply to the Workforce Development Fund
- Record which workers have completed the Care Certificate
- Create and export information using reports about your workers
- Access reports and publications about the sector
- Access e-learning free of charge

Course format:

Learning will be achieved through presentations and demonstrations. Participants attending the course will have the opportunity to use practical tools and templates and to network with other managers from across the adult social care sector.

Links:

The knowledge and skills developed through this course will help you to meet the CQC inspection requirements.

This course supports:

As above

Audit reporting and action planning

Duration:

A full day course - 9:30 am to 4:30 pm

Provider:

Internal

Target audience:

This course is aimed at owners, managers, commissioners, administrative staff and regulators.

Course overview:

Audit reporting and action planning is a key part of the quality assurance process as it is concerned with the monitoring and evaluation of practice, policies and procedures, with the aim of improving service to achieve better outcomes. The primary function of quality assurance is to ensure and evidence that service users are being kept safe from harm. It assists the service in making sure that staff are supported in carrying out their jobs both safely and effectively. Quality assurance is key to supporting learning and continuous improvement. It helps to improve outcomes by identifying strengths, areas for improvement and gaps within practice, policies and procedures in service provision.

The course will cover:

This course will help you to:

- Understand why audit reporting and action planning are a key part of the quality assurance process
- Understand why audits are important to service provision and why we do them
- Understand why we need to record
- Know how to validate your audits
- Support your move towards using electronic systems and audit tools.

Following this training you will be able to:

To develop and improve its service provision. It will also enable you provide evidence to support your external inspections. By using this learning you will be able to:

- Produce a single over-arching action plan
- Ensure that you and/or your team are doing them correctly
- Determine if you are providing a good service
- Produce an action plan to support continual improvement
- Identify ways of doing things better
- Ensure that you and your service is meeting statutory obligations.

Course format:

Learning will be achieved through presentations and demonstrations. Participants attending the course will have the opportunity to use practical tools and templates and to network with other managers from across the adult social care sector.

Links:

The knowledge and skills developed through this course will help you to meet the CQC inspection requirements.

Autism Awareness

Duration

A half day course from 9.30am to 1pm.

Provider

External

Target audience

This course is aimed at all staff that may support individuals who are on the autistic spectrum. It is available for both internal and external organisations.

Course overview

To introduce and provide an overview of the autistic spectrum conditions and how the condition impacts on an individual's ability to interact.

The course will cover:

- The background to the autism spectrum condition
- Behaviour associated with the autism spectrum condition
- Coping strategies
- Developing the skills needed when supporting someone with an autism spectrum condition
- Environmental control and support methods
- Awareness of current legislation.

By the end of the course you can expect to:

- Identify key characteristics and support needs of individuals with autistic spectrum conditions
- Understand the impact on the individual, family and society
- Evaluate current assessment tools and processes
- Identify and discuss with peers areas for improvement within the assessment process
- Understand issues around communication, interaction and behavioural characteristics of autism.

Course format

This course will include a presentation, handouts, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual's needs.

Links

This course supports:

- Autism Strategy (Think Autism)
- Care Act 2014
- Care Certificate
- NICE (Care quality Standard 51)
- RQF - Health and Social Care Adults level 2 and level 3 diplomas

Basic Bereavement Skills

Duration

A half day course from 1.00pm to 4pm.

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of services and is available for both internal and external organisations.

Course overview

This three hour session introduces you to some of the basic theories about the grieving process and coming to terms with loss. It provides an opportunity for you to explore these ideas and develop your skills and awareness in a small group.

The course includes:

- An introduction to Basic Bereavement Skills
- Theory overview
- Listening skills and personal losses exercise
- Anticipatory grief
- Short loss exercise with follow up discussion
- Small group exercise using a case history

By the end of the course you can expect to:

- Have an increased awareness and understanding of the grieving process
- Feel more confident in addressing bereavement issues with the people you work with
- Feel more confident in recognising what is part of the 'normal' grieving process, and recognising when people need more specialised support.

Course format

This course will include presentations, handouts, group work and exercises. The style of delivery is through group feedback with questions and answer evaluation.

Links

This course supports:

- National End of Life Care Programme
- Leeds Palliative Care Strategy
- Care Certificate

De-escalation Techniques (responding to challenging behaviour)

Duration

A half day course – 9.30am to 1.00pm or 1.00pm to 4.30pm

Provider

Internal

Target audience

This course is aimed at all staff working in direct delivery of services who encounter aggressive and potentially violent situations and is available for both internal and external organisations.

Course overview

This is a half day course designed to support staff, and for them to gain confidence in preventing and responding to difficult and challenging situations. It will enable staff to understand what factors may increase or decrease the likelihood of aggressive behaviour, and consider different strategies and good practice to manage and prevent behaviours that challenges.

The course will cover

The focus of this course is on preventing incidents of disruption and aggression by:

- Raising awareness around communication barriers and the impact this can have on individuals
- Four step theory of escalating behaviour and our approaches at each level
- The impact of how we present verbally and physically.
- The **'WITH'** principle
- Helping staff develop strategies to safely and effectively respond to any behaviours displayed that challenge us to think.

By the end of the course you will be able to

- Understand what factors may increase or decrease the likelihood of aggressive behaviour occurring
- Consider and exchange strategies for preventing and responding to any changes in behaviour
- Do things 'With', not 'To' or 'For'
- Understand and be more aware of personal safety issues

Course format

This course will include a presentation, handouts, group work and interactive participatory exercises.

The style of delivery is flexible with scope for adjusting activities to suit individual needs.

Links

This course supports:

Care Certificate

Dementia essential training for care staff - Tier 2

Duration

A one day course from 9.30am to 4.30pm

Provider

External

Target audience

Care staff working with people with dementia and memory loss

Course overview

The training covers the knowledge and skills to:

- understand the person with dementia as a human being with their own personality and life history
- identify with the person with dementia, as the basis for providing a standard of care we would wish for ourselves or our loved ones
- make use of even the smallest day-to-day interactions with people with dementia as a way of communicating warmth and positive regard for the person
- develop the skills of staff who have not previously worked with people with dementia
- enable staff to have the confidence to take back new ideas back to their teams and act as champions for better practice

The course will cover

- person-centred dementia care
- communication, interaction and behavior in dementia care
- health and well-being in dementia care
- living well with dementia and promoting independence
- families and carers as partners in dementia care
- equality, diversity and inclusion in dementia care
- end of life dementia care

Following this training you will to:

- 'put yourself in the shoes of someone with dementia'
- recognise the signs and symptoms of the main types of dementia
- explain the concepts of person-centred care and enriched care planning
- evaluate and reflect upon current practice
- be able to apply this knowledge appropriately when working with people affected by dementia
- identify new ways of working with people affected by dementia

Course format

The course is blended and interactive using a range of methods including case studies, group work, video material, Powerpoint presentation

Links

- Dementia Training Standards Framework, Tier 2
- National Occupational Standards
- Standards for RQF Dementia Care

This course supports

- Living Well with Dementia: National Dementia Strategy (2009)
- PM Challenge on Dementia 2020 (2015)
- NICE: Dementia: assessment, management and support for people living with dementia and their carers

Dementia - essential training for managers and senior care staff who manage the care and support services of people with dementia - Tier 3

Duration

Two full days (9.30am – 4.30pm) a fortnight apart to allow for short work-based assignment

Provider

External

Target audience

Managers and senior care staff

Course overview

The training covers the knowledge and skills to:

- support staff in changing their care practice, including the skills for having difficult conversations with staff whose practice needs to improve
- support staff to recognise that people living with dementia are fellow human beings, and support staff with the psychological challenges of dementia care
- enable managers to recognise and support staff who need to change behaviour or require further training and/or support to work with people with dementia

The course will cover

The key learning outcomes for subjects 1-14 of the Dementia Training Standards Framework which includes Leadership in transforming dementia care

Following this training you will to:

- recognise and explain the factors that contribute to dementia and memory loss
- feel able to 'put yourself into the shoes' of people with dementia
- promote independence and identity
- encourage and enable staff to be reflective learners and practitioners
have increased toolkit for supporting staff interventions

Course format

The course is blended and interactive using a range of methods including case studies, group work, video material, Powerpoint presentation. There is an expectation that participants will undertake a short work-based assignment of their choosing between the first and second days.

Links

- Dementia Training Standards Framework, Tier 2
- National Occupational Standards
- Standards for RQF Dementia Care

This course supports

- Living Well with Dementia: National Dementia Strategy (2009)
- PM Challenge on Dementia 2020 (2015)
- NICE: Dementia: assessment, management and support for people living with dementia and their carers

Disciplinary Investigations

Duration:

A half day course - 1:30 pm to 4:30 pm

Provider:

External

The heart of the acas brand is their reputation for independence and impartiality. Their mission is to improve Britain's workforces making them more productive and harmonious work places for the benefit of both the employer and the individual employee.

Their philosophy is based on prevention, building long-term relationships with key industrial stakeholders and bespoke solutions.

Target audience:

All managers, registered managers, supervisors, HR staff, aspirant managers.

Course overview:

Investigations are held to clarify and establish the facts of a case and to help decide if there are grounds to call a disciplinary meeting, or dismiss a member of staff. Employers can be held liable if a poor investigation leads to an unfair dismissal. This course covers planning and conducting an investigation, analysing the evidence and drafting a report of the findings.

The course will cover:

The series of acas courses can either be taken as standalone courses, both full days and half days, or as a complete modular programme, delivered over five days. The programme will cover, as required:

- Learn to communicate effectively
- What does a good boss look like?
- Be a leader and delegate responsibly
- Motivate your people
- Deal with issues – have difficult conversations!
- **Discipline and Grievance**
- Increase performance and productivity
- **Deal with absence**

Following this training you will to:

Understand why disciplinary and grievance investigations are so important for managers, the organisation and employees. How to use them to resolve issues, and how to prepare for and conduct a disciplinary meeting. The session looks at how to deal with formal and informal grievances.

Course format:

This training session will be delivered by an acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

Links

This course supports:

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

Discipline and Grievance

Duration:

A half day course - 9:30 am to 12:30 pm

Provider:

External

The heart of the acas brand is their reputation for independence and impartiality. Their mission is to improve Britain's workforces making them more productive and harmonious work places for the benefit of both the employer and the individual employee.

Their philosophy is based on prevention, building long-term relationships with key industrial stakeholders and bespoke solutions.

Target audience:

All managers, registered managers, supervisors, HR staff, aspirant managers.

Course overview:

All those involved in managing staff need to have a grasp of their internal disciplinary and grievance procedures as they help promote good employment relations and ensure fair and consistent treatment in the workplace. This interactive session includes how to resolve issues at the earliest opportunity, and how to prepare for and conduct a disciplinary meeting. The session then looks at how to deal with formal and informal grievances.

The course will cover:

The series of acas courses can either be taken as standalone courses, both full days and half days, or as a complete modular programme, delivered over five days. The programme will cover, as required:

- Learn to communicate effectively
- What does a good boss look like?
- Be a leader and delegate responsibly
- Motivate your people
- Deal with issues – have difficult conversations!
- Discipline and Grievance
- Increase performance and productivity
- Deal with absence.

Following this training you will to:

Understand why disciplinary and grievance policies and procedures are so important for managers, the organisation and employees. How to use them to resolve issues, and how to prepare for and conduct a disciplinary meeting. The session looks at how to deal with formal and informal grievances.

Course format:

This training session will be delivered by an acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

Links:

This course supports:

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

DOLS (Deprivation of Liberty Safeguards) For Adult Fieldworkers

Duration:

A half day course from 9.30am to 1.00pm

Provider

External

Target audience

Social work staff in Adults & Health and external organisations

Course overview

The course will enable Adult Fieldworkers to develop their knowledge and skills around using the DOLS and ensure that their care practices and planning are consistent with the relevant legislation, particularly the Human Rights Act, 1998.

The course will cover:

Why we have DOLS, the legal context including Bournemouth and where it sits in relation to the MCA and other legislation. It will look at the DOLS process including; the required assessments, assessing capacity, roles and responsibilities, conditions, authorisations and IMCAs

By the end of the course you can expect to:

- Be clear about the legal context of DOLS
- Understand the DOLS process
- Be aware of significant case law, including the impact of Cheshire West and the 'acid test'
- Be clear about the Review and Appeals process
- Better understanding of the difference between restraint and Deprivation

Course format

Presentation, discussion and case examples

Links

www.mentalhealthlaw.co.uk

www.amcat.org.uk

<http://www.39essex.com>

End of Life Care

Duration

A one day course from 9.30am to 3.30pm

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of services and is available for both internal and external organisations.

Course overview

Social care is about supporting people in their daily lives with the choices they make. For some people, that increasingly includes preparing for their death. This is a fact that every frontline social care worker understands intuitively, but they may not always have the confidence to engage with the issues it raises. This course will explore ways to support and enhance the quality of care provided to the individual approaching end of life, their families and as their carers.

The course will cover:

- What end of life care is
- Caring for patients and their carers at the end of life
- Communication and record keeping
- Practical aspects to end of life care
- Bereavement and grieving

By the end of the course you can expect to:

- Understand the terms 'end of life', 'palliative care' and 'supportive care'
- Recognise when someone may be coming to the end of their life
- Recognise some of the signs and symptoms
- Describe the physical care that may be needed
- Understand the psychological and spiritual care that may be needed
- Recognise barriers to communication
- Recognise and understand what facilitates communication
- Understand the importance of record keeping and communication amongst the multi-disciplinary team at the end of life to inform care delivery
- Understand how pressure ulcers are caused and how and when to care for pressure areas at the end of life
- Understand what a syringe driver is, what it is used for and when to call for assistance
- Have increased awareness and understanding of the grieving process
- Understand the impact that caring for someone at the end of life can have on self and other team members.
- Understand the importance of advance care planning in enabling person centred care at the end of life.

Course format

This course will include a presentation, handouts, group work and exercises. The style of delivery is through group feedback with questions and answer evaluation.

Links

This course supports:

- Common core competences and principles for health and social care workers working with adults at the end of life
- Leeds Palliative Care Strategy
- NHS Yorkshire and The Humber End of Life Care Learning Outcomes

Equality, Diversity and Inclusion

Duration

A half day course from 9.30am to 1pm.

Provider

Internal

Target audience

This course is aimed at all staff working in direct delivery of services and is available to internal and external organisations.

Course overview

This half day awareness session will strengthen your understanding of equality, diversity and inclusion. Equality is about ensuring people have the same opportunities, whilst remembering that not everyone wants to be treated the same, and that all individuals should take responsibility to promote fairness, in everything they do. This training promotes the requirements of the Equality Act 2010 and supports the council's vision of ensuring everyone can enjoy the social, cultural, political and economic life of the city.

The course will cover:

- Definitions of Equality, Diversity and Inclusion
- Look at what's going on in Leeds, and how LCC promotes Equality, diversity and inclusion
- The Key principles of anti-discrimination legislation including the Equality Act 2010 and LGBT+
- The Impact of discrimination on a person and within teams
- Hidden Disabilities including The Autism Strategy and The Dementia Strategy
- The Accessible Information Standard and its application

By the end of the course you can expect to:

- Define what equality, diversity and Inclusion is
- Have some knowledge and an awareness of what's going on in Leeds, and what LCC promotes
- Understand the key principles of the current anti-discrimination legislation, including LGBT+
- Identify individuals own values and prejudices
- Have increased knowledge and understanding of the impact discrimination can have on an individual
- Have a greater understanding of issues that may arise within teams.
- Have gained a better understanding on the Autism and Dementia strategies

Course format

This course will include a presentation, handouts, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual needs.

Links

This course supports:

- Equality Act 2010
- Leeds City Councils Equality and Diversity Policy
- Care Certificate

Essential Line Manager Skills

Duration:

A half day course -1:30 pm to 4:30 pm

Provider:

External

Target audience:

All managers, registered managers, supervisors, HR staff, aspirant managers.

Course overview:

Line managers are key members of the management team and yet have close contact with those they supervise. They need training and guidance to gain confidence in their role. This session will enable them to understand how their role fits into the organisation and the importance of communicating with, leading and motivating the team.

The course will cover:

The series of acas courses can either be taken as standalone courses, both full days and half days, or as a complete modular programme, delivered over five days. The programme will cover, as required:

- Learn to communicate effectively
- **What does a good boss look like?**
- Be a leader and delegate responsibly
- **Motivate your people**
- Deal with issues – have difficult conversations!
- Discipline and Grievance
- **Increase performance and productivity**
- Deal with absence.

Following this training you will:

Understand the importance of your role as a supervisor or manager and have greater confidence in this role. You will also be better able to lead and motivate a team.

Course format:

This training session will be delivered by an acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

Links:

This course supports:

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

Food Hygiene Awareness/Refresher

Duration

A half day course from 9.30am to 1.00pm

Provider

External

Target audience

This course is aimed at anyone working within a food environment, for example chefs, cooks, kitchen assistants, nursing staff, care workers, home care workers and serving staff.

The course is suitable as a refresher for those who have a previous CIEH Level 2 Food Safety in Catering Certificate, or those requiring Food Safety Awareness

The course will cover

| Topic | Learning Outcomes |
|--|---|
| Introduction to food safety and legislation. | <p>Candidates will:</p> <ul style="list-style-type: none"> - Understand reasons for food safety and the need for training. - Recognise who are classed as food handlers. - Understand employer and employee legal responsibilities. |
| Consequences of poor food safety. | <p>Candidates will identify what could adversely happen to the business, the staff and the customers as a consequence of poor food safety.</p> |
| Food Poisoning. | <p>Candidates will:</p> <p>Recognise causes and symptoms of illness.</p> <ul style="list-style-type: none"> - Know the procedures and practices in order to safeguard against food poisoning. - Understand reporting procedures. - Identify the most vulnerable. |
| Allergy Awareness. | <p>Candidates will:</p> <ul style="list-style-type: none"> - Be aware of the most common foods which cause allergic reactions. - Know how to implement controls to prevent allergic reaction occurrence |
| HACCP Hazard Analysis Critical Control Points | <p>Candidates will:</p> <ul style="list-style-type: none"> - Understand the meaning of HACCP - Understand the types of documentation required within a food business. - Understand how to implement HACCP in working practice. |

| | |
|---|---|
| Bacteriology and Temperature Control. | <p>Candidates will:</p> <ul style="list-style-type: none"> - Be aware of main food poisoning bacteria that cause food poisoning. - Know the source of these types of bacteria. - Know how to control bacteria. - Know what conditions food poisoning bacteria need to grow/multiply. - Know how temperature can be used to control or kill harmful bacteria. |
| High Risk Foods. | <p>Candidates will:</p> <ul style="list-style-type: none"> - Be able to recognise why some foods are classed as high risk. - Name types of high risk food. - Understand the storage requirements for high risk foods. - Understand the prevention of cross contamination of high risk foods. |
| Personal Hygiene. | <p>Candidates will:</p> <ul style="list-style-type: none"> - Be aware of how people can personally contaminate food. - Understand the use of protective clothing. - Understand the ways of preventing the risk of physically contaminating food. |
| Cleaning. | <p>Candidates will:</p> <ul style="list-style-type: none"> - Recognise the different reasons why cleaning should take place. - Understand what functions different chemicals have. - Understand different methods of disinfecting. - Understand where it is most important to disinfect within a food environment. |
| <p>Candidates will complete a 'Test Your Knowledge' 20 question true or false worksheet at the end of the training.</p> | |
| <p>The course is interactive with discussion, handouts, activities and questions.</p> | |

Getting To Know Family Carers

Duration

A half day from 9.30am to 12.30pm

Provider

External

Target audience

The course is aimed at all staff who come into contact with carers for example, domiciliary homecare workers, care workers in care homes and volunteers visiting people in their own homes where there is a family carer. The training is available to internal and external organisations.

Course overview

The training is intended to support you in your work with carers and to encourage staff to take into account the needs of carers, and to increase your knowledge of the challenges carers encounter and the services available to support them.

The course will:

Provide staff that have direct or indirect contact with carers:

- An insight into who is a carer
- Common assumptions made about caring
- How to support carers effectively.

By the end of the course you can expect to:

- Understand what it means to be an unpaid carer (**not** care worker)
- Learn about the impact of caring on people's lives
- Appreciate the diversity of the caring experience
- Understand how you might be able to provide better support for carers.

Course format

This course includes presentations, handouts, group work and discussions.

Links

This course supports:

- The Carers Action Plan 2018 - 2020
- RCF – Health and Social Care Adults level 2 and level 3 diploma
- Care certificate

Having difficult conversations

Duration:

A one day course - 9:30 am to 4:30 pm

Provider:

External

The heart of the acas brand is their reputation for independence and impartiality. Their mission is to improve Britain's workforces making them more productive and harmonious work places for the benefit of both the employer and the individual employee.

Their philosophy is based on prevention, building long-term relationships with key industrial stakeholders and bespoke solutions.

Target audience:

All managers, registered managers, supervisors, HR staff and aspirant managers.

Course overview:

The series of acas courses can either be taken as stand alone courses, both full days and half days, or as a complete modular programme, delivered over five days. The programme will cover, as required:

- Learn to communicate effectively
- What does a good boss look like?
- Be a leader and delegate responsibly
- Motivate your people
- Deal with issues – have difficult conversations!
- Discipline and Grievance
- Increase performance and productivity
- Deal with absence.

The course will cover:

One of the most challenging parts of managing performance is initiating conversations around sensitive topics. Being able to tackle contentious issues in a balanced, calm and consistent way is a valued skill in all areas of working life and can improve a line manager's credibility with their team. This event covers ways of addressing sensitive subject matters like bullying, emotional issues, resistance to criticism and poor performance. The event includes practical exercises where you will get hands on experience of how to manage discussions around a range of awkward subjects including personality clashes, discipline and conveying dismissal.

Following this training you will:

Have greater confidence to be able to deal with and challenge contentious issues at work. You will be more comfortable having those inevitable and difficult conversations in order to resolve workplace issues.

Course format:

This training session will be delivered by an acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

Links

This course supports;

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

Health and Safety Risk Assessment in Care Homes

Duration:

A half day course - 9:30 am to 12:30 pm

Provider:

Internal

Target audience:

This course is aimed at owners, managers and supervisors

Course overview:

Care homes differ from other workplaces because they are not only places of work but are also homes for their residents. It is therefore important that they are pleasant places where the freedom and dignity of residents is respected, and where everyone's health and safety is sensibly and effectively managed. This course is intended to help those managing care homes by giving them a better understanding of the real risks and how to manage them effectively. It will look at the main health and safety risks found in care homes, and what should be done to protect both workers and those receiving care.

The course will cover:

This course will help you to:

- Understand why you need to complete a health and safety risk assessment
- Be clear about your duty of care in responding and managing risk, and who owns the risk
- Know how to involve residents and families in risk assessments
- Know how to make defensible decisions
- Identify when a risk assessment needs to be reviewed

Following this training you will be able to:

Understand how health and safety risk assessments are:

- Fundamental to managing different needs within the care home
- Important in the provision of good leadership and management
- Used to describe the main health and safety risks found in care homes, and what should be done to protect both workers and those receiving care and support.

Course format:

Learning will be achieved through presentations and demonstrations. Participants attending the course will have the opportunity to use practical tools and templates and to network with other managers from across the adult social care sector.

Links:

The knowledge and skills developed through this course will help you to meet the CQC inspection requirements. It will support the implementation of key legislation such as; the Health and Safety at Work Act 1974 and Management of Health and Safety at Work Regulations 1999.

Human Trafficking & Modern Day Slavery Awareness for Adult Social Care staff

Duration

2 hour session (Times may vary as there are am & pm sessions, see more details on the Pals system)

Provider

External

Target audience

All staff internal and external to the council working in agencies that may come into contact with victims of human trafficking.

Course overview

This briefing is for all frontline staff to raise a general awareness of the issues around human trafficking and modern day slavery.

The course will cover:

Frontline staff working with vulnerable groups of people that may come across victims of human trafficking & modern day slavery in their day to day work. Many, however, have limited knowledge and understanding of trafficking, how to recognise the signs or what to do if they suspect that someone is a victim. This can result in victims never being identified or helped and the perpetrators escaping justice.

By the end of the course you can expect to:

- Describe what Modern Slavery & Human Trafficking is
- State the signs and indicators of Modern day Slavery & Human Trafficking
- Explain the National Referral Mechanism (NRM) and its purpose
- Complete the relevant referral forms/follow your internal reporting process. State where the relevant forms can be located

Course Format

Presentation, handouts & discussion.

Please be aware that a video is used in the session that could be upsetting to some people, due to its content.

Links

This course supports

The Modern Slavery Act 2015

Induction Brief and Information Day for New Starters

Duration

A one day course from 9.30am to 4.30pm

Provider

Internal

Target audience

This one day course is aimed at new Social Care front line staff, who provide direct care & support in their role. It is available for both Internal and External Organisations - and includes those transferring into Social Care roles from within Leeds City Council (LCC) (Please note this course is not for managers)

Course overview

The one day Induction brief and information day for new starters is mandatory for LCC staff as part of the total Induction process. The course will introduce the Care Certificate, and some of the essential skills and knowledge that new staff will need, in support of being able to provide safe and effective care, whilst also keeping themselves and others safe.

The course will cover:

- Introduction to the 15 Care Certificate standards (please find further information about this on the; Skills for care website <http://www.skillsforcare.org.uk/Learning-development/Care-Certificate/Care-Certificate-workbook.aspx>)
- Person Centred and Strength Based thinking
- Nutritional Care briefing
- Food Hygiene briefing
- Health & Safety briefing
- Professional Boundaries
- The Leeds plan and priorities
- Better lives
- Interactive talk from an 'Expert by Experience'.

By the end of the course you can expect to:

- Understand the requirements needed to complete the Care Certificate standards in the workplace, and how to access the information on the Skills for care website <http://www.skillsforcare.org.uk/Learning-development/Care-Certificate/Care-Certificate-workbook.aspx>

- Have an awareness of Health & Safety, Food Hygiene, nutritional Care, person centred and strength based approaches and how to apply these in daily practice.
- Know the limitations and expectations in relation to professional boundaries
- Have a better understanding of the priorities for Leeds, and the Better lives strand

Course format

This course will include presentations, hand-outs, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual's needs.

In addition to the one day Induction course, Managers must assign staff the following:

- 1st day induction with Manager
- Information Governance (Leeds City Council Staff)
- Welcome to Leeds City Council (Leeds City Council Staff)
- Moving & Handling, & Hoist (if required)
- Mental Capacity Act in the Workplace
- Fundamentals of First Aid
- Safeguarding Adults - The Role of the Person Raising a Concern Doing (only if not already completed)
- Food Hygiene (If needed due to preparing and handling food regularly)
- Equality, Diversity and Inclusion
- Any other specialist training needed in relation to your service

Note: External staff will be required to attend the Adult Social Care Induction **before** booking the *Moving & Handling, Hoist and Fundamentals of first aid courses*

Infection Control

Duration

A two hour session from 9.30am to 11.30am

Provider

External

Target audience

This course is aimed at all staff working in health and social care and is available for both internal and external organisations.

Course overview

This is a two hour session designed to identify and discuss personal protective equipment, correct hand hygiene, standard precautions when working with customers, dealing with sharps, COSHH and a brief look at specific infections.

The course will cover:

- The impact of infection within care settings
- Factors that make people vulnerable to infection
- Common organisms that cause infection, including antibiotic resistant types
- How micro-organisms spread in the environment
- What you should know about standard infection control precautions.

By the end of the course you can expect to:

- Apply correct hand hygiene techniques
- Use personal protective equipment correctly
- Understand and apply COSHH
- Understand how to deal with sharps
- Understand infection prevention and control is everyone's responsibility
- Understand that standard infection control precautions must be used when dealing with all customers irrespective of infection status
- Describe the three R's of outbreak management.

Course format

This course will include presentations, handouts, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual needs.

Links

This course supports:

- Care Certificate
- CQC Essential Standards of Quality and Safety (Health & Social Care Act)

Introduction to Diabetes

Duration

A half day course from 9.30am to 1.00pm

Provider

External

Target audience

This course is aimed at all staff who work directly with people who have diabetes. The training is available for both internal and external organisations.

Course overview

This course explores what diabetes is, and the basic anatomy and physiology of what happens to cause diabetes.

The course will cover:

- How big is the problem?
- What is diabetes?
- Types of diabetes
- Common indicators of diabetes
- Treatment of diabetes

By the end of the course you can expect to:

- Understand what diabetes is and what causes diabetes
- Have an awareness of the different types of diabetes
- Identify the common signs and symptoms of diabetes
- Have an awareness of how diabetes is treated.

Course format

This course will include a presentations, handouts, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual needs.

Links

This course supports:

- Care Certificate
- RQF - Health and Social Care Adults level 2 and level 3 diploma
- CQC Essential Standards of Quality and Safety

Introduction to Epilepsy

Duration

A half day course from 9.30am to 1pm.

Provider

External

Target audience

This course is aimed at all staff or people who come into contact with people with epilepsy. It will review the causes and effects and identify signs and symptoms of epilepsy. You will consider the risk factors and lifestyle issues associated with epilepsy and how to plan effective levels of care for people. The training is available for both internal and external organisations.

Course overview

You will be able to identify particular problems associated with epilepsy, and discuss effective solutions and treatment strategies to improve the quality of a person's life.

The course will cover:

- Participants will review their knowledge of epilepsy and improve their practice and quality of care as a result.

By the end of the course you can expect to:

- Discuss the causes of epilepsy
- Explain the various kinds of epilepsy
- Discuss the signs and symptoms of the nature of an epileptic seizure
- Consider the range and variety of problems experienced by people with epilepsy
- Explore the treatment, support systems and lifestyle advice that can be given to people who have epilepsy and their families.

Course format

This course will include presentations, hand-outs, group work and exercises.

Links

This course supports:

- Care Act 2014
- Care Certificate
- RQF – Health and Social Care Adults level 2 and level 3 diploma.

Introduction to Nutritional Care for People with Learning Disabilities

Duration

A one day course from 9.30am to 2.30pm

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of services with people with a learning disability and is available for both internal and external organisations.

Course overview

This course explores the values of improving nutritional care and will include a range of tools that will support workers in taking a person- centred approach.

The course will cover:

- Reflect on why nutrition and hydration is important and consider how this applies to the setting you work in
- Understand the nutritional care standards
- Understand the principles of good nutritional care taken from the Leeds Food Consensus
- Understand your role in providing good nutritional care
- Nutrition topics covered – Weight management, Diabetes, Under-nutrition, Swallowing difficulties, enteral nutrition
- Consider when further support is required
- Understand who can help

Course format

This course will include a presentations, handouts, group work and exercises.

Links

This course supports:

- Care Certificate
- RQF – Health and Social Care Adults level 2 and level 3 Diplomas
- CQC Essential Standards of Quality and Safety.

Introduction to Nutritional Care for Older People

Duration

A one day course from 9.30am to 2.30pm

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of services and is available for both internal and external organisations..

Course overview

This course explores the values of improving nutritional care and will include a range of tools that will support workers in taking a person- centred approach.

The course will cover:

- Reflect on why nutrition and hydration is important and consider how this applies to the setting you work in
- Understand the nutritional care standards
- Understand the principles of good nutritional care taken from the Leeds Food Consensus
- Understand your role in providing good nutritional care
- Consider when further support is required
- Understand who can help

Course format

This course will include a presentations, handouts, group work and exercises.

Links

This course supports:

- Care Certificate
- RQF – Health and Social Care Adults level 2 and level 3 Diplomas
- CQC Essential Standards of Quality and Safety.

Introduction to Parkinson's disease

Duration

A half day course from 9.30am to 12.30pm

Provider

External

Target audience

This course is aimed at all staff who work directly with people who have Parkinson's disease. The training is available for both internal and external organisations.

Course overview

This course is designed to increase your knowledge and understanding of Parkinson's disease. This course will help you understand the needs of carers and the individual living with Parkinson's disease.

The course will cover:

- The knowledge and understanding of Parkinson's disease
- Challenges associated with the symptoms of Parkinson's
- The role and side effects of medication
- Strategies to meet the communication and cognitive challenges of Parkinson's
- The resources available, including the role of Parkinson's UK, to improve the quality of life of people with Parkinson's and their carers.

By the end of the course you can expect to:

- Understand the key challenges of living with Parkinson's disease, such as the challenges of mobility, communication and swallowing
- Identify the importance of drug management
- Discuss strategies to meet the cognitive challenges of Parkinson's
- Recognise the role of Parkinson's UK
- Evaluate their own practice and support of people with Parkinson's.

Course format

This course consists of direct teaching, videos and interactive workshops involving case studies, plus a range of support literature.

This course supports:

- Care Act 2014
- Care certificate
- RQF – Health and Social Care Adults level 2 and level 3 diploma.

Lead to Succeed

Duration:

Five one day workshops – 9.30am – 3.30pm

Provider:

Internal

Target audience:

The programme is aimed at aspiring managers, new managers and managers wanting to refresh and update their knowledge and skills from both internal and external adult social care and support organisations. It will be of particular interest to those organisations wanting to improve in the CQC domain of well-led. These inspiring five day workshops are designed for:

- Managers wishing to refresh their skills and knowledge
- Aspiring and new managers
- Supervisors
- Team leaders
- Deputy managers
- Senior staff.

Course overview:

This programme will support delegates to further develop their leadership and management potential through understanding how successful behaviour and practical strategies can support them in their day to day work, as well as considering how they could implement these, now and in the future.

The course will cover:

The Lead to Succeed programme is delivered through five one day workshops, with each focussing on a different topic. They have been designed to empower the health and social care sector with outstanding leadership skills. The workshops are:

- Module 1 – Successful behaviours for leaders and managers
- Module 2 – Developing a positive culture
- Module 3 – Effective supervision
- Module 4 – Leading and managing the process of change
- Module 5 – Leading and managing the inspection process.

Following this training you will be able to:

Lead and manage your organisation more effectively. You will have boosted your capability, knowledge, skills and confidence to ensure the smooth running of adult social care and support services.

Course format:

Learning will be achieved through presentations, demonstrations and exercises. Participants will have the opportunity to learn and network with other managers from across the adult social care sector. The workshops will be participative with delegates using their current experience and knowledge to explore the course content further.

There is no requirement for pre-course reading, but you will be expected to do some reading and research between the workshops. After each workshop you will produce and implement an action plan.

Links:

This programme has been designed by the National Skills Academy Social Care and reviewed and updated by Skills for Care. It is designed around the Manager Induction Standards (MIS) and the specification for the Level 4 Certificate of Leadership and Management in Adult Social Care. It will enable delegates to meet some of the outcomes of the MIS and to start to build evidence to develop further for their Level 4 Certificate. Throughout the programme reference will be made to the Leadership Qualities Framework.

This course supports:

As above. Also, the achievement of outcomes that make up the CQC domain, Well-led.

Cost:

Normally the full recommended cost of this programme is £1,100 per person, but, as part of the Council's commitment to the sector, we only make a charge of £350 to cover the administration costs. Upon completion of the programme, eligible organisations can claim £500 back through the Skills for Care Workforce Development Fund via a funding partnership.

LGBT + Awareness - Everything You Never Knew About LGBT +

Duration

9.30am – 12.30pm or 1.00pm – 4.00pm

Provider

External

Target audience

This course is aimed at all staff working in Adult Social Care and is available for both internal and external organisations.

Course overview

The training looks at understanding the terms and definitions within the LGBT+ community and understanding the issues faced by the LGBT+ community. This training does not assume prior knowledge, but it will enhance knowledge that people may already have. It looks at the stereotypes, challenges and inequalities LGBT people face in day to day life. It goes on to help attendees recognise these issues and begin to tackle any inequalities in your practice.

By the end of the course you can expect to:

- Understand the terms and definitions of LGBT+
- Have a greater insight and understanding of the LGBT+ Community
- Recognise inequalities and challenges in practice

Course format

This course will include presentations, videos, hand-outs, group and work exercises

Links

Equality Act 2010

Lone Worker and Personal Safety

Duration

A one day course from 9.30am to 4pm.

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of Adult Social Care and is available for both internal and external organisations.

Course overview

This course will cover the skills and approaches required for safe practice whilst out and about in the community and in customers' homes. It will also provide an opportunity to consider appropriate responses to challenging and aggressive behaviour caused by various dementias and other conditions that may occasionally be encountered when working.

The course will cover:

- **How are you protected?** The law, rights and responsibilities of individuals within the organisation and the term "reasonable behaviour" will be discussed and described.
- **Aggression:** Consider the organisation's definitions from the policy document. Physical and non-physical aggression and violence that is reportable, as and when they occur.
- **Self-awareness:** Awareness of own body language and ways people react in anger, fear and stressful situations. Introduction to various models relating to anger and aggression.
- **Out and about - the basics:** Key points of personal safety when out and about in the community. To keep staff safe during and out of hours. What systems to use to manage personal safety.
- **One-to-one communication - indoors:** Issues that can arise between staff and customers.
- **Out and about - street confrontation:** The value of distraction and diversionary techniques, best ways of alerting in public and obtaining a witness, getting away safely, using personal attack alarms.
- **Home visits potential:** Issues that can arise in carrying out home visits and ways to prevent them whilst lone working.

Diffusion techniques: A range of skills and de-escalation techniques.

By the end of the course you can expect to:

- Understand what constitutes aggressive and violent behaviours and the potential for dangerous situations.
- Recognise how conflict situations can develop and appropriate ways of responding in your role as support worker and particularly where the customer's health may be comprised.
- Follow procedures for safer working and ensure that you will work in ways to increase your safety and that of others.

Course format

This course will include presentation, videos, handouts, group exercises. The style of delivery is flexible with scope for adjusting activities to suit individual needs.

Links

This course supports:

- Care Certificate
- CQC Essential Standards of Quality and Safety.

Managing People Performance

Target audience:

This course is aimed at existing managers, supervisors and new managers who have the responsibility for managing other people and their performance. It will be of particular interest to those organisations wanting to improve in the CQC domain of well-led.

Course overview:

People performance management matters and how well we do it has a huge impact on the quality of care that people who use our services receive. This course aims to encourage and enable good people performance management in practice. It looks at how best to manage your people and their performance in any care setting.

The course will cover:

This course will help you to:

- Lead and manage your employees from the moment they join your team
- Review employee performance
- Manage different types of performance
- Have conversations about performance
- Use people performance management techniques to support your existing organisational policies and procedures

Following this training you will be able to:

Invest your time in leading and managing the performance of your employees effectively to ensure that your team, service and organisation are delivering excellent services. You will be able to carry out your responsibility for knowing that your team members are performing well and conducting themselves in a way which aligned to the values of your organisation and to the sector.

Course format:

Learning will be achieved through presentations and scenarios. Participants attending the course will have the opportunity to use practical tools and templates and to network with other managers from across the adult social care sector.

Links:

The course will support the requirements of the Manager Induction Standards (MIS) and the specification for the Level 4 Certificate of Leadership and Management in Adult Social Care. It will enable delegates to meet some of the outcomes of the MIS and start to build evidence to develop further for their Level 4 Certificate. Throughout the programme reference will be made to the Leadership Qualities Framework (Skills for Care 2015) and the CQC requirements within the area of Well-Led.

**For further details please contact Trevor Hewitt, OD Business Partner.
Tel: (0113) 3789339/0789127970**

Managing Staff Absences

Duration:

A half-day session - 9:30 am to 12:30 pm

Provider:

External

The heart of the acas brand is their reputation for independence and impartiality. Their mission is to improve Britain's workforces making them more productive and harmonious work places for the benefit of both the employer and the individual employee.

Their philosophy is based on prevention, building long-term relationships with key industrial stakeholders and bespoke solutions.

Target audience:

All managers, registered managers, supervisors, HR staff, aspirant managers.

Course overview:

Absences and their effects on operating costs and productivity are a concern for most organisations and levels of stress are on the increase. This training will show delegates how to improve attendance levels using your attendance policy and how to conduct effective return to work interviews. We provide frameworks for exploring issues affecting attendance in a fair and non-invasive manner, and look at how stress and pressure can lead to illnesses and absences.

The course will cover:

The series of acas courses can either be taken as standalone courses, both full days and half days, or as a complete modular programme, delivered over five days. The programme will cover, as required:

- Learn to communicate effectively
- What does a good boss look like?
- Be a leader and delegate responsibly
- Motivate your people
- Deal with issues – have difficult conversations!
- Discipline and Grievance
- Increase performance and productivity
- Deal with absence.

Following this training you will to:

Use your knowledge and skills to improve attendance levels and how to effectively manage absences using agreed policies and procedures.

Course format:

This training session will be delivered by an acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

Links

This course supports:

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

Medication for Domiciliary Care

(SKiLs, day care, support workers, homecare providers etc)

Duration

Full day. 9.30am to 4pm

Provider

External – Pharmacy Technician

Target audience

This is for front line staff who are required to provide administration/support with medication for people who live at home or at day care. This course is available to both internal and external organisations.

Course overview

The course explores the theory and practical aspects of administering medication for people who live in their own homes or whilst they are at day opportunities. This includes who orders medication, the process of understanding different drugs, good working practice, CQC requirements, Medication Policy for Domiciliary and the Care Certificate.

The course will cover:

- Systemic & Topical drugs
- Side effects drugs can have
- Good practice for medication administration
- Incidents –what to report
- MAR charts, how to complete, importance of PRN guidance
- CQC Requirements
- Medication Policies
- Complex medication
- Case studies

By the end of the course you can expect to:

- Understand your role in administering and supporting medication
- Know and understand what Good Practice for administering medication is
- Know and understand good practice principles for completing Medication Administration Records (MARs)
- Understand the five rights and know the different levels of medication support
- Understand what to do regarding medicines to ensure the appropriate action is taken when difficulties arise.
- Gained knowledge and understanding on controlled drugs and what it means by “complex” medication
- Understand the process for ordering, storage and disposal of medication

Course format

This an interactive day with presentations, case studies, group work, quiz.

Links

This course supports:

- The CQC management of medicines
- Leeds City Council Medication Policy
- Care Certificate
- NICE Guidance

Medication for Residential Establishments

Duration

Full day. 9.30am to 4pm

Provider

External – Pharmacy Technician

Target audience

This is for front line staff who are required to provide administration/support with medication in a residential setting. This course is available to both internal and external organisations.

Course overview

The course explores the theory and practical aspects of administering medication. This is from ordering medication, the process of understanding different drugs, good working practice, CQC requirements, policy and the Care Certificate.

The course will cover:

- Systemic & Topical drugs
- Side effects drugs can have
- Good practice for medication administration
- Incidents –what to report
- MAR charts, how to complete, importance of PRN guidance
- CQC Requirements
- Medication Policies
- Complex medication
- Case studies

By the end of the course you can expect to:

- Understand your role in administering and supporting medication
- Know and understand what Good Practice for administering medication is
- Know and understand good practice principles for completing Medication Administration Records (MARs)
- Understand the five rights and know the different levels of medication support
- Understand what to do regarding medicines to ensure the appropriate action is taken when difficulties arise.
- Gained knowledge and understanding on controlled drugs and what it means by “complex” medication
- Understand the process for ordering, storage and disposal of medication

Course format

This an interactive day with presentations, case studies, group work, quiz.

Links

This course supports:

- The CQC management of medicines
- Leeds City Council Medication Policy
- Care Certificate
- NICE Guidance

Mental Capacity Act (A Practice Perspective for Fieldworkers)

Duration

A one day course from 9.30am – 4.30pm

Provider

Internal

Target audience

Social work staff in both internal and external organisations

Course overview

The course will enable Adult Fieldworkers to develop their knowledge and skills around using the Mental Capacity Act 2005 (MCA) and ensure that their care practices and planning are consistent with the relevant legislation, particularly the Human Rights Act, 1998.

The course will cover:

- The importance of the MCA and who it helps
- The Mental Capacity Act (amendment) Bill (2017-19)
- The five core principles (section 1, MCA)
- How to assess capacity to make decisions (section 2-section 6 MCA)
- Ways to make decisions in a person's best interests
- How to help people plan for the future
- DoLS (Deprivations of Liberty Safeguards) - now and in the future.

By the end of the course you can expect to:

- The MCA 2005 – A re-look at the law
- Assessing Capacity in Practice
- Best Interests – What does this mean in Practice?
- Decision making – who makes the decision and what decisions can be made?
- What actions can be taken and what are the limitations?
- Safeguards and Appeals under the MCA 2005
- Attend Best Interest Meetings
- Provide a case law update

Course format

Presentation, discussion and case examples

Links

www.mentalhealthlaw.co.uk

www.amcat.org.uk

<http://www.39essex.com>

Mental Capacity Act in Practice- A Course for Provider Services

Duration

A one day course from 9.30am to 4.30pm.

Provider

External

Target audience

This course is aimed at managers and senior staff working in provider services and is available for both internal and external organisations. Participants are expected to have knowledge of the MCA (2005), and the code of practice.

Course overview

The course will support care providers to show that their care practices and care planning are consistent with the Mental Capacity Act 2005. It explains the importance of putting the person at the centre of the decision making process.

The course will cover:

- The five key principles: embedding them into daily practice
- The main elements of the Mental Capacity Act 2005
- Awareness of the decision and time specific nature of capacity
- Awareness of the role of 'decision maker'
- Recording assessments of capacity and recording best interest decisions
- What the law says about 'acts in connection with care and treatment'
- Your responsibility to involve others in decision making.

By the end of the course you can expect to:

- Apply the principles of the Mental Capacity Act (2005)
- Familiar with the Code of Practice
- Assess capacity to make a decision
- Use the best interest checklist
- Appropriately record capacity assessments and best interest decisions
- Understand what help and support somebody will require to make a decision
- Demonstrate knowledge of who should be involved in best interest decisions
- Understand what the Mental Capacity Act says about the use of restraint
- Identify restrictive practices and respond appropriately to their use.
- Provide a case law update

Course format

This course will include handouts, group work and exercises, and the style of delivery is flexible with scope for adjusting activities to suit individual's needs.

Links:

This course supports:

- Mental Capacity Act 2005
- CQC Essential Standards of Quality and Safety.
- NICE guidance on Decision Making and Mental Capacity

Mental Capacity Act in the Workplace - A Course for Frontline Care Staff

Duration

A half day course from 9.30am to 1pm

Provider

External

Target audience

This course is aimed at front line staff, within provider services and is available for both internal and external organisations.

Course overview

The course will identify that care practices and care planning are consistent with the Mental Capacity Act 2005. It explores the importance of putting the person at the centre of the decision making process.

The course will cover:

- The main elements of the Mental Capacity Act 2005
- The five key principles: embedding them into daily practice
- Awareness of the decision and time specific nature of capacity
- Awareness of the role of 'decision maker'
- Recording assessments of capacity and best interest decisions
- What the law says about 'acts in connection with care and treatment'
- Awareness of who could be involved in the decision making process.

By the end of the course you can expect to:

- Apply the principles of the Mental Capacity Act 2005
- Evidence compliance with the Code of Practice
- Assess capacity to make a decision
- Use the best interest checklist
- Appropriately record capacity assessments and best interest decisions
- Understand what help and support somebody will require to make a decision
- Demonstrate knowledge of who should be involved in best interest decisions
- Understand what the Mental Capacity Act says about the use of restraint.

Course format

This course will include a presentations, handouts, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual's needs.

Links

This course supports:

- Care Act 2014
- Care Certificate
- RQF – Health and Social Care Adults level 2 and level 3 diploma
- CQC Essential Standards of Quality and Safety

Mental Health Awareness

A one day course from 9.30am to 1.00pm.

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of services and is available for both internal and external organisations.

Course overview

The aim of this training is to start participants thinking about what mental health is, and how best to respond to someone who may be in distress.

The course will cover:

- Models for understanding mental health
- Current perspectives on mental health such as causes and approaches
- Key roles in mental health provision
- How to respond to someone in crisis

By the end of the course you can expect to:

- Know what the term mental health means
- Have learned about how feelings are a good place to start in thinking about mental health
- Have looked at the best way to be a first responder
- Know some of the common areas considered in psychiatry

Course format

This course will include a presentation, group work, practice and exercises. The style of delivery is very interactive and makes full use of participants' own knowledge and experience.

Links

This course supports:

- Putting People First
- RQF – Health and Social Care Adults level 2 and level 3 diploma.

Mental health – skills for managers

Duration:

A full day course - 9:30 am to 4:30 pm

Provider:

External

The heart of the acas brand is their reputation for independence and impartiality. Their mission is to improve Britain's workforces making them more productive and harmonious work places for the benefit of both the employer and the individual employee.

Their philosophy is based on prevention, building long-term relationships with key industrial stakeholders and bespoke solutions.

Target audience:

All managers, registered managers, supervisors, HR staff and aspirant managers.

Course overview:

The series of acas courses can either be taken as standalone courses, both full days and half days, or as a complete modular programme, delivered over five days. The programme will cover, as required:

- Learn to communicate effectively
- What does a good boss look like?
- Be a leader and delegate responsibly
- **Motivate your people**
- Deal with issues – have difficult conversations!
- Discipline and Grievance
- **Increase performance and productivity**
- **Deal with absence.**

The course will cover:

Managers may have an understanding of mental health yet they are often hesitant to address it, through fear of saying the wrong thing or making matters worse. However, early intervention is key. It provides opportunity for the manager and the individual to discuss the support they might need to stay in work, not only benefiting the individual but the team and the organisation as a whole. Delegates attending this event will gain an increased understanding of the different mental ill health conditions and how to recognise the signs and symptoms. Delegates will learn how to effectively engage with their staff at an early stage, have constructive conversations and be aware of the range of practical support available for individuals.

Following this training you will:

Understand why positive mental health is so important, different mental health conditions and how to recognise the signs and symptoms. You will also look at how to effectively support team members.

Course format:

This training session will be delivered by an acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

Links

This course supports:

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

Modern Day Slavery & Human Trafficking Training

Duration

A half day from 9.30am to 1.00pm

Provider

External

Target audience

All staff internal and external to the council working in agencies that may come into contact with victims of human trafficking

Course overview

This will be multi-disciplinary training jointly hosted by LCC Children's Services and Adult's Social Care and is open to anyone in Leeds, both within the council and from the Private, Independent and Voluntary Sector.

The course will cover:

Frontline professionals working with vulnerable groups who come may come across victims of human trafficking in their day to day work. Many, however, have limited knowledge and understanding of trafficking, how to recognise the signs or what to do if they suspect that someone is a victim. This can result in victims never being identified or helped, and the perpetrators escaping justice.

By the end of the course you can expect to:

- Explain what human trafficking is and the different types that exist
- Recognise the signs/indicators of different types of trafficking
- Know how to respond appropriately to a victim and a case of human trafficking if and when they come across it

Course format

Taught input and discussion. Please be aware that a video is used in this session that could be upsetting to some people due to its content.

Links

This course supports

The Modern Slavery Act 2015

Personal Care

Duration

A one day course from 9.30am to 4pm

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of services and is available for both internal and external organisations.

Course overview

The course will enable front line staff to use a professional approach when supporting an individual with their personal care.

The course will cover:

The key themes of record keeping, confidentiality, privacy, dignity, communication, teamwork, accountability, responsibility, clinical governance.

- Personal hygiene
- Pressure area care
- Continence
- Medication

By the end of the course you can expect to:

- Practice sensitively to maintain a person's dignity and promote good hygiene
- Recognise and contribute to the prevention of pressure sores
- Understand the reasons for use and correct application of catheters; connecting and emptying
- Understand the common types of continence problems experienced and the continence aids available
- Ensure safe practice when providing medication support
- Understand and apply the basic rules for information sharing and confidentiality
- Understand the roles of other health professionals.

Course format

This course will include a presentation, handout booklet, exercises and group discussion.

Links

This course supports:

- Care Certificate
- CQC Essential Standards of Quality and Safety
- RQF – Health and Social Care Adults level 2 and level 3 diploma.

Policies and procedures, terms and conditions

Duration:

A half day course - 9.30 am to 12.30 am

Provider:

External

The heart of the acas brand is their reputation for independence and impartiality. Their mission is to improve Britain's workforces making them more productive and harmonious work places for the benefit of both the employer and the individual employee.

Their philosophy is based on prevention, building long-term relationships with key industrial stakeholders and bespoke solutions.

Target audience:

All managers, registered managers, supervisors, HR staff and aspirant managers.

Course overview:

The series of acas courses can either be taken as standalone courses, both full days and half days, or as a complete modular programme, delivered over five days. The programme will cover, as required:

- Learn to communicate effectively
- What does a good boss look like?
- Be a leader and delegate responsibly
- Motivate your people
- Deal with issues – have difficult conversations!
- Discipline and Grievance
- Increase performance and productivity
- Deal with absence.

The course will cover:

We will consider different working patterns, shift arrangement, holidays, and holiday pay. We explain how policies and procedures govern the employment relationship and look at your procedures that managers need to work with to ensure fairness and consistency. By law all employees must receive written terms and conditions of their employment. In this session we look at what a contract of employment is and the different types of contract that exist.

Following this training you will to:

Understand why you need policies and procedures and terms and conditions in place which support both your employees and the organisation.

Course format:

This training session will be delivered by an acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

Links

This course supports:

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

Positive Risk Management

Duration:

A half day course from - 9.30am – 12.00pm or 1.00pm – 3.30pm

Provider:

Internal

Target audience:

This course is aimed at all Adult Social Care staff, who provide direct care & support in their role, and is available for both internal and external organisations.

Course overview:

The course will help delegates to think about how they can best support the people they care for when considering any risks, and breaking down how we can manage and minimise those risks positively.

The course will cover

- Looking at why you need to complete a risk assessment
- Being clear about your duty of care, in responding and managing risk, and also who owns the risk
- Involving family and carers
- Making defensible decisions
- Identifying when a Risk assessment needs to be reviewed

Following this training you will to:

- Think through risks, and know how to manage them positively
- Understand the principles of positive risk management
- Incorporate independence, choice and wellbeing when completing a risk assessment

Course format

The session will include a presentation, group discussions, practical activities, and hand-outs.

Links

The Care Act 2014 and the Care and Support Statutory guidance

CQC Regulations

Reflective Supervision and Appraisals

Duration:

A one day course – 9.30am – 4.30pm

Provider:

Internal

Target audience:

This course is aimed at existing managers, supervisors and new managers who have the responsibility for managing other people and their performance. Effective supervision and workplace assessment is essential for any social care organisation, and may be useful for individuals who employ their own care workers. This course is available for both internal and external organisations.

Course overview:

Effective supervision and appraisal is important to all, especially those working in social care. This course aims to encourage and enable good supervision and appraisal resulting in increased productivity, reduced absenteeism, and positive workplace culture and to increase the quality of care being delivered in any care setting.

The course will cover:

- Understand what supervision is and its benefits
- Understand the role of the supervisor and what is expected
- What to look for from a supervisor and how to develop supervisors
- Recognise different approaches to supervision
- Understand the annual appraisal process
- Set objectives and review performance
- Effective language and communication
- Managing Difficult conversations

Following this training you will be able to:

Use effective supervision and appraisal, invest your time in leading and managing the performance of your employees effectively to ensure that your team, service and organisation are delivering excellent services. You will be able to carry out your responsibility for knowing that your team members are performing well and conducting themselves in a way which aligned to the values of your organisation and to the sector.

Course format:

Learning will be achieved through presentations and scenarios. Participants attending the course will have the opportunity to use practical tools and templates and to network with other managers from across the adult social care sector.

Links:

The course will support the requirements of the Manager Induction Standards (MIS) and the specification for the Level 4 Certificate of Leadership and Management in Adult Social Care. It will enable delegates to meet some of the outcomes of the MIS and start to build evidence to develop further for their Level 4 Certificate. Throughout the programme reference will be made to the Leadership Qualities Framework (Skills for Care 2015) and the CQC requirements within the area of Well-Led.

Safeguarding Level 2 for new managers and supervisors

Duration

A one day course from 9.30am to 4.30pm

Provider

Internal

Target audience

This course is aimed at new front line managers, senior managers and supervisors working with adults with care and support needs in Leeds Adult Social Care and its commissioned services. This includes domiciliary services, care and nursing homes, day care and supported living services.

The training is available for both internal and external organisations.

Course overview

The course will be based on the Leeds Approach – Citizen-led Multi Agency Policy and Procedures, and will provide an opportunity for delegates to share experiences, and challenges.

The course will cover

What is safeguarding adults

What the aims of Safeguarding are

what your role is as a manager

What are the potential abuse types and factors to consider

Preventing and responding to abuse and neglect

Capacity

New multi-agency procedures – The Leeds Approach - Citizen Lead - Hear my voice

Neglect - incorporating difficult conversations

Prevent/Channel

Pressure Ulcers

Domestic Violence

Process and Documentation

Following this training you will to:

On completion of this course managers will have an understanding of the principles and aims of safeguarding, and will have gained a better understanding of the new Multi-agency policy and procedures. Have confidence in raising any safeguarding concerns, whilst ensuring the process is citizen lead and person centred.

Course format

Learning will be achieved through presentations, group discussions, and scenarios. Participants attending the course will have the opportunity to use practical tools and templates and to network with other managers from across the adult social care sector

Links

This course supports:

- ❖ Leeds Approach citizen-led Safeguarding Adults Policy and Procedures
- ❖ Care Act 2014
- ❖ Care and Support Statutory Guidance 2016
- ❖ Fundamental Standards
- ❖ Mental Capacity Act 2005
- ❖ Prevent strategy - [*Prevent duty guidance - GOV.UK*](#)
- ❖ Channel- [*Channel Guidance.gov.uk*](#)
- ❖ LSAB website-[*www.leedssafeguardingadults.org.uk*](http://www.leedssafeguardingadults.org.uk)
- ❖ Leeds City Council - [*www.leeds.gov.uk/residents/Pages/Safeguarding-adults.aspx*](http://www.leeds.gov.uk/residents/Pages/Safeguarding-adults.aspx)
- ❖ LSCP website- [*www.leedsscp.org.uk/Home*](http://www.leedsscp.org.uk/Home)
- ❖ Domestic Violence- [*Leeds Domestic Violence Service – 24hr helpline 0113 246 0401 ...https://ldvs.uk/*](#)
- ❖ And - [*www.leeds.gov.uk/domesticviolence*](http://www.leeds.gov.uk/domesticviolence)
- ❖ And - [*www.behind-closed-doors.org.uk*](http://www.behind-closed-doors.org.uk)
- ❖ *Pressure Ulcers -NPUAP Pressure Injury Stages | The National Pressure Ulcer Advisory*

Safeguarding Level 2 refresher for managers and supervisors

Duration

A half day course

Provider

Internal

Target audience

This course is aimed at experienced front line managers, senior managers and supervisors working with adults with care and support needs in Leeds Adult Social Care and its commissioned services. This includes domiciliary services, care and nursing homes, day care and supported living services. This course is a half day refresher, so there is an expectation that anyone attending this session has already attended the full day safeguarding level 2 for Managers and supervisors. The training is available for both internal and external organisations.

Course overview

The course will refresh the delegate's knowledge in Safeguarding, cover any changes within Leeds Safeguarding, whilst also providing an opportunity to share knowledge and experiences with other Managers and Supervisors.

The course will cover

Refresh in:

What safeguarding adults is? The aims of Safeguarding, and what your role is as a manager

What are the potential abuse types and factors to consider?

Preventing and responding to abuse and neglect

Capacity

Gain an understanding in:

New multi-agency procedures – The Leeds Approach - Citizen Lead - Hear my voice

Neglect - incorporating difficult conversations

Prevent/Channel

Pressure Ulcers

Domestic Violence

Process and Documentation

Following this training you will to:

On completion of this course managers will have refreshed the principles and aims of safeguarding, and will have gained a better understanding of the new Multi agency policy and procedures. Have confidence in raising any safeguarding concerns, whilst ensuring the process is citizen lead and person centred.

Course format

Learning will be achieved through presentations, Quiz, group discussions, and scenarios. Participants attending the course will have the opportunity to use practical tools and templates and to network with other managers from across the adult social care sector

Links

This course supports:

- ❖ Leeds Approach citizen-led Safeguarding Adults Policy and Procedures
- ❖ Care Act 2014
- ❖ Care and Support Statutory Guidance 2016
- ❖ Fundamental Standards
- ❖ Mental Capacity Act 2005
- ❖ Prevent strategy - [Prevent duty guidance - GOV.UK](#)
- ❖ Channel- [Channel Guidance.gov.uk](#)
- ❖ LSAB website-www.leedssafeguardingadults.org.uk
- ❖ Leeds City Council - www.leeds.gov.uk/residents/Pages/Safeguarding-adults.aspx
- ❖ LSCP website-www.leedsscp.org.uk/Home
- ❖ Domestic Violence- [Leeds Domestic Violence Service – 24hr helpline 0113 246 0401
...https://ldvs.uk/](#)
- ❖ And - www.leeds.gov.uk/domesticviolence
- ❖ And - www.behind-closed-doors.org.uk
- ❖ Pressure Ulcers -[NPUAP Pressure Injury Stages | The National Pressure Ulcer Advisory](#)

Safeguarding Adults: The Role of the Person raising a Concern

Duration

A half day course from 9.30am to 12.00pm or 1.00pm to 3.45pm

Provider

Internal

Target audience

This course is aimed at all staff who do not have a supervisory or management role but have a duty to respond to safeguarding concerns and risks appropriately. The training is available for both internal and external organisations. This training is mandatory for ASC Care and Support staff.

Course overview

This course is based on the Leeds Safeguarding Adults Policy and Procedure. The course enables staff to:

- Understand: what safeguarding adults is and what a safeguarding adults procedures response is
- Be aware of: potential abuse types and factors to consider
- Gain confidence in your role in: preventing and responding to abuse and neglect
- Know how to: raise a concern and what might happen next

The course will cover:

The Leeds Safeguarding Adults Policy and Procedures, your role and your legal duties

By the end of the course you can expect to:

- To describe and apply safeguarding adults procedures
- To define what we mean by 'adult at risk'
- To identify types, causes, signs and signals of abuse
- To recognise the stresses involved in dealing with allegations of abuse and identify support systems.

Course format

This course will include a presentation, handouts, group work and exercises.

Links

This course supports:

- Leeds Safeguarding Adults Policy and Procedures
- Care Act 2014
- Care and Support Statutory Guidance

Refresher: Safeguarding Adults: The role of the Person raising a concern

Safeguarding Adults – The role of the person raising a concern - Refresher Training

There is a requirement for staff who undertake the Safeguarding Adults training to complete the refresher training. This is a six year process where staff are required to attend face to face classroom training in the first instance, followed three years later by refresher training (workbook or e-learning) and three years following that they must re-attend face to face classroom training again. Refresher training is now available and can now be accessed through the Performance and Learning System site (PALS) or by contacting the Business Support Centre (BSC).

There are 2 ways in which staff can undertake their refresher training:

- E-learning
- A refresher workbook

Safeguarding Adults – The role of the person raising a concern - E-learning

You can work your way through E-learning module learning at your own pace. Your progress through a course is automatically tracked, so you can return to a module at your convenience.

Safeguarding Adults – The role of the person raising a concern - Refresher workbook

Work your way through a workbook at your convenience to refresh your knowledge. Read through the information and answer the questions as you go along. You can even get together with colleagues and discuss the answers.

To complement the workbook an answer booklet is also available for managers.

If you are having problems running or accessing any of the content, please contact Training & Administration team on **3785274**

Strength Based Approaches to Achieve Better Outcomes

Duration:

A one day course from - 9.30am to 4:30pm

Provider:

Internal

Target audience:

This course is aimed at all Adult Social Care staff, who provide direct care & support in their role, and is available for both Internal and External Organisations.

Course overview:

The course will look at what better conversations look like, and how we can use this through a strength based and person-centred approach including what we are currently doing in Leeds to ensure we implement personalisation, and how being reflective in our practice, can support us and the people we care for to overcome some personal barriers and achieve our goals.

The course will cover:

- How we work in a person centred way
- Having better conversations, and looking at the Strength Based approach
- Personalisation and what we are doing in Leeds
- Talking through the 'WITH' principle, aiming to do things 'WITH', and not 'TO' or 'FOR'
- Exploring and embedding the strengths based and person centred tools and approaches into everyday practice
- Being Reflective in our Practice

By the end of the course:

- Staff will have the knowledge to support individuals using a person centred approach
- Have better conversations and be able to identify peoples strengths in support of achieving personal goals
- Work proactively in a 'WITH' way, using high challenge and high support
- Be able to reflect on our own and other peoples practices to improve better outcomes
- Be confident to use all of the tools and learning from the session, and use in daily practice

Course format

This course will include a presentation, handouts, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual needs. We will do this through group discussions, activities and by using visual aids to explore delegates learning, whilst incorporating the 'WITH' principle.

Links

The Care Act 2014 and the Care and Support Statutory Guidance (wellbeing)

The Leeds Plan, and Better Lives Strategy Supports:

The Care Certificate

Tackling unacceptable behaviours - Bullying and harassment

Duration:

A half day course - 1:30 pm to 4:30 pm

Provider:

External

The heart of the acas brand is their reputation for independence and impartiality. Their mission is to improve Britain's workforces making them more productive and harmonious work places for the benefit of both the employer and the individual employee.

Their philosophy is based on prevention, building long-term relationships with key industrial stakeholders and bespoke solutions.

Target audience:

All managers, registered managers, supervisors, HR staff and aspirant managers.

Course overview:

The series of acas courses can either be taken as standalone courses, both full days and half days, or as a complete modular programme, delivered over five days. The programme will cover, as required:

- Learn to communicate effectively
- What does a good boss look like?
- Be a leader and delegate responsibly
- Motivate your people
- Deal with issues – have difficult conversations!
- Discipline and Grievance
- Increase performance and productivity
- Deal with absence.

The course will cover:

Unacceptable behaviours, such as bullying and harassment or aggressive attitudes are harmful to everyone at work. This event looks at how managers should use their equality policy to deal with negative behaviours and promote a positive team culture taking account of discrimination laws and all associated rights. It will also break the myth of what is 'Banter', 'Bullying' or 'Harassment'.

Following this training you will to:

Understand why some behaviours at work are unacceptable and the harm that they can have on the culture and working environment. You will also learn how to deal with unacceptable behaviours and eradicate bullying and harassment.

Course format;

This training session will be delivered by an acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

Links

This course supports:

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

Understanding Stroke and its Effects

Duration

One day course from 9.30am to 4.00pm

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of services and is available for both internal and external organisations.

Course overview

This course explores the brain, what a stroke is and the effects it can have on the individual, carer and family. It discusses how to prevent a stroke and how to promote recovery.

The course will cover:

- The brain
- Types of stroke
- The effects of a stroke both physical and psychological
- Effective communication
- How stroke impacts on family and friends
- Prevention.

By the end of the course you will be able to:

- Understand how the brain works
- Understand what a stroke is
- Understand signs of a stroke and actions that need to be taken
- Understand the outcomes of stroke - both physical and psychological
- Practical understanding of how to work with stroke survivors with the various stroke outcomes
- Best practice in prevention

Course format

This course will include a presentations, handouts, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual's needs.

Links:

This course supports:

- Care Act 2014
- Care Certificate
- CQC Essential Standards of Quality and Safety
- The National Stroke Strategy
- NICE stroke care guidelines

Stroke – Working with Communication And Swallowing Problems

Duration

A half day course from 9.30am to 12.30pm

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of services and is available for both internal and external organisations.

Course overview

This course explores:

- Problems with communication and swallowing.
- How to communicate effectively
- Safe nutritional intake.

The course will cover:

- The process of communication and swallowing
- Tools for communication
- Promoting safe nutritional intake
- Effective Communication
- The social impact of these difficulties
- The multidisciplinary team approach.

By the end of the course you expect to:

- Know what happens when we swallow
- Have considered the impact of impaired swallowing on quality of life
- Know how we communicate
- Understand ways of helping people communicate for their maximum quality of life
- Understand the importance of the multidisciplinary team.

Course format

This course will include a presentations, handouts, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual's needs.

Links:

This course supports:

- Care Act 2014
- Care Certificate
- CQC Essential Standards of Quality and Safety

Understanding Acquired Brain Injury

Duration

A one day course from 9.30am to 4pm.

Provider

External

Target audience

This course is aimed at all staff working in direct delivery of services and is available for both internal and external organisations.

Course overview

This course explores the anatomy and physiology of the brain and what happens in brain injury.

The course will cover:

- How to support individual who may have sustained and are surviving brain injury
- Physical, cognitive and social consequences of brain injury for the individual, families and carers.

By the end of the course you can expect to:

- Understand some basic facts about brain damage
- Understand the use of the Brain Injury Needs Indicator tool (BINI) in social care assessments with people living with brain injury to gauge levels of recovery, insight issues, risk and support required.
- Have techniques to use when communicating with people who are living with an acquired brain injury and their families and carers.

Course format

This course will include presentations, handouts, group work and exercises. The style of delivery is flexible with scope for adjusting activities to suit individual needs.

Links

This course supports:

- Care Act 2014
- Care Certificate
- RQF – Health and Social Care Adults level 2 and level 3 diploma.

Values Based Interviewing

Duration:

A one day course - 9:30 am to 4:30 pm

Provider:

External

Target audience:

The seminar is for adult social care organisations that would like to see how they can embed their workplace values into their interviewing processes. It's suitable for managers, HR and other senior staff who are responsible for conducting interviews.

Course overview:

This course has been specifically developed to help you to understanding how matching people's personal values to your workplace values will help to reduce time and wasted resources in recruiting the wrong people. This will also lead to improved retention across your workforce.

The course will cover:

A values based interview explores a candidate's values, and assesses whether they align with your organisation's values, culture and expectations. This is different to competence based interviewing which assesses the candidate's work experience and qualifications. Having a greater understanding of a person's values goes to the heart of what motivates a person to want to work for you.

Following this training you will be able to:

Delegates will leave with an understanding of how to apply a proven interviewing technique and access a ready-made question bank that they can use in the recruitment process. You will learn why the technique is so effective and get the opportunity to practice it before the end of the session, so that they can use it immediately in the workplace. It includes:

- What is values based recruitment and how you can apply it in the workplace
- Develop an understanding of how your organisations values should map to your values and behaviours framework
- An interviewing technique to identify whether candidates have the right values to work in your organisation.

Course format:

The seminar has been specifically developed for adult social care employers. This practical seminar will explain what values based recruitment is and give delegates the skills to conduct values based interviews. This can help you recruit the right people for your organisation.

Links

This course supports:

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

Well-led

Duration

Four interactive workshops over four days.

Provider

In-house.

Target audience

Existing managers working in adult social care services working in the private, public or third sectors.

Course overview

The programme is grounded in the reality of social care delivery and has been developed in partnership with registered managers familiar with the day-to-day challenges of leading a care team. Made up of a series of practical workshops, the programme is designed to enable leaders to deliver care in line with the expectations of a well-led service.

The course will cover

You will find out what managers of a well-led organisations do to achieve and sustain high standards and how to apply these examples across your own organisation to deliver high-quality, person centred care. Throughout the programme you will be supported to develop your leadership skills, advance your service and have a real impact in your workplace in order to secure a well-led future.

Following this training you will:

The Well-led programme will support leaders to:

- Understand how new leadership strategies and techniques can be used to transform services and improve the quality of care
- Enhance leadership skills to become a more effective leader
- Gain improved confidence to lead services in an increasingly complex and challenging sector
- Develop clear goals to improve personal leadership and effectiveness
- Learn from others and share experiences and ideas with peers to develop a strong support network.
-

Course format

The four interactive workshops, over four days, explore live, challenges and practical examples of well-led services:

Day 1: Know yourself – looking inwards

Day 2: Leading a successful service – looking around

Day 3: Leading high performing teams – looking sideways

Day 4: Leading in and beyond the boundaries of your service – looking outwards

Links:

This programme supports the knowledge requirements of leadership and management qualifications at levels four and five.

This course supports:

By completing this programme you will be better placed to achieve the outcomes that make up the CQC domain for Well-led.

Workforce Planning – a practical guide

Duration:

A Half day course 9:30 am to 12:30 pm

Provider:

Internal

Target audience:

Managers, Owners, HR Professionals

Course overview:

Workforce planning is an essential activity which ensures that organisations have the right number of people with the right skills, attitudes, values and experience in order to provide the appropriate care and support to the vulnerable people who you have responsibility for.

This course will help you to make the most out of your business's most important asset, its people.

The course will cover:

By completing this course you will have a better understanding of:

- What is a workforce plan?
- Why workforce plans are important?
- What are the principles of workforce planning?
- What does a good workforce plan look like and need to include?

Following this training you will be able to:

Understand the importance of workforce planning, and having a plan in place which will enable you meet your business needs now and in the future. It will also give you a tool which can be used to ensure that you have the right mix of skills in your workforce which will help to make your business plan a reality.

Course format:

This course will include presentations, handouts, group work and activities. The delivery style is flexible with the scope for adjusting content and format to suit individual needs.

Links

This course supports:

- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led.

Training Dates

| Course Title | Dates | Times | Venue |
|--|---|---|--|
| Induction Brief & Information Day for New Starters | 15 th November 15 th January 2020 20 th March | 9.30am – 4.30pm | Enterprise House |
| Adult Social Care – Workforce Data Set (formally known as NMDS-SC) | 4 th December 3 rd March 2020 | 9.30am – 12.30pm | Enterprise House |
| Assessing & Supporting Carers | 19 th November 12 th February 2020 | 9.30am – 4.30pm | Enterprise House |
| Audit Reporting & Action Planning | 19 th February 2020 | 9.30am – 4.30pm | Enterprise House |
| Autism Awareness | 23 rd October 8 th January 2020 14 th February 19 th March | 9.30am – 1.00pm | Enterprise House |
| Basic Bereavement Skills | 12 th December 17 th March 2020 | 1.00pm – 4.00pm | Enterprise House |
| De-Escalation Techniques (Responding To Aggressive Behaviour) | 7 th October 18 th October 5 th November 25 th November 9 th December 8 th January 2020 30 th January 3 rd March 27 th March | 1.00pm – 4.30pm 9.30am – 1.00pm 9.30am – 1.00pm 9.30am – 1.00pm 1.00pm – 4.30pm 9.30am – 1.00pm 8.00am – 11.30am 9.30am – 1.00pm 10.00am – 1.30pm | Enterprise House Enterprise House Enterprise House Hillside Enterprise House Enterprise House Enterprise House Enterprise House Enterprise House |
| Dementia – essential training for Care Staff (Tier 2) | 21 st October 6 th November 16 th December 22 nd January 2020 29 th January 25 th March | 9.30am – 4.30pm | Enterprise House |
| Dementia – essential training for managers & senior care staff who manage the care & support services of people with dementia (Tier 3) | 21 st November + 12 th December 19 (2 day course) 18 th February + 3 rd March 20 (2 day course) | 9.30am – 4.30pm | Enterprise House |
| Discipline & Grievance | 7 th November | 9.30am – 12.30pm | Enterprise House |
| Disciplinary Investigations | 7 th November | 1.30pm – 4.30pm | Enterprise House |

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|--|--|---|--|
| DOLS (Deprivation of Liberty Safeguards) | 30 th October 29 th November 23 rd January 5 th March 2020 | 9.30am – 1.00pm | Enterprise House |
| Domestic Violence Awareness for Front Line staff | 16 th October 10 th December | 9.30am – 12.30pm 1.00pm – 4.00pm | Pudsey Civic Hall Enterprise House |
| End of Life Care | 10 th December 25 th March 2020 | 9.30am – 3.30pm | Enterprise House |
| Equality, Diversity and Inclusion | 2 nd October 14 th October 13 th November 5 th December 24 th January 2020 20 th February 9 th March | 9.30am – 1.00pm 9.30am – 1.00pm 1.00pm – 4.30pm 9.30am – 1.00pm 9.30am – 1.00pm 9.30am – 1.00pm 9.30am – 1.00pm | Enterprise House Enterprise House Enterprise House Enterprise House Enterprise House Hillside Enterprise House |
| Essential Skills for Managers | 9 th October | 1.30pm – 4.30pm | Enterprise House |
| Food Hygiene Awareness/Refresher | 19 th September 2 nd October 15 th October 7 th November 25 th November 2 nd December 11 th December 3 rd January 2020 13 th January 5 th February 19 th February 18 th March | 9.30am – 1.00pm | Enterprise House |
| Getting to know Family Carers | 5 th February 2020 | 9.30am – 12.30pm | Enterprise House |
| Having Difficult Conversations | 17 th October 2019 12 th February 2020 | 9.30am – 4.30pm 9.30am – 4.30pm | Carriageworks Enterprise House |
| Health & Safety Risk Assessments in Care Homes | 26 th November 2019 20 th February 2020 | 9.30am – 12.30pm | Enterprise House |
| Infection Control | 15 th October 11 th November 5 th December 21 st January 2020 13 th February 25 th March | 9.30am -11.30am | Enterprise House |
| Introduction to Diabetes | 26 th November 3 rd March 2020 | 9.30am – 1.00pm | Enterprise House |

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|--|--|--|--|
| Introduction to Epilepsy | 5 th November 9 th January 2020 3 rd March | 9.30am – 1.00pm | Enterprise House |
| Introduction to Nutritional Care for People with Learning Disabilities | 16 th October 22 nd January 2020 24 th March | 9.30am – 2.30pm | Enterprise House |
| Introduction to Nutritional Care for Older People | 15 th October 24 th October 27 th November 17 th December 3 rd February | 9.30am – 2.30pm | Enterprise House |
| Introduction to Parkinson’s Disease | 21 st November 12 th February 2020 | 9.30am – 12.30pm | Enterprise House |
| Lead to Succeed | Programme Six 15 th October 2019 12 th November 12 th December 9 th January 2020 4 th February Programme Seven 14 th January 2020 13 th February 5 th March 31 st March 21 st April | 9.30am – 3.30pm 9.30am – 3.30pm | Enterprise House Enterprise House |
| LGBT+ Awareness | 18 th November | 9.30am – 12.30pm or 1.00pm -4.00pm | Enterprise House |
| Lone Worker and Personal Safety | 26 th September 2019 7 th October 19 th November 2 nd December 21 st January 2020 4 th February 4 th March | 9.30am – 4.00pm | Enterprise House |
| Manging Staff Absences | 18 th December | 9.30am – 12.30pm | Enterprise House |
| Mental Capacity Act in Practice – A course for Provider Services | 23 rd October 13 th November 6 th December 23 rd January 2020 17 th February 25 th March | 9.30am – 4.30pm | Enterprise House |
| Mental Health – skills for managers | 15 th January 2020 | 9.30am – 4.30pm | Enterprise House |

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|--|--|--|--|
| Mental Health Awareness | 9 th October 10 th December 10 th March 2020 | 9.30am – 1.00pm | Enterprise House |
| Mental Capacity Act in the Workplace – A course for Frontline Care Staff | 16 th October 8 th November 21 st November 11 th December 21 st January 2020 11 th February 19 th March | 9.30am – 1.00pm Or 1.00pm – 4.30pm | Enterprise House |
| Medication for Domiciliary | 11 th October 25 th October 5 th December 16 th January 2020 28 th January 18 th March 6 th March | 9.30am – 4.00pm | Enterprise House |
| Medication for Residential | 8 th November 11 th November 10 th January 2020 13 th February 26 th March | 9.30am – 4.00pm | Enterprise House |
| Managing People Performance | 6 th November 2019 27 th February 2020 | 9.30am – 12.30pm | Enterprise House |
| Personal Care | 15 th November 14 th January 2020 5 th February 25 th February 12 th March | 9.30am – 4.00pm | Enterprise House |
| Policies & Procedures, Terms and Conditions | 9 th October | 9.30am – 12.30pm | Enterprise House |
| Safeguarding Adult Level 2 Refresher for Managers and Supervisors | 8 th October 11 th November 2 nd December 27 th January 2020 28 th February 12 th March | 1.15pm – 5.00pm 9.30am – 1.15pm 1.00pm – 4.45pm 1.00pm – 4.45pm 9.30am – 1.15pm 1.00pm – 4.45pm | Enterprise House Enterprise House Enterprise House Enterprise House Enterprise House Enterprise House |
| Safeguarding Adult Level 2 for New Managers and Supervisors | 31 st October 20 th November 5 th December 28 th January 2020 28 th February 19 th March | 9.30am – 4.30pm 9.30am – 4.30pm 9.30am – 4.30pm 9.30am – 4.30pm 9.30am – 4.30pm 9.30am – 4.30pm | Enterprise House Enterprise House Enterprise House Enterprise House Enterprise House Enterprise House |

| | | | |
|---|--|---|---|
| Safeguarding Adults: The role of the person raising a concern | 4 th October 17 th October 31 st October 6 th November 18 th November 28 th November 6 th December 12 th December 9 th January 2020 21 st January 28 th January 3 rd February 10 th February 19 th February 10 th March 24 th March | 1.00pm – 4.00pm 1.00pm – 4.00pm 1.00pm – 4.00pm 9.30am – 12.30pm 9.30am – 12.30pm 9.30am – 12.30pm 9.30am – 12.30pm 9.30am – 12.30pm 9.30am – 12.30pm 1.00pm – 4.00pm 9.30am – 12.30pm 9.30am – 12.30pm 9.30am – 12.30pm 1.00pm – 4.00pm 1.00pm – 4.00pm 1.00pm – 4.00pm 9.30am – 12.30pm | Enterprise Enterprise Enterprise Enterprise Pudsey Civic Hall Enterprise House Enterprise House Reginald Centre Enterprise House Enterprise House Hillside Reginald Centre Enterprise House Enterprise House Enterprise House Enterprise House |
| Strength Based Approaches to achieve better outcomes | 29 th October 7 th November 3 rd December 23 rd January 2020 13 th February 16 th March | 9.30am – 4.30pm 9.30am – 4.30pm 9.30am – 4.30pm 9.30am – 4.30pm 9.30am – 4.30pm 9.30am – 4.30pm | Enterprise House Enterprise House Enterprise House Enterprise House Reginald Terrace Enterprise House |
| Tackling Unacceptable Behaviours | 18 th December | 1.30pm – 4.30pm | Enterprise House |
| Understanding Acquired Brain Injury | 29 th October 27 February 2020 | 9.30am – 4.00pm | Enterprise House |
| Understanding Stroke and its effects | 12 th November 11 th March 2020 | 9.30am – 4.00pm | Enterprise House |
| Stroke – working with communication and swallowing problems | 15 th January 2020 | 9.30am – 12.30pm | Enterprise House |
| Trauma Informed Practice | 23 rd October 29 th January 2020 | 9.30am – 4.30pm | Enterprise House |
| Well-led | Dates available on PALs from November 2019 | 9.30am – 4.30pm | Enterprise House |
| Workforce Planning – a practical Guide | 28 th November | 9.30am – 12.30pm | Enterprise House |

Leeds Community Equipment and Telecare service

We aim to provide Community Equipment and Telecare training courses that are informative, practical and empowers colleagues to provide the right equipment quickly to enable people to live independent and inclusive lives."

The Community Equipment and Telecare Service provide training on a number of different aspects of the Service. As a joint service these courses are available to Adults and Health (Adults and Children). Please book early.

Social Care colleagues please note that BSC do not take course bookings for the following courses:

To apply:

Minor Works & Level 1 Basic Equipment for Social Workers

Basic Equipment Level 1 for Non-Clinical Staff

Basic Equipment Level 1 for Clinical Staff

Beds & Mattress's Level 2 for Clinical Staff

Bed Rails – Managing the risk Level 2 for Clinical Staff

Please contact:

Workforce Development Unit - The email address is lch.wfi@nhs.net Also please note, to book a place delegates should go to Employee Self Service via ESR first, only those that do not have access to CIS (ASC) are able to call on 01132033451. A booking will be accepted up to one week before the course date.

All colleagues please note that BSC do not take course bookings for Telecare Training courses

To apply:

For **Telecare Training** email telecare@leeds.gov.uk with your name, contact number, work base and Job title. A booking will be accepted up to one week before the course date.

Please note all these courses will take place at:

Assisted Living Leeds

The address is: 81 Clarence Road, Leeds, LS10 1LZ

Please report to reception

Please note: there is no onsite parking at ALL.

Leeds Community Equipment and Telecare service – Course Summaries

Minor Works & Level 1 Basic Equipment for Social Workers (New Course)

This Half day session is designed for Social Care Social Workers only. The training will cover aspects of Minor Works including what kind of work can be undertaken and the process's involved.

Basic Equipment Level 1 for Non-Clinical Staff

This half day session will equip attendees with the skills required to determine a person's need for basic equipment. They will also have the opportunity to share experiences of where they have used a piece of equipment or, of an instance where they think the equipment would be particularly useful.

Basic Equipment Level 1 for Clinical Staff

This half day session will equip attendees with the skills required to assess a person's need for basic equipment. At the end of the training, attendees should be confident in assessing for bathing equipment; bed accessories; toileting equipment; chair and seating accessories and kitchen and household accessories. Attendees will have the opportunity to gain 'hands on' experience in assembling and disassembling equipment. They will also have the opportunity to share experiences of where they have used a piece of equipment or, of an instance where they think the equipment would be particularly useful.

Beds & Mattress's Level 2 for Clinical Staff

The aim of this training is to equip participants with the knowledge, skill and confidence to provide effective assessments for beds and associated equipment. Aimed at new assessors and those wanting a refresher on beds and associated equipment that is available from the Leeds Community Equipment store; this training is available to health and social service assessors. At the end of the course participants will be better able to identify the correct equipment for use in the home including equipment for use with: a service users own bed and an electric profiling bed.

Bed Rails – Managing the risk Level 2 for Clinical Staff (New Course)

This training is aimed at Clinical Staff who would like to learn more about managing the risk around bed rails including working with the risk assessment.

Telecare Training

This training is aimed at social care and health colleagues who are eligible to make a referral to the Leeds Telecare Service e.g. social workers and social work assistants, occupational therapists and occupational therapist assistants, district nurses, community matrons.

The training aims to increase knowledge and understanding of Telecare technology, its application and associated benefits across a range of client groups. At the end of the training, attendees will know what Telecare is, how it works and what equipment is available. They will also be able to identify a range of Telecare solutions to meet the assessed needs and know how to make a referral for Telecare equipment to the Leeds Telecare Service.

| Course Title | Date | Times | Closing date |
|---|---------------------------|---------------------------|----------------------------|
| Minor Works & Level 1 Basic Equipment for Social Workers | 9 th October | 09:00 – 12:00 | 2 nd October |
| | 22 nd November | 09:00 – 12:00 | 15 th November |
| | 4 th December | 09:00 – 12:00 | 27 th November |
| | 8 th January | 09:00 – 12:00 | 2 nd January |
| Basic Equipment Level 1 for Non-Clinical Staff | 9 th October | 12:30 – 15:30 | 2 nd October |
| | 22 nd November | 12:30 – 15:30 | 15 th November |
| | 29 th November | 12:30 – 15:30 | 22 nd November |
| | 6 th December | 12:30 – 15:30 | 29 th November |
| | 8 th January | 12:30 – 15:30 | 2 nd January |
| | 22 nd January | 12:30 – 15:30 | 15 th January |
| | 5 th February | 12:30 – 15:30 | 31 st January |
| | 19 th February | 12:30 – 15:30 | 12 th February |
| | 4 th March | 12:30 – 15:30 | 26 th February |
| 18 th March | 12:30 – 15:30 | 11 th February | |
| Basic Equipment Level 1 for Clinical Staff | 18 th October | 09:00 – 12:00 | 4 th October |
| | 29 th November | 09:00 – 12:00 | 22 nd November |
| | 6 th December | 09:00 – 12:00 | 29 th November |
| | 17 th January | 09:00 – 12:00 | 11 th January |
| | 31 st January | 09:00 – 12:00 | 14 th January |
| | 14 th February | 09:00 – 12:00 | 7 th February |
| | 28 th February | 09:00 – 12:00 | 21 st February |
| | 13 th March | 09:00 – 12:00 | 6 th March |
| 27 th March | 09:00 – 12:00 | 20 th March | |
| Beds & Mattress's Level 2 for Clinical Staff | 7 th October | 09:30 – 15:30 | 27 th September |
| | 15 th November | 09:30 – 15:30 | 8 th November |
| | 11 th December | 09:30 – 15:30 | 2 nd December |
| | 15 th January | 09:30 – 15:30 | 8 th January |
| | 29 th January | 09:30 – 15:30 | 21 st January |

| | | | |
|---|---------------------------|---------------|---------------------------|
| Beds & Mattress's Level 2 for Clinical Staff | 12 th February | 09:30 – 15:30 | 5 th February |
| | 26 th February | 09:30 – 15:30 | 19 th February |
| | 11 th March | 09:30 – 15:30 | 4 th March |
| | 25 th March | 09:30 – 15:30 | 18 th March |
| Bed Rails – Managing the risk Level 2 for Clinical Staff | 23 rd October | 09:00 – 12:00 | 16 th October |
| | 10 th January | 09:00 – 12:00 | 4 th January |
| | 24 th January | 09:00 – 12:00 | 17 th January |
| | 7 th February | 09:00 – 12:00 | 1 st February |
| | 21 st February | 09:00 – 12:00 | 14 th February |
| | 6 th March | 09:00 – 12:00 | 28 th February |
| | 20 th March | 09:00 – 12:00 | 13 th March |
| Telecare Training | 16 th October | 10:00 – 12:00 | 9 th October |
| | 20 th November | 10:00 – 12:00 | 13 th November |
| | 18 th December | 10:00 – 12:00 | 11 th December |
| | 22 nd January | 10:00 – 12:00 | 15 th January |
| | 26 th February | 10:00 – 12:00 | 19 th February |
| | 18 th March | 10:00 – 12:00 | 11 th March |

Getting to ALL

By Car

Please Note – there is NO onsite parking at ALL

To reach Assisted Living Leeds by car follow the brown tourism signs for the Royal Armouries with the 'horned helmet' logo. The Royal Armouries is extremely well signposted on all major routes in and around Leeds.

- From the North: Follow brown tourism signs on the A64
- From the East: M62 east users exit M621 at junction 4 and follow the brown tourism signs.
- From the South: M1 users exit M621 at junction 4 and follow the brown tourism signs. A1 users follow brown tourism signs on the A64
- From the West: M62 users exit M621 at junction 3 and follow the brown tourism signs

When using a Sat Nav use postcode LS10 1LZ.

Limited on street parking may be available on Carlisle Road and Armouries Drive but this is for a maximum of two hours, moving cars will disrupt training. There is also the Clarence Dock Multi Story Car Park on Armouries Drive which is directly across the road from Assisted Living Leeds

By Bus

The following bus service runs from Leeds city centre to Assisted Living Leeds:

The following bus services run from Leeds city centre to Assisted Living Leeds:

- First Leeds – 28
- The 28 uses the following bus stops from Leeds City Centre:
- Leeds University – 5 – Outside Blackwell's book shop
- Albion Street – J6 – outside St. John's Centre
- Eastgate – G4 (28) Opposite John Lewis

Alight at Liberty Dock student halls of residence, this is directly across the road from Assisted Living Leeds.

Please check with operator

Walking

- A 10 minute walk from Leeds Bus Station – follow the signs to Royal Armouries.
- A 20 minute walk from Leeds Rail Station - follow the signs to Royal Armouries.

Please allow plenty of time for your journey. In line with other training courses, if you are more than twenty minutes late you will not be allowed to join the course



Forward Leeds is the new alcohol and drug service in Leeds for adults, young people and families. They are offering the following free sessions below.

Early Intervention Alcohol Training To enable front-line staff to identify and screen for alcohol use & the level of associated risk, give simple brief advice using evidence based practice and make referrals to appropriate service if necessary.

Objectives:

- To provide practitioners with up to date information related to alcohol use, including government guidance and recommendations.
- To provide tools for practitioners to use to appropriately assess for alcohol use and to be able to identify the level of risk.
- To provide resources and techniques to build confidence across the Leeds Workforce in delivering early interventions and brief advice around alcohol.

Early Intervention Drugs Training To provide resources and techniques to build confidence across the Leeds Workforce, in screening adults for substance misuse and the delivery of early interventions and brief advice around their drug use.

Objectives:

- To look at different types of drug use, from experimental use through to dependent use.
- To look at different categories of drugs in terms of stimulants, depressants and hallucinogens – and their short term and long term effects on physical and mental health.
- To provide practitioners with an opportunity to use skill based practice.

| What | When | Time |
|---------|--------------------------------|-----------------|
| Alcohol | 27 th November 2019 | 9.15am – 4.30pm |
| Drugs | 3 rd December 2019 | 9.15am – 4.30pm |
| Alcohol | 22 nd January 2020 | 9.15am – 4.30pm |
| Drugs | 11 th February 2020 | 9.15am – 4.30pm |
| Alcohol | 3 rd March 2020 | 9.15am – 4.30pm |

Where – Enterprise House, 12 St Pauls street, LEEDS LS1 2LE

Booking – LCC staff search ‘Early Intervention’ on PaLs. For **External Organisations** please email BSC.training.administration@leeds.gov.uk with your name, address & contact details or call them on 0113 3785274 together with the session you would like to book.

Training

For further information on Welfare Benefits training, please contact Welfare Benefits on **0113 3760434** or email **Welfare.Rights@leeds.gov.uk**

FREE



Social Care learning materials and information available

Flexible learning - the way forward

Individual
Learning

News
Desk

Discussion
Board

Group
Learning

Personal
Development
Plan

KEY FEATURES

**3 easy steps to gain access to the
learning materials and information:**

1

2

3

1 Go to www.scils.co.uk or www.eils.co.uk

2 Click on register and Enter the
Registration Number below

3 Create your own username and password

REGISTRATION NUMBER:
358LECC

If you have any difficulty or require any information contact SCILS:
tel: 0115 923 0200 email: info@scils.co.uk

Organisational & Workforce Development for Adults & Health

General Contact Telephone Numbers

- 0113 3785032

Head of ASC Organisational & Workforce Development

- Tracey Cooper

Senior Organisational & Workforce Development Business Partner

- Rebecca Hewitt
- June Rollins

Organisational & Workforce Development Business Partner

- Gill Dickinson
- Kath Waring
- Trevor Hewitt
- Shahida Mahmood

Organisational & Workforce Development Officer

- Victoria Robbins
- Paul Tyler-Graham
- Tara Brady
- Jane Brown
- Helen Riley
- Kiri Shaw

Local OD Admin Support

- Debbie Lendhill - HR Officer
- Val Gant - Admin Assistant
- Jo Airlie – Receptionist/Admin
- Sally Hirst - Receptionist/Admin
- Shirene Hanley – Admin Assistant



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This publication can be provided in large print, Braille and audio please phone **0113 378 5032** to request a copy

If you do not speak English and need help in understanding this document, we may be able to provide a translation or an interpreter. Please contact Adult Social Care customer services to see if we can help.

Telephone: **0113 222 4401**

Textphone: **0113 222 4410**