

Workforce Development and Partnership Team

1st April 2022 – 31st March 2023

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Condition Specific

**CONDITION SPECIFIC
COURSES AT A GLANCE
(by date & area)**

(For venue details & course descriptions, please see following pages)

Course title	Apr 22	May 22	June 22	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
Dysphagia			10 th Stevenage				28 th Hemel					
Multiple Sclerosis							6 th AM or PM Stevenage			12 th AM or PM Hemel		
Urinary Tract Infection Awareness						8 th AM or PM Stevenage			6 th AM or PM Hemel		7 th AM or PM Stevenage	

Dysphagia

Course Aim:

To provide staff with an understanding of Dysphagia as a condition and how to support an individual to eat and drink.

Course Content

- What is Dysphagia? Signs and symptoms
- Understanding the swallowing process
- Who is at risk?
- Where to look for help?
- Living with dysphagia
- Available treatment
- Dietary requirements
- How to support individuals with safe eating
- Health statistics
- Choking management

Target Group: All staff, volunteers, family carers, direct employers and their PA's who work with people with Dysphagia

Time: 9.30 – 12.30

Duration: 3 hours

Date:	Venue:
10 th June 2022, 9.30-12.30	Robertson House, Stevenage
28 th October 2022, 9.30 – 12.30	The Box Moor Trust, Hemel Hempstead

Multiple Sclerosis

This 3 hour session will be delivered by a Clinical Nurse Educator with first hand clinical experience in Multiple Sclerosis.

The MS Society estimate there are over 130,000 people with MS in the UK, and that nearly 7,000 people are newly diagnosed each year. By understanding the impact this condition has on our patients we can improve the quality of care. This session will combine theory-based learning and simulation training, exploring the history, symptoms and complications of this condition with lived experiences and case studies. This session aims to impactfully demonstrate how this condition affects patients' psycho-social well-being and explore treatment methods.

Learning Outcomes

- What is MS? An overview and understanding of the causes and history of MS
- Explore the types of MS, different stages and the future prognosis
- Understand of the diagnosis and treatment options available for this condition
- Understanding of the associated risks and other medical considerations including COVID-19
- Understand your role and the legal implications of record keeping and personal accountability
- Understand the visible/invisible symptoms of MS and impact on wellbeing
- Explore a holistic approach to managing this condition, empower and support patients and their carers to maintain independence and quality of life.

Target Group: All staff, volunteers, family carers, direct employers and their PA's supporting individuals with MS

Time: 09.30 – 12.30 or 13.30 – 16.30

Duration: 3 hours

Date:	Venue:
6 th October 2022 09.30 – 12.30	Robertson House, Stevenage
6 th October 2022 12.30 – 16.30	Robertson House, Stevenage
12 th January 2023 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
12 th January 2023 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead

Urinary Tract Infection: Awareness

This 3 hour session will be delivered by a registered nurse facilitator with extensive experience in a range of clinical settings, pulling on their own experience and knowledge.

UTI's can have severe consequences if left untreated and can lead to complications with kidneys, bladder and urethra. This session will combine theory-based learning with lived experiences and case studies to enable participants to confidently spot the signs and symptoms of this infection. We will explore holistic prevention, treatments, medications and understand how and when to escalate to specialised services

Learning Outcomes

- What is a UTI, how this type of infection presents itself and what it does to the body
- Rapid identification techniques
- Risks and other associated medical conditions
- Holistic Prevention – what other factors impact this infection such as dehydration and hygiene
- Psychological considerations
- Treatments and Medications
- Practical* demonstration workshops of testing strips and result evaluation
- UTI's in patients with a urinary catheter and methods of testing
- Escalation processes and specialised services, e.g. red flags for referral to urology
- Case Study discussions including examples from practice

Target Group: All staff, volunteers, family carers, direct employers and their PA's

Time: 09.30 – 12.30 or 13.30 – 16.30

Duration: 3 hours

Date:	Venue:
8 th September 2022 09.30 – 12.30	Robertson House, Stevenage
8 th September 2022 12.30 – 16.30	Robertson House, Stevenage
6 th December 2022 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
6 th December 2022 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
7 th February 2022 09.30 – 16.30	Robertson House, Stevenage
7 th February 2022 09.30 – 16.30	Robertson House, Stevenage

Epilepsy

EPILEPSY COURSES AT A GLANCE (by date & area)

(For venue details & course descriptions, please see following pages)

Course title	Apr 22	May 22	June 22	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
Epilepsy and the Administration of Rectal Diazepam / Buccal Midazolam: Introduction	5 th Hemel 20 th Stevenage 25 th Webinar	9 th Stevenage 19 th Webinar 25 th Hemel	1 st Webinar 22 nd Stevenage 27 th Hemel	6 th Webinar 13 th Stevenage 19 th Hemel	3 rd Stevenage 10 th Webinar 23 rd Hemel	6 th Stevenage 14 th Webinar 21 st Hemel						
Epilepsy and the Administration of Rectal Diazepam / Buccal Midazolam: Refresher	26 th AM Stevenage	30 th AM Hemel	21 st AM Webinar 28 th AM Stevenage	25 th AM Hemel	24 th AM Stevenage	13 th AM Webinar 19 th AM Hemel						

Epilepsy Awareness and the Administration of Rectal Diazepam / Buccal Midazolam: Introduction

Course Aim:

To provide you with an understanding of epilepsy and the administration of rescue medications for this condition.

Learning Outcomes:

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

- identify different seizure types, current terminology, record keeping and epilepsy care.
- recognise risk assessment in relation to epilepsy care and management.
- recognise the psychosocial implications of a diagnosis of epilepsy
- familiarise yourself with current best practice guidelines and protocols for the administration of rectal Diazepam and buccal Midazolam.

Target Group: All care/support staff supporting people with learning disabilities who have epilepsy where the use of Rectal Diazepam or Buccal Midazolam is prescribed

Time Face to Face: 09.30 – 16:00 Webinar: 09:45 – 15:30

Date:	Venue:
5th April 2022 09:30 – 16:00	The Box Moor Trust, Hemel Hempstead
20th April 2022 09:30 – 16:00	Robertson House, Stevenage
25th April 2022 09.45 – 15.30	MS Teams Webinar
9th May 2022 09:30 – 16:00	Robertson House, Stevenage
19th May 2022 09.45 – 15.30	MS Teams Webinar
25th May 2022 09:30 – 16:00	The Box Moor Trust, Hemel Hempstead
1st June 2022 09.45 – 15.30	MS Teams Webinar
22nd June 2022 09:30 – 16:00	Robertson House, Stevenage
27th June 2022 09:30 – 16:00	The Box Moor Trust, Hemel Hempstead
6th July 2022 09.45 – 15.30	MS Teams Webinar
13th July 2022 09:30 – 16:00	Robertson House, Stevenage
19th July 2022 09:30 – 16:00	The Box Moor Trust, Hemel Hempstead
3rd August 2022 09:30 – 16:00	Robertson House, Stevenage
10th August 2022 09.45 – 15.30	MS Teams Webinar
23rd August 2022 09:30 – 16:00	The Box Moor Trust, Hemel Hempstead
6th September 2022 09:30 – 16:00	Robertson House, Stevenage
14th September 2022 09.45 – 15.30	MS Teams Webinar
21st September 2022 09:30 – 16:00	The Box Moor Trust, Hemel Hempstead

Epilepsy and the Administration of Rectal Diazepam / Buccal Midazolam: Refresher

Please note: To attend delegates must have attended an HCC Epilepsy Introduction course in the past 2 years.

Course Aim:

Delegates will maintain an understanding of epilepsy including the theory and practice in the administration of rescue medication. This course is a 2 yearly refresher course.

Learning Outcomes:

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

- Develop their understanding of epilepsy care and management.
- Understand current best practice guidelines and protocols for the administration of Rectal Diazepam and Buccal Midazolam
- Update your knowledge in relation to current best practice guidelines and protocols for the administration of rectal Diazepam and buccal Midazolam.

Target Group: All care/support staff supporting people with learning disabilities who have epilepsy where the use of Rectal Diazepam or Buccal Midazolam is prescribed. Prior to attending this course delegates must have some existing knowledge and skills in epilepsy care and must have completed a HCC Epilepsy Introduction course within the **last two years**.

Time: 09:30 – 12:30

Duration: 3 hours

Date:	Venue:
26th April 2022 09.30 - 12.30	Robertson House, Stevenage
30th May 2022 09.30 - 12.30	The Box Moor Trust, Hemel Hempstead
21st June 2022 09.30 - 12.30	MS Teams Webinar
28th June 2022 09.30 - 12.30	Robertson House, Stevenage
25th July 2022 09.30 - 12.30	The Box Moor Trust, Hemel Hempstead
24th August 2022 09.30 - 12.30	Robertson House, Stevenage
13th September 2022 09.30 - 12.30	MS Teams Webinar
19th September 2022 09.30 - 12.30	The Box Moor Trust, Hemel Hempstead

Equality, Diversity and Inclusion

EQUALITY, DIVERSITY AND INCLUSION – COURSES AT A GLANCE (by date & area)

(For venue details & course descriptions, please see following pages)

Course title	Apr 22	May 22	June 22	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
Anti-Discriminatory and Anti-Oppressive Practice				20 th PM Webinar				16 th PM Webinar		25 th PM Webinar		
Equality and Diversity for Managers						27 th Stevenage		8 th AM & 15 th PM Webinar		17 th Hemel		
Equality and Diversity in Recruitment					10 th PM & 11 th PM Webinar				14 th PM & 15 th PM Webinar		1 st PM & 2 nd PM Webinar	
Gender Identity and Gender Diversity						15 th Stevenage			6 th AM & 13 th PM Webinar			15 th Hemel
Allyship: How to be an effective Ally					4 th Stevenage			2 nd AM & 10 th PM Webinar			7 th Hemel	
LGBTQ <i>i</i> Awareness						14 th Stevenage		22 nd AM & 29 th PM Webinar			16 th Hemel	
Your Rights and Responsibilities in the Workplace							25 th Stevenage			12 th AM & 23 rd PM Webinar		7 th Hemel
Promoting Conscious Inclusion and Tackling Implicit Bias							19 th PM & 20 th PM Webinar		7 th PM & 8 th PM Webinar		22 nd PM & 23 rd PM Webinar	

Anti-Discriminatory and Anti Oppressive Practice Awareness

Summary:

This course is an awareness level course which introduces the legislative framework for equality and give examples to enable participants to recognise anti-oppressive and anti-discriminatory practice in their own setting. The course clarifies key terminology, provides examples of micro-aggressions, and sets out the short-term and long-term impacts of discrimination. This course is suitable for all staff working across social care.

Aim: To be able to understand how to recognise anti-oppressive and anti-discriminatory practice and take action.

Learning Outcomes:

- Explain how the Equality Act 2010 applies to your own role
- Give examples of anti-discriminatory practice within the context of your work
- Give an example of anti-oppressive practice
- Define micro-aggressions in the workplace
- Identify ways to challenge anti-discriminatory and anti-oppressive practice
- Identify the long-term and short-term effects of discrimination
- Describe ways of being able to reflect on own practice

Target Group: All staff, volunteers, family carers, direct employers and their PA's.

Time: 13:30 - 16:30

Duration: ½ day

Date:	Venue:
20 th July 2022 13.30 – 16.30	Microsoft teams to request a place please email your name(s) and email address(es) to pvi.learning@hertfordshire.gov.uk
16 th November 2022 13.30 – 16.30	Microsoft teams to request a place please email your name(s) and email address(es) to pvi.learning@hertfordshire.gov.uk
25 th January 13.30 – 16.30	Microsoft teams to request a place please email your name(s) and email address(es) to pvi.learning@hertfordshire.gov.uk

Equality & Diversity for Managers

Summary:

This course is aimed at individuals with managerial responsibilities within a health and social care setting. The course sets out the business case for equality and provides some practical examples of how service managers can meet and exceed their legal responsibilities. The delivery will take a case study approach but will also provide tools and frameworks that can be used following the programme to report on and monitor equality, diversity, and inclusion outcomes to stakeholders.

Aims: To equip managers with the skills to identify, monitor and report on equality, diversity, and inclusion within their service.

Learning Outcomes:

- Explain the legal requirements underpinning equality, diversity, inclusion, and the effects of discrimination
- Describe how systems and practices can lead to inequality
- State the business case for equality, diversity and inclusion
- Describe the role and responsibilities of a manager in relation to equality, diversity and inclusion
- Specify the language and behaviours required of a manager in leading by example
- Identify data that could be collated in your organisation to monitor equality, diversity and inclusion
- Identify ways to monitor and report on equality, diversity and inclusion outcomes to stakeholders

Target Group: All staff, volunteers, family carers, direct employers and their PA's with management responsibilities.

Time: Please see below

Duration: Please see below

Date:	Venue:
27 th September 2022, 09:30 – 16:30	Robertson House, Stevenage
8 th November 2022 09:30 – 12.30 and 15 th November 2022 13.30 – 16.30 Please note you must attend BOTH sessions	Microsoft teams to request a place please email your name(s) and email address(es) to pvi.learning@hertfordshire.gov.uk
17 th January 2023, 09:30 – 16:30	The Box Moor Trust, Hemel Hempstead

Equality & Diversity in Recruitment

Summary:

This course provides a step-by-step process to delivering fair and safe recruitment. The course will engage participants in exercises to enable them to explore unconscious bias, and how this could negatively impact the recruitment process. Participants attending the course will also benefit from receiving some practical tools which will help them to plan and prepare for recruitment to ensure all legal requirements are met.

Aim: To understand how to deliver fair and safe recruitment practices.

Learning Outcomes:

- Outline the procedure for fair and safe recruitment
- Describe the principles of equality and diversity in relation to recruitment
- Explain how unconscious bias can have a negative impact throughout the recruitment process
- Identify the skills, attributes and knowledge needed to conduct full and fair recruitment and selection
- Describe how to draft job descriptions and person specifications to ensure fair and safe recruitment
- Identify a range of tools that support different parts of the recruitment process

Target Group: All staff, volunteers, family carers, direct employers and their PA's.

Time: See below

Duration: Two half day sessions (**please note you must attend BOTH sessions**)

Date:	Venue:
10 th August 2022 13:30 – 16.30 and 11 th August 2022 13.30 – 16.30 Please note you must attend BOTH sessions	Microsoft teams to request a place please email your name(s) and email address(es) to pvi.learning@hertfordshire.gov.uk
14 th December 2022 13:30 – 16.30 and 15 th December 2022 13.30 – 16.30 Please note you must attend BOTH sessions	Microsoft teams to request a place please email your name(s) and email address(es) to pvi.learning@hertfordshire.gov.uk
1 st February 2023 13:30 – 16.30 and 2 nd February 2023 13.30 – 16.30 Please note you must attend BOTH sessions	Microsoft teams to request a place please email your name(s) and email address(es) to pvi.learning@hertfordshire.gov.uk

Gender Identity & Gender Diversity

Summary:

This course is designed for individuals working in a social care setting who work directly with gender diverse individuals. The course provides basic information on different terminologies and refers to legal provisions for those that experience exclusion and/or discrimination. The course covers some of the challenges that individuals face, including potential impacts of mental health and hate crime. The course is delivered by Experts by Experience and provides an insight into lived experiences.

Aim: To be able to recognise and act on discriminatory practice for gender diverse communities.

Learning Outcomes:

- Explain gender identity and gender diversity: what it means to be trans or gender non-conforming
- Describe some of the challenges faced by trans: isolation, bullying & discrimination, family issues, social situations, mental health and transitioning whilst at school/work etc.
- Give an example of the specific experience of a transgender person who has accessed or used mental health services (via case studies or lived experience)
- Identify appropriate language and terminology
- Describe the legal framework for working including Equality Act, hate crime incidents, and transphobia
- Explain transition pathways, including healthcare
- Identify sources of information to improve practice

Target Group: All staff, volunteers, family carers, direct employers and their PA's.

Time: Please see below

Duration: Please see below

Date:	Venue:
15 th September 2022, 09:30 – 16:30	Robertson House, Stevenage
6 th December 2022 09:30 – 12.30 and 13 th December 2022 13:30 – 16.30 Please note you must attend BOTH sessions	Microsoft teams to request a place please email your name(s) and email address(es) to pvi.learning@hertfordshire.gov.uk
15 th March 2023 09:30 – 16:30	The Box Moor Trust, Hemel Hempstead

Allyship: How to be an effective Ally

This course provides a clear definition of allyship and explores the personal and organisational benefits of being an ally. The course will cover specific techniques that can be used, including planning for difficult conversations and aligning with, adhering to and maximising existing organisational processes.

This course is delivered in an engaging way, and participants will get the opportunity to consider some of the personal and organisational challenges in becoming a good ally. The aim of the course is to give candidates the confidence to challenge, stand up for, and amplify the voice of others.

Course Outcomes

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

- Explain what an ally is and what it is not, and why they are necessary
- Describe what allyship is in the context of white privilege
- Identify ways to continually develop self-awareness and reflection
- Explain the challenges and personal benefits of being a good ally/active bystander
- Explain how to have courageous conversations
- Compare how allyship differs from mentoring/coaching and other forms of support
- Explain how to be an ACTIVE ally in context of organisational process and practice and BEHAVIOURS
- Identify sources of support for further information

Target Group: All staff, volunteers, family carers, direct employers and their PA's.

Time: Please see below

Duration: Please see below

Date:	Venue:
4 th August 2022, 09:30 – 16:30	Robertson House, Stevenage
2 nd November 2022 09:30 – 12.30 and 10 th November 2022 13:30 – 16.30 Please note you must attend BOTH sessions	Microsoft teams to request a place please email your name(s) and email address(es) to pvi.learning@hertfordshire.gov.uk
7 th February 2023 09:30 – 16:30	The Box Moor Trust, Hemel Hempstead

LGBTQi Awareness

Summary:

This course provides basic information on terminology and sets out the legal framework that can be used to challenge discrimination. The course provides examples of both direct and indirect forms of discrimination. It sets out, through lived experience, some of the challenges that this community may face, including, but not limited to, bullying, hate crime and isolation. The course invites participants to explore, through a range of case studies, how to practice inclusively.

Aim: To be able to recognise and act on discrimination towards the LGBTQi community.

Learning Outcomes:

- Describe the legal framework for working, including Equality Act and hate crime
- Describe some of the challenges faced by the LGBTQi community: isolation, bullying & discrimination, family issues, social situations, and mental health in the workplace
- Give an example of the specific experience of an individual from the LGBTQi community of direct and indirect discrimination
- Identify appropriate language and terminology
- Identify the specific challenges of older people within the LGBTQi community
- Identify the powers and limits of legislative frameworks in supporting capacity, consent and sexual relationships
- Describe strategies for inclusive practice
- Identify sources of information to improve practice

Target Group: All staff, volunteers, family carers, direct employers and their PA's.

Time: Please see below

Duration: Please see below

Date:	Venue:
14 th September 2022, 09:30 – 16:30	Robertson House, Stevenage
22 nd November 2022 09:30 – 12.30 and 29 th November 2022 13:30 – 16.30 Please note you must attend BOTH sessions	Microsoft teams to request a place please email your name(s) and email address(es) to pvi.learning@hertfordshire.gov.uk
16 th February 2023 09:30 – 16:30	The Box Moor Trust, Hemel Hempstead

Your Rights & Responsibilities in the Workplace

Summary:

This course is aimed at individuals who are working as a minority group within the workplace. The course details what 'positive action' means, and how this can be used for under-represented groups to help them to overcome disadvantages. The course includes own rights and explores how to be assertive in the workplace. The course provides a wealth of information on building networks of support and ways to combat discrimination.

Aim: To understand rights and responsibilities in the workplace

Learning Outcomes:

- State what 'positive action' is as determined in the Equality Act 2010
- Identify a range of strategies to overcome disadvantages
- List own rights in the workplace
- Describe ways to be more assertive in the workplace
- Review approaches to combating the effects of discrimination
- Identify ways to build networks of support

Target Group: All staff, volunteers, family carers, direct employers and their PA's.

Time: Please see below

Duration: Please see below

Date:	Venue:
25 th October 2022, 09:30 – 16:30	Robertson House, Stevenage
12 th January 2023 09:30 – 12.30 and 23 rd January 2023 13.30 – 16.30 Please note you must attend BOTH sessions	Microsoft teams to request a place please email your name(s) and email address(es) to pvi.learning@hertfordshire.gov.uk
7 th March 2023 09:30 – 16:30	The Box Moor Trust, Hemel Hempstead

Promoting Conscious Inclusion and Tackling Implicit Bias

Summary:

This course sets out the business case for tackling unconscious bias in the workplace, by adopting conscious inclusion strategies. It covers the types of unconscious bias and invites participants to consider how unconscious bias and implicit associations may affect people's reactions. Participants are invited to explore the experience of unconscious bias through several activities including a case study. The course also provides practical strategies that invite participants to consciously drive thoughts, beliefs and behaviours.

Aim: To be able to identify and tackle unconscious bias through conscious inclusion

Learning Outcomes:

- Define the terms 'Implicit Bias' and 'Conscious Inclusion'
- Explain how implicit bias leads to discrimination
- List some key findings from research
- Explain the role of implicit bias in relation to equality, diversity and conscious inclusion, and their role in promoting anti-oppressive practice
- Describe how social care can adopt conscious inclusion by tackling implicit bias

Target Group: All staff, volunteers, family carers, direct employers and their PA's.

Time: See below

Duration: Two half day sessions (**please note you must attend BOTH sessions**)

Date:	Venue:
19 th October 2022 13:30 – 16.30 and 20 th October 2022 13.30 – 16.30 Please note you must attend BOTH sessions	Microsoft teams to request a place please email your name(s) and email address(es) to pvi.learning@hertfordshire.gov.uk
7 th December 2022 13:30 – 16.30 and 8 th December 2022 13.30 – 16.30 Please note you must attend BOTH sessions	Microsoft teams to request a place please email your name(s) and email address(es) to pvi.learning@hertfordshire.gov.uk
22 nd February 2023 13:30 – 16.30 and 23 rd February 2023 13.30 – 16.30 Please note you must attend BOTH sessions	Microsoft teams to request a place please email your name(s) and email address(es) to pvi.learning@hertfordshire.gov.uk

General

**GENERAL
COURSES AT A GLANCE
(by date & area)**

(For venue details & course descriptions, please see following pages)

Course title	Apr 22	May 22	June 22	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
Loss and Bereavement		25 th AM & 27 th AM Webinar			16 th Hemel			17 th AM & 24 th AM Webinar			21 st Stevenage	
First Line Managers in Adult Care Services						28 th & 29 th Stevenage						
Supervision and Performance Management					3 rd Stevenage			9 th AM & 16 th AM Webinar			8 th Hemel	

Loss and Bereavement

Aims: To understand how to effectively deal with loss and bereavement in self and others

Learning Outcomes:

- Define loss and bereavement
- Describe the process of grief
- Identify factors which might impact on a person with support needs' experience of grief
- Identify a range of support mechanisms when caring for someone through loss and bereavement
- Develop skills in communicating with individuals and significant others about loss and bereavement
- State the potential impact of caring for someone experiencing bereavement upon one's own wellbeing
- Identify ways to manage own wellbeing through experience of loss
- Describe the impact of COVID-19 on the wellbeing of staff team

Target Group: All staff, volunteers, family carers, direct employers and their PA's.

Time: Please see below

Duration: Please see below

Date:	Venue:
25 th May 2022 09:30 – 11.30 and 27 th May 2022 09:30 – 11.30 Please note you must attend BOTH sessions	Microsoft teams to request a place please email your name(s) and email address(es) to pvi.learning@hertfordshire.gov.uk
16 th August 2022, 10:00 – 15:00	The Box Moor Trust, Hemel Hempstead
17 th November 2022 09:30 – 11.30 and 24 th November 2022 09:30 – 11.30 Please note you must attend BOTH sessions	Microsoft teams to request a place please email your name(s) and email address(es) to pvi.learning@hertfordshire.gov.uk
21 st February 2023 10:00 – 15:00	Robertson House, Stevenage

First Line Manager in Adult Care Services

This two-day programme is aimed at new Managers within Adult Care Services to explore their roles and responsibilities and the skills required to perform them.

Course Content

- Adult Care Managers roles and responsibilities
- The knowledge, skills and behaviours required of good leaders and managers in adult care
- Leadership styles with assessment of your own leadership styles and behaviours
- Developing own leadership styles and behaviours to be a more effective manager
- The resilient leader and manager
- Organisation vision, values, and purpose
- Role modelling values and shaping the culture
- The importance of an open, honest, safe, and trusting culture and how this supports individual and team performance
- The role of the manager in performance management
- Setting performance standards and objectives
- Motivating to perform
- Managing relationships, difficult conversations, and conflict
- Planning and time management
- Self-care and well-being

Learning Outcomes:

- Understand the knowledge, skills and behaviours required of good leaders and managers
- Explore the differences between leading and managing
- Understand a range of leadership styles and behaviours
- Evaluate our own leadership styles and behaviours
- Explore emotional intelligence
- Analyse the impact of our own leadership styles and behaviours on others

Target Group: All new managers in Adult Social Care services

Time: 10:00 – 16:00

Duration: 2 Days

Date:	Venue:
28 th & 29 th September 2022 10:00 – 16:00	Robertson House, Stevenage

Supervision and Performance Management

Aims: To understand how to carry out effective supervision

Learning Outcomes:

- State the purpose of supervision to manage, educate and enable
- Explain the role of supervision in supporting the service user, individual and organisation
- Identify key skills to deliver supervision effectively
- Identify the common barriers to effective supervision
- Identify the different types of supervision that may be used within the workplace
- Describe different theories and models relating to supervision
- Explain how to plan and prepare for supervision effectively
- Define how the supervision process sits within safeguarding frameworks
- Describe reflective practice and how this can be used to support supervision

Target Group: All staff, volunteers, family carers, direct employers and their PA's who carry out supervision/performance management

Time: Please see below

Duration: Please see below

Date:	Venue:
3 rd August 2022 09:30 – 16:30	Robertson House, Stevenage
9 th November 2022 09.30 – 12.30 and 16 th November 2022 09.30 – 12.30 Please note you must attend BOTH sessions	Microsoft teams to request a place please email your name(s) and email address(es) to pvi.learning@hertfordshire.gov.uk
8 th February 2023 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

Health and Safety

HEALTH AND SAFETY COURSES AT A GLANCE (by date & area)

(For venue details & course descriptions, please see following pages)

Course title	Apr 22	May 22	June 22	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
First Aid: Basic Life Support					24 th AM or PM Hemel 26 th AM or PM Stevenage	26 th AM or PM Stevenage	24 th AM or PM Hemel	23 rd AM or PM Stevenage	13 th AM or PM Hemel	10 th AM or PM Stevenage	22 nd AM or PM Hemel	20 th AM or PM Stevenage
Food Hygiene and Infection Control				8 th Webinar		21 st Webinar						

First Aid – Basic Life Support

This course is open to all; it will teach you the first link in the chain of survival in adult basic life support (BLS). The syllabus follows the guidelines of the Resuscitation Council (UK) and includes the use of an automated external defibrillator (AED) and the DRABCD approach to resuscitation

Learning Objectives

- An overview of the legal requirements
- Managing an incident and prioritising (primary & secondary assessment)
- Cardio pulmonary resuscitation and automated external defibrillators
- The recovery position and airway management
- Administer first aid to an unconscious casualty
- Principles of resuscitation
- Applied practical workstation and simulated practical assessment
- Choking

Target Group: All staff, volunteers, family carers, direct employers and their PA's

Time: 09.30 – 12.30 or 13.30 – 16.30

Duration: 3 hours

Date:	Venue:
24 th August 2022 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
24 th August 2022 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
26 th August 2022 09.30 – 12.30	Robertson House, Stevenage
26 th August 2022 13.30 – 16.30	Robertson House, Stevenage
26 th September 2022 09.30 – 12.30	Robertson House, Stevenage
26 th September 2022 13.30 – 16.30	Robertson House, Stevenage
24 th October 2022 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
24 th October 2022 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
23 rd November 2022 09.30 – 12.30	Robertson House, Stevenage
23 rd November 2022 13.30 – 16.30	Robertson House, Stevenage
13 th December 2022 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
13 th December 2022 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
10 th January 2023 09.30 – 12.30	Robertson House, Stevenage
10 th January 2023 13.30 – 16.30	Robertson House, Stevenage
22 nd February 2023 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
22 nd February 2023 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
20 th March 2023 09.30 – 12.30	Robertson House, Stevenage
20 th March 2023 13.30 – 16.30	Robertson House, Stevenage

Food Hygiene and Infection Control

Course Aim:

To provide knowledge and understanding of the principles of Infection Prevention Control and Food Safety level 1. Participants will look at infection prevention and control methods (including new Public Health England infection prevention method against Covid 19, updated PPE and correct donning and doffing methods), safe methods of handling and preparing food according to current legislation and control measures.

Learning Outcomes:

After attending this course, learners will:

- List legislation relating to food hygiene and infection control
- Describe the importance of food safety relating to the preparation and handling of food
- Understand the chain of infection
- Understanding the ways of how infections are spread
- Understand importance of hand washing and hand rubbing in relation to IPC and Food safety
- Explain the use of personal protective equipment
- Understand needs of correct PPE donning and doffing
- List the responsibilities of employer and employee
- Understand the decontamination techniques
- Be able to identify different food hazard
- Be able to control the microbiological hazard
- Know the pest control techniques
- Explain the importance of personal hygiene and cleanliness
- Understanding of waste management

Target Group: All staff, volunteers, family carers, direct employers and their PA's who are involved in serving food and supporting others to purchase, store, prepare and cook meals.

Time: 10:00 – 15:00

Duration: 5 hours

Date:	Venue:
8 th July 2022, 10:00 – 15:00	MS Teams Webinar
21 st September 2022, 10:00 – 15:00	MS Teams Webinar

Safe Handling of Medication

**SAFE HANDLING OF MEDICATION
COURSES AT A GLANCE
(by date & area)**

(For venue details & course descriptions, please see following pages)

Course title	Apr 22	May 22	June 22	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
Safe Handling of Medication						22 nd AM or PM Stevenage		TBC AM or PM Hemel		17 th AM or PM Stevenage		8 th AM or PM Hemel

Safe Handling of Medication

Course Content:

- Legislation, policies, procedures, guidelines
- Ordering, storage and disposing of medicines
- Routes of medication
- When medication is refused
- Record Keeping
- Meeting KLOE's
- Adverse reactions

Learning Outcomes:

After attending this course, learners will be able to:

- List legislation, policy and procedures relevant to administration of medication
- Explain how to receive, store and dispose of medication supplies safely
- Explain how to support someone when they are refusing medication
- Describe how to support use of medication
- List the key elements to record keeping in medication
- Explain the signs of an adverse reaction
- Explain how your service meets the CGC KLOE's

Target Group: Designated officers or Managers responsible for the administration of medication

Time: 9.30 – 12.30 or 13.30 – 16.30

Date:	Venue:
22 nd September 2022 09.30 – 12.30	Robertson House, Stevenage
22 nd September 2022 13.30 – 16.30	Robertson House, Stevenage
TBC November 2022 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
TBC November 2022 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
17 th January 2023 09.30 – 12.30	Robertson House, Stevenage
17 th January 2023 13.30 – 16.30	Robertson House, Stevenage
8 th March 2023 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
8 th March 2023 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead

Safeguarding

SAFEGUARDING COURSES AT A GLANCE

(by date & area)

(For venue details & course descriptions, please see following pages)

Course title	Apr 22	May 22	June 22	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
Mental Capacity Act and Deprivation of Liberty Safeguards - Awareness					1 st Hemel	8 th Stevenage			12 th Hemel		14 th Stevenage	
Safeguarding for Managers				25 th Stevenage			3 rd PM & 4 th PM Webinar				3 rd Hemel	

Mental Capacity Act and Deprivation of Liberty Safeguards Awareness

Course Aim:

To provide staff with an understanding of the Mental Capacity Act (MCA) and the Deprivation of Liberty Safeguards (DoLS) legislation and give the confidence to implement these in practice.

Learning Outcomes

At the end of this course participants should be able to:

- Identify what is meant by mental capacity and lack of capacity
- Describe the code of practice relating to the Mental Capacity Act
- Outline the five core principles of the Mental Capacity Act and apply them
- Use the two stage test and identify who can be a decision maker
- Demonstrate how to assess mental capacity and record this appropriately
- Identify the concept of best interests
- Describe the role of Power of Attorney
- Describe the role of the IMCA (Independent Mental Capacity Advocate)
- Identify the rules for advanced decisions
- Describe an overview of the Deprivation of Liberty Safeguards
- Describe the acid test ruling from the Supreme Court around DoLS and identify how this applies in practice

Target Group: All staff, volunteers, family carers, direct employers and their PA's as considered appropriate

Time: 09.30 – 16.30

Duration: 1 day

Date:	Venue:
1 st August 2022, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead
8 th September 2022, 09.30 – 16.30	Robertson House, Stevenage
12 th December 2022, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead
14 th February 2023, 09.30 – 16.30	Robertson House, Stevenage

Safeguarding Adults for Managers

This course will enable participants to understand the impact of The Care Act 2014 on safeguarding protocols. This will include determining how the 6 key principles of safeguarding impact on their operational activity, how to respond to incidences of abuse at a strategic level and how enquiries take place. The course encourages learners to take a proactive perspective and explores what measures a service can take to prevent abuse and how to learn from mistakes and near misses.

The participants will consider a range of safeguarding strategies to ensure that services make safeguarding personal and ensure individuals remain at the centre of their decision making. This course is suitable for managers and senior managers.

Course Outcomes

- Describe the aims of safeguarding and Hertfordshire priorities
- Explain the legislative framework for safeguarding
- Explain how the 6 key principles underpin safeguarding
- Explain ways to prevent abuse
- Describe the role of the manager in an enquiry
- Identify the 10 types of abuse
- Describe the role of the safeguarding board
- Explain how to respond to and report abuse
- Describe how to make safeguarding personal

Target Group: Managers, senior staff / volunteers and direct employers working in social care

Time: see below

Duration: see below

Date:	Venue:
25 th July 2022, 09.30 – 16.30	Robertson House, Stevenage
3 rd October 2022 13.30 – 16.30 and 4 th October 2022 13.30 – 16.30 Please note you must attend BOTH sessions	Microsoft teams to request a place please email your name(s) and email address(es) to pvi.learning@hertfordshire.gov.uk
3 rd February 2023, 09..30 – 16.30	The Box Moor Trust, Hemel Hempstead

Working with People with a Learning Disability

**WORKING WITH PEOPLE WITH LEARNING DISABILITIES
COURSES AT A GLANCE
(by date & area)**

Please note all of the below courses are Online Webinars delivered by a live Trainer via ‘MS Teams.’ In order to participate in this training you will require access to device with a front facing camera such as a PC/laptop, tablet or phone. You do not require MS Teams in order to join this webinar and can instead access through a web browser.

Course title	Apr 22	May 22	June 22	Jul 22	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
Introduction to Learning Disabilities			7 th Webinar		3 rd Stevenage			1 st Hemel				
Healthcare needs of People with a Learning Disability			8 th Webinar		9 th Stevenage			9 th Hemel				
Supporting Older People with a Learning Disability			15 th Webinar		16 th Stevenage			16 th Hemel				

Introduction to Learning Disabilities

Course Aim:

To develop a basic understanding of Learning Disability

Learning Outcomes:

- To gain an understanding of the definition of learning disability
- To understand the causes of Learning Disability
- To be aware of the key legislation, policy and guidelines relating to Learning Disability
- To understand the common types and prevalence of Learning Disability
- Be aware of some of the barriers faced by people with Learning Disability

Target Group: All care/support staff that work with people with learning disabilities

Time 9.30-12.30 in Stevenage, 10:00 - 13:00 in Hemel/online

Duration: 3 hours

Date:	Venue:
7 th June 2022, 10.00 – 13.00	MS Teams Webinar
3 rd August 2022, 9.30 – 12.30	Robertson House, Stevenage
1 st November 2022, 10.00 – 13.00	The Box Moor Trust, Hemel Hempstead

Healthcare needs of People with a Learning Disability

Course Aim:

This course will provide a basic understanding of the healthcare needs of people with learning disabilities and how to maintain good physical health

Learning Outcome:

- Be aware of the health inequalities experienced by people with learning disabilities
- Be aware of current legislation, policies and guidance relevant to people with learning disabilities
- Develop an understanding of health conditions prevalent to learning disabilities
- Understand how plans for healthcare and regular health checks underpin long term health and wellbeing for people with learning disabilities
- Be able to support people with learning disabilities to overcome barriers to accessing healthcare services
- Be able to advise on and implement reasonable adjustments to enable the health needs of people with learning disabilities to be met

Target Group: All care/support staff that work with people with learning disabilities

Please note if you are new to the field of Learning Disability then you must attend Introduction to Learning Disability prior to completing this course

Time 9.30-12.30 in Stevenage, 10:00 - 13:00 in Hemel/online

Duration: 3 hours

Date:	Venue:
8 th June 2022, 10.00 – 13.00	MS Team Webinar
9 th August 2022, 9.30 – 12.30	Robertson House, Stevenage
9 th November 2022, 10.00 – 13.00	The Box Moor Trust, Hemel Hempstead

Supporting Older People with a Learning Disability

Course Aim:

This course will provide a basic understanding of the health and social care needs of older people with learning disabilities.

Learning Outcome:

- Understand the effects of human aging on older people with learning disabilities
- Understand the impact of age-related changes and activity on older people with learning disabilities
- Understand the impact of recognition and diagnosis of dementia for a person with learning disabilities
- Understand the health needs of older people with learning disabilities
- Be able to support people with learning disabilities to overcome barriers to accessing healthcare services
- Be able to initiate and support access to health, including screening and health checks

Target Group: All care/support staff that work with older people with learning disabilities

Please note if you are new to the field of Learning Disability then you must attend Introduction to Learning Disability prior to completing this course

Time 9.30-12.30 in Stevenage, 10:00 - 13:00 in Hemel/online

Duration: 3 hours

Date:	Venue:
15 th June 2022, 10.00 – 13.00	MS Teams Webinar
16 th August 2022, 9.30 – 12.30	Robertson House, Stevenage
16 th November 2022, 10.00 – 13.00	The Box Moor Trust, Hemel Hempstead