

Workforce Development and Partnership Team

1st April 2024 – 31st March 2025 (version1.3)

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Behaviour of Concern Courses

BEHAVIOUR OF CONCERN COURSES AT A GLANCE (by date & area)

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

Course title	Apr 24	May 24	June 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25
Behaviour of Concern, Positive Behaviour Support and Breakaway Skills	23 rd & 24 th Hatfield	22 nd & 23 rd Hatfield	11 th & 12 th Hatfield	24 th & 25 th Hatfield	5 th & 6 th Hatfield	3 rd & 4 th Hatfield 10 th & 11 th Watford	8 th & 9 th Hatfield	4 th & 5 th Hatfield	4 th & 5 th Hatfield	8 th & 9 th Watford	10 th & 11 th Hatfield	11 th & 12 th Hatfield
Behaviour of Concern, Positive Behaviour Support and Breakaway Skills - Refresher	30 th Hatfield	20 th Hatfield	6 th Hatfield 19 th Hatfield	17 th Hatfield	8 th Hatfield	24 th Watford	16 th Hatfield	13 th Hatfield 20 th Hatfield	11 th Watford	15 th Hatfield	25 th Hatfield	19 th Hatfield

Positive Behaviour Support, Behaviour of Concern Theory and Breakaway Skills

Course Aims:

- To develop a knowledge and understanding of Positive Behaviour Support, behaviour of concern and how behaviour is used to communicate a need.
- To learn physical techniques to keep self and others safe.

Learning Outcomes:

- To develop awareness of PBS approach.
- Understand how functional assessments & associated tools can be used and implemented.
- To develop safe, effective and consistent pro-active strategies for anyone who may be faced with challenging or aggressive situations from those they support.
- Develop physical skills to breakaway safely from an individual how has made physical contact, skills recognised by General Service Association
- Gain an understanding of the Legal Framework
- Develop participant awareness and understanding of proactive strategies for the prevention and de-escalation of aggressive behaviour.
- To explore how our own behaviour impacts positively & negatively people we support.
- To enable participants to develop and practice communication and de-escalation skills using appropriate verbal responses and body language within a person-centred approach.
- To increase the participants confidence and awareness of their own personal safety.
- To become familiar with organisational policies and procedures for managing behaviours of concern and reporting incidences.
- Be able to plan and implement Positive Behaviour support plans / Behaviour of concern Plans / consistent approaches
- Understand the importance of Recording and Reporting

Target Group: All staff supporting people who display a behaviour of concern including physical contact.

Time: 09.30 – 16.00

Duration: 2 days

Date:	Venue:
23 rd and 24 th April 2024, 09.30 – 16.00	19a St Albans Road, Hatfield
22 nd and 23 rd May 2024, 09.30 – 16.00	19a St Albans Road, Hatfield
11 th and 12 th June 2024, 09.30 – 16.00	19a St Albans Road, Hatfield
24 th and 25 th July 2024, 09.30 – 16.00	19a St Albans Road, Hatfield
5 th and 6 th August 2024, 09.30 – 16.00	19a St Albans Road, Hatfield
3 rd and 4 th September 2024, 09.30 – 16.00	19a St Albans Road, Hatfield
10 th and 11 th September 2024, 09.30 – 16.00	Stanborough Centre, Watford
8 th and 9 th October 2024, 09.30 – 16.00	19a St Albans Road, Hatfield
4 th and 5 th November 2024, 09.30 – 16.00	19a St Albans Road, Hatfield
4 th and 5 th December 2024, 09.30 – 16.00	19a St Albans Road, Hatfield
8 th and 9 th January 2025, 09.30 – 16.00	Stanborough Centre, Watford
10 th and 11 th February 2025, 09.30 – 16.00	19a St Albans Road, Hatfield
11 th and 12 th March 2025, 09.30 – 16.00	19a St Albans Road, Hatfield

Behaviour of Concern, Positive Behaviour Support and Breakaway Skills - Refresher

Course Aim:

To provide an opportunity to refresh their physical skills in breaking away from an individual who has made physical contact

Learning Outcomes:

- Discuss specific areas of concern and share good practice examples regarding Positive Behaviour Support and behaviour of concern in your workplace.
- Refresh physical techniques and skills recognised by The General Service Association
- Refresh your de-escalation and diffusion techniques
- Update and refresh understanding of the legal framework
- Update understanding on the importance of recording and reporting incidents accurately
- Be aware of the support systems in place in Health & Community Services to support staff working with individuals whose behaviour may be challenging
- Discuss risk assessments and behaviour management plans / PBS plans

Target Group: All staff supporting a person who display a behaviour of concern including physical contact and have completed ACS 2 day Positive Behaviour Support, Behaviour of Concern Theory and Breakaway Skills within the past 15 months.

Time: 09:30 - 16:30

Duration: 1 day

Date:	Venue:
30 th April 2024, 09.30 – 16.30	19a St Albans Road, Hatfield
20 th May 2024, 09.30 – 16.30	19a St Albans Road, Hatfield
6 th June 2024, 09.30 – 16.30	19a St Albans Road, Hatfield
19 th June 2024, 09.30 – 16.30	19a St Albans Road, Hatfield
17 th July 2024, 09.30 – 16.30	19a St Albans Road, Hatfield
8 th August 2024, 09.30 – 16.30	19a St Albans Road, Hatfield
24 th September 2024, 09.30 – 16.30	Stanborough Centre, Watford
16 th October 2024, 09.30 – 16.30	19a St Albans Road, Hatfield
13 th November 2024, 09.30 – 16.30	19a St Albans Road, Hatfield
20 th November 2024, 09.30 – 16.30	19a St Albans Road, Hatfield
11 th December 2024, 09.30 – 16.30	Stanborough Centre, Watford
15 th January 2025, 09.30 – 16.30	19a St Albans Road, Hatfield
25 th February 2025, 09.30 – 16.30	19a St Albans Road, Hatfield
19 th March 2025, 09.30 – 16.30	19a St Albans Road, Hatfield

Condition Specific

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

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

Course title	Apr 24	May 24	June 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25
Diabetes Awareness				9 th AM Hemel			15 th AM Stevenage				13 th AM Hemel	
Dysphagia				5 th AM Webinar				8 th AM Webinar				12 th AM Webinar
Multiple Sclerosis				18 th AM or PM Webinar				14 th AM or PM Webinar				
Urinary Tract Infection Awareness		16 th AM or PM Webinar					23 rd AM or PM Webinar					

Autism Courses:

Autism and Safeguarding							1 st AM Webinar					6 th AM Webinar
Introduction to Autistic Spectrum Conditions			17 th Stevenage					13 th Hemel				
Later Life Autism					21 st Stevenage					23 rd Hemel		
Sensory Differences in Autism						24 th Stevenage					11 th Hemel	

Diabetes Awareness

Course Aim:

For participants to increase their knowledge of diabetes, its treatment, and the care required for people with diabetes

Learning Outcomes:

- Identify and meet the needs of individual participants in terms of what they want to know about diabetes, non-specific medical/clinical
- Understand the different types of diabetes and why they occur
- Understand the personal care needs of people with diabetes
- Understand the practicalities of the day to day activities undertaken by people with diabetes
- Have a raised awareness of dietary recommendations for people with diabetes and how to optimise their food intake
- Identify when blood glucose monitoring will be useful
- Be able to identify and appropriately treat hypoglycaemia

Target Group: All staff supporting individuals with Diabetes

Time: 10:00 - 12:00

Duration: 2 hours

Date:	Venue:
9 th July 2024, 10.00 – 12.00	The Box Moor Trust, Hemel Hempstead
15 th October 2024, 10.00 – 12.00	Robertson House, Stevenage
13 th February 2025, 10.00 – 12.00	The Box Moor Trust, Hemel Hempstead

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:
5 th July 2024, 09.30 – 12.30	MS Teams Webinar
8 th November 2024, 09.30 – 12.30	MS Teams Webinar
12 th March 2025, 09.30 – 12.30	MS Teams Webinar

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:
18 th July 2024, 09.30 – 12.30	MS Teams Webinar
18 th July 2024, 13.30 – 16.30	MS Teams Webinar
14 th November 2024, 09.30 – 12.30	MS Teams Webinar
14 th November 2024, 13.30 – 16.30	MS Teams Webinar

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:
16 th May 2024, 09.30 – 12.30	MS Teams Webinar
16 th May 2024, 13.30 – 16.30	MS Teams Webinar
23 rd October 2024, 09.30 – 12.30	MS Teams Webinar
23 rd October 2024, 13.30 – 16.30	MS Teams Webinar

Autism and Safeguarding

This course explores the interface between safeguarding and Autism. Staff will consider Autism specific risks and identify potential protective factors. Staff will learn how to harness the strengths of the individual and use these to identify or create educational resources to promote personal safety when balancing risks with wellbeing.

Course Outcomes

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

- Identify the potential safeguarding risks that may apply to Autistic people
- Identify the potential strengths that Autistic people may have to promote resilience
- Explain how to use a strengths-based approach in promoting personal safety
- Describe practical ways to support an Autistic person to maintain personal safety

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

Time: 09:30 - 12:30

Duration: 3 hours

Date:	Venue:
1 st October 2024, 09.30 – 12.30	MS Teams Webinar
6 th March 2025, 09.30 – 12.30	MS Teams Webinar

Introduction to Autistic Spectrum Conditions (ASC)

This course provides a comprehensive overview of Autistic Spectrum Conditions, exploring the challenges and strengths, the co-occurring conditions, and the impact of living an Autistic life in a Neurotypical world. Staff will learn how to adopt practical strategies to strengthen communication, support wellbeing, and uphold rights as part of a person-centered approach.

Course Outcomes

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

- Define Autistic Spectrum Conditions including an overview of the subtypes
- Describe how Autism is diagnosed and identify services that are available in Hertfordshire to support assessment and diagnosis
- State the Autism prevalence rates
- Describe practical methods of adapting communication to support the needs and preferences of the Autistic person
- Describe how Autistic people may experience and perceive the world
- Explain how strengths-based person-centred approaches and strategies can lead to positive outcomes for Autistic people
- Describe how carers can provide a human rights based approach to support that places wellbeing at the center of support planning
- Identify conditions that commonly co-occur with Autism
- Explain the impact of gender on Autism presentation and support needs

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

Time: 09:30 - 16:30

Duration: 1 Day

Date:	Venue:
17 th June 2024, 09.30 – 16.30	Robertson House, Stevenage
13 th November 2024, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

Later Life Autism

As the Autistic population ages, there are many factors that need to be considered when supporting older Autistic people. This course will enable staff to identify and plan for the physical, emotional, and mental changes that people experience as they age. Staff will learn how to implement proactive approaches to reduce risks, remove barriers and improve quality of life.

Course Outcomes

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

- Identify the potential impacts of ageing on Autistic adults:
 - Sensory loss and sensory needs
 - Mobility, social isolation, and connection
 - Comorbid conditions
 - Mental health and resilience
- Describe potential advantages of ageing for an autistic person
- List the barriers to accessing health and social care
- Explain practical ways of promoting health and wellbeing

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

Time: 09:30 - 16:30

Duration: 1 Day

Date:	Venue:
21 st August 2024, 09.30 – 16.30	Robertson House, Stevenage
23 rd January 2025, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

Sensory Differences in Autism

Many Autistic people experience challenges in relation to sensory difference. This course examines how sensory processing differences can present, the impact they can have, and the support that staff can provide to promote sensory balance and avoid sensory overload.

Course Outcomes

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

- Identify the 8 senses
- Explain how sensory differences can impact the lives of Autistic people
- Describe how sensory activities can support both calming and alerting strategies
- Explain the purpose of a sensory assessment and sensory profile
- Describe how a sensory diet supports sensory balance

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

Time: 09:30 - 16:30

Duration: 1 Day

Date:	Venue:
24 th September 2024, 09.30 – 16.30	Robertson House, Stevenage
11 th February 2025, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

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Dementia Courses

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DEMENTIA - COURSES AT A GLANCE (by date & area)
 (For venue details & course descriptions, please see following pages)

Course title	Apr 24	May 24	June 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25
Contemporary Practice in Dementia Leadership				23 rd Stevenage								
Dementia Awareness				16 th Stevenage				28 th Hemel				
Dementia Communication Skills					8 th Stevenage					14 th Hemel		
Dementia Environment							8 th AM & 9 th PM Webinar					
Dementia Risk Reduction & Prevention					30 th AM Webinar							
End of life in Dementia Care				10 th AM & 11 th PM Webinar								
Equality, Diversity and Inclusion in Dementia							16 th AM & 17 th PM Webinar					
Health and Wellbeing in Dementia					6 th AM & 7 th PM Webinar							
Medication and Health in Dementia Care					8 th AM & 15 th PM Webinar							
Mental Health and Dementia						24 th AM & 25 th PM Webinar						
Sexuality and Intimacy in Dementia Care							1 st AM & 2 nd PM Webinar					

Contemporary Practice in Dementia Leadership

Aim:

This course is aimed at managers who are committed to taking a thoughtful approach to the development of their services. It covers the importance of capable environments and how these can support individuals living with dementia to continue to contribute to their communities and enhance quality of life and relationships throughout their entire dementia journey. The course will also explore the concept of compassionate leadership and how this can be applied to the practice environment, supporting increased staff resilience, competence, wellbeing, and the maintenance of positive, enabling, and capable environments.

Course Outcomes

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

- Identify the characteristics of a capable environment within dementia services.
- Give examples of processes to support staff wellbeing and resilience at all levels of a service.
- Identify the characteristics and positive benefits of compassionate leadership.
- Describe how practice leadership can support increased competence across staff teams.
- Describe how relevant legislation and guidance support development of a positive and enabling service culture.

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

Time: 09:30 - 16:30

Duration: 1 day

Date:	Venue:
23 rd July 2024, 09.30 – 16.30	Robertson House, Stevenage

Dementia: Awareness

(supports units DEM 201/301 and Dementia Core Skills Education Framework – Standard 1)

This course is an introductory course to the types of dementia. It covers the importance of timely diagnosis and basic anatomy and physiology of the brain. The symptoms will be defined broadly and this will be related on a basic level to the types of dementia found in their setting. Other factors that cause confusion will also be covered such as delirium, depression and the environment.

Course Outcomes

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

- Identify the different types and prevalence rates of dementia.
- State the key functions of the brain that are affected by dementia.
- Describe the risk factors for developing dementia.
- State common signs and characteristics of dementia.
- Explain how dementia is a unique experience, leading to differing realities for individuals.
- Identify reasons for a timely diagnosis.
- Describe the possible impact of a dementia diagnosis for the individual and their family members.
- Identify other factors which can cause confusion and/or memory problems.
- Identify how personal perceptions, assumptions and bias's can impact on the quality of care
- Explain the importance of dementia capable communities.

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

Time: 09:30 - 16:30

Duration: 1 day

Date:	Venue:
16 th July 2024, 09.30 – 16.30	Robertson House, Stevenage
28 th November 2024, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

Dementia: Communication Skills

(supports unit DEM 205 /308 and Dementia Core Skills Education Framework – Standard 5)

The course provides a basic overview of how internal and external factors influence communication in an individual with dementia. This session provides a range of communication tools to enable the candidates to work in creative ways to respond flexibly to the changing needs of the individual with dementia. This course also looks at specific communication problems such as dealing with different realities and challenging behaviour as communication.

At a basic level this course encourages participants to consider the importance of communication as a foundation for relationships which provide the platform for positive interventions.

Course Outcomes

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

- Identify ways to assess the communication strengths and abilities of the individual with dementia.
- State how dementia can impact on communication skills.
- Identify other factors that might influence the individual's ability to communicate.
- Describe a range of communication strategies that could be adopted at different stages of dementia.
- Describe techniques to promote and maximise communication using a strength-based approach.
- Describe how information about an individual's life history can strengthen communication.
- Apply active listening skills.
- Explain how assumptions and beliefs influence effective communication.
- Explain how behaviours of concern may be a form of communication.
- Explain the role of mouth care in supporting communication.

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

Time: 09:30 - 16:30

Duration: 1 day

Date:	Venue:
8 th August 2024, 09.30 – 16.30	Robertson House, Stevenage
14 th January 2025, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

Dementia Environment

This course provides an introduction to dementia environments. It includes how changes to the brain and sensory skills impact on the way a person navigates the environment. Participants are given an opportunity to engage in a simulated activity to enhance their understanding of the challenges that individuals living with dementia face. Audit tools are introduced, which can be used in services to identify ways in which their services can be improved. A basic introduction to the types of assistive technologies available for people with dementia is also covered.

Course Outcomes

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

- Describe how changes to the brain effect the way an individual navigates an environment.
- Describe how to adapt the environment to minimise difficulties related to sensory impairment.
- Explain how good design promotes self-identity and self-esteem.
- Identify what 'home' means to a person.
- State the factors associated with design that can support orientation.
- Identify the tools and principles that can be used to audit the dementia environment.
- Describe changes that can be made to minimise the risk of falls.
- Identify a range of assistive technologies for dementia, including memory aids.
- Identify factors to consider in remote monitoring software.

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

Time: Please see below

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

Date:	Venue:
8 th October 2024, 09.30 -12.30 AND 9 th October 2024, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

Dementia Risk Reduction and Prevention

The Black Friars Consensus put 'dementia risk reduction' on the Government agenda in 2014. Following which, the Care Act 2014 introduced responsibilities of prevention. Last year the Cochrane review of prevention strategies in dementia care was published: a landmark publication.

This course considers how evidenced based research might be used to introduce risk reduction strategies into social care practice. It explores risk reduction strategies for individuals over the life course, including pre and post dementia.

Participants will be given opportunity to discuss support for a person and their family through the diagnosis process. Post diagnosis, a person centred approach is taken when considering positive strategies to adopt

Course Outcomes

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

- Identify the three levels of risk reduction.
- Describe tools that may be used to identify lifestyle risk factors.
- Identify at risk groups in own services.
- Explain practical strategies that can be put in place to minimise risks.
- Identify the benefits, and process, of diagnosis.
- Describe person centred ways of providing post diagnostic support.

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

Time: 09:30 - 12:30

Duration: 3 hours

Date:	Venue:
30 th August 2024, 09.30 – 12.30	MS Teams Webinar. Please note you must attend both sessions

End of Life in Dementia Care

Living well with dementia also includes supporting a person with dementia to die well. The main aim of this course is to develop knowledge and understanding that may help participants provide enhanced support to people with dementia, and their significant others, towards the end of life.

Participants will have the opportunity to identify factors which may impact upon a person's experience and discuss ways of overcoming these barriers. Participants will explore the potential impact of caring for a person at end of life on one's own wellbeing and identify a range of support mechanisms.

Course Outcomes

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

- Explain what is meant by the terms 'end of life care' and 'palliative care'.
- Identify what makes death a 'good' or 'bad' experience.
- Describe challenges when supporting a person with dementia at the end of life.
- Describe ways of overcoming potential barriers when supporting an individual with dementia at the end of life.
- Describe the purpose of advanced care planning including 'advance statement of wishes' and 'advance decision to refuse treatment'.
- Compare and contrast how religious and cultural beliefs inform a person-centred approach to end-of-life care.
- Describe the challenges of intersectionality in the context of end-of-life care.
- Identify other professionals who may be involved in end-of-life care.
- Identify the possible impact upon and describe appropriate support for significant others.
- Describe the potential impact of caring for a person at end of life on one's own life.

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

Time: Please see below

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

Date:	Venue:
10 th July 2024, 09.30 -12.30 AND 11 th July 2024, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

Equality, Diversity, and Inclusion in Dementia Care

(supports: Dementia Core Skills Education and Training Framework: Subject 10)

This course considers the challenges diverse communities might face when accessing and using services throughout a person with dementia's journey. The course provides opportunity for participants to explore exclusive practice, the potential impact upon a person and ways of working in a more inclusive way.

Participants will identify relevant legislation and consider how to challenge anti discriminatory practice, whilst adhering to their policy.

Course Outcomes

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

- Explain the importance of taking a human rights-based approach to supporting individuals living with dementia across all five groups who influence the quality of care.
- Give examples of how to strengthen an individual living with dementias influence and assets.
- Give examples of practice which leads to exclusion and discrimination.
- Give examples of inclusive practice and state the benefits to the individual.
- State relevant legislation & codes of practice which support the equality, diversity and inclusion of individuals with living with dementia.
- Give examples of positively supporting individuals living with dementia from different ethnic backgrounds
- Give examples of positively supporting individuals living with dementia from the LGBTQ+ community
- Describe how to effectively support an individual living with dementia who is neurodivergent.
- Describe what knowledge and understanding would be required to work in a person-centred way if an individual living with dementia also has a learning disability.

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

Time: Please see below

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

Date:	Venue:
16 th October 2024, 09.30 -12.30 AND 17 th October 2024, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

Health and Wellbeing in Dementia Care

(supports: Dementia Core Skills Education and Training Framework: Subject 6)

This course outlines the importance of maintaining physical and mental health in relation to someone living with dementia. This course provides information on how to tackle: nutrition, hydration, pain, continence care and sleep. Participants will develop a basic understanding of holistic approaches to health, but are provided with some practical information in supporting activities of daily living. This course is delivered in an engaging way, and participants get the opportunity to engage in experiential learning activities.

Course Outcomes

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

- Describe what wellbeing means in dementia support.
- Explain why it is important to maintain good physical health, mental health, and emotional wellbeing.
- Describe how to identify a person's health needs including nutrition, hydration, risk of fall, sleep, continence and pain and the psychological / social impact of these.
- List the signs of delirium and recognising delirium as a medical emergency.
- Describe the characteristics of dementia communities and how these can reduce the risk of loneliness and vulnerability to abuse for individuals living with dementia.
- Give examples of person-centred care to enable an individual living with dementia to maintain choice and control over their own care.
- Give examples of how an individual living with dementia can continue to contribute to society and their own community.

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

Time: see below

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

Date:	Venue:
6 th August 2024, 09.30 -12.30 AND 7 th August 2024, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

Medication and Health in Dementia Care

(supports: DEM305 links to Dementia Core Skills Education & Training Framework: Subject 7)

The main aim of this course is to achieve a better understanding of common medications used to treat the symptoms of dementia. Participants will have opportunity to consider the potential effectiveness of medication and how to report side effects/adverse events. Participants will be given the opportunity to consider ways of improving person centred administration of medication whilst adhering to the Mental Capacity Act 2005.

Course Outcomes

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

- Identify the most common medications used to treat symptoms of dementia and how they work.
- Identify the relationship between the most commonly prescribed medications for dementia and other medications prescribed to treat health conditions.
- Describe the risks and benefits of anti-psychotic medication or individuals living with dementia.
- Identify what teams can do to reduce the use of antipsychotics for individuals living with dementia.
- Define polypharmacy and identify potential issues for individuals living with dementia.
- Identify tools to assist with pain recognition for people living with dementia.
- Identify how to assess the effectiveness of medication.
- Describe how 'as require'(PRN) may be used to support individuals with dementia and what drivers there are for its use.
- Explain why it is important to record and report side effects and adverse reactions to medication.
- Explain the ethical and legal considerations of administering medication covertly, including the requirement for less restriction.

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

Time: see below

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

Date:	Venue:
8 th August 2024, 09.30 -12.30 AND 15 th August 2024, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

Mental Health and Dementia

Changes to physical and social factors may negatively impact upon mental health: particularly relating to identity and independence. Individuals living with dementia may experience depression, anxiety, psychosis and apathy. However, these conditions can be hard to identify, impacting upon the person's ability to cope day to day and may increase care givers burden.

Delegates will develop skills to identify and report on mental health conditions together with tools to monitor & report on wellbeing. This course gives participants opportunity to explore strategies to enable compassionate support and develop a listening culture responding to emotional needs.

Course Outcomes

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

- Compare and contrast the characteristics of mental health conditions and dementia.
- Identify common mental health conditions that are experienced by people living with dementia.
- Explain the links between trauma and dementia.
- Explain how cognitive loss may impact on emotional regulation.
- Describe strategies to build resilience, including the use of technology.
- Describe the social, psychological, physical and environmental factors that impact on mental health.
- Describe the challenges of managing co-occurring conditions in dementia.
- Identify practical tools to monitor wellbeing in the context of quality of life.
- Describe strategies to promote own wellbeing.

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

Time: see below

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

Date:	Venue:
24 th September 2024, 09.30 -12.30 AND 25 th September 2024, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

Sexuality and Intimacy in Dementia Care

(supports: Dementia Core Skills Education and Training Framework: Subject 8)

The need for intimacy does not diminish when we are older, but instead often increases. However services are very rarely prepared for this. Poor attitudes towards ageing and sexuality has led to the restriction of human rights in many social care settings, and in some cases sexual activity has been inappropriately labelled, as 'problem behaviour'. The legislative framework to support people without capacity around relationships is ambiguous, and many services lack the confidence to deal with these complex issues with good outcomes.

When an individual develops dementia and other physical conditions there may be changes to feelings about sex and intimacy. Services need to be informed about the facts, so that they can prepare their services to deliver care that encompasses the whole person. This course is aimed at staff working in a residential setting.

Course Outcomes

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

- Define the terms 'intimacy' and 'sexuality'.
- Explain how society's attitudes towards sexuality, and ageing can lead to the restriction of human rights in the care setting.
- Describe how dementia may impact on feelings of intimacy and sexual behaviour.
- Identify conditions that may impact on sexual expression/activity in older people.
- Identify the powers and limits of legislative frameworks in supporting capacity, consent and sexual relationships when a person has dementia.
- Identify barriers, enablers, and strategies for supporting sexuality and intimacy for people living with dementia.
- Describe different ways an individual can express sexuality and how individual preferences may be supported.
- Explain how to support an individual to keep safe, to reduce the risk of sexual exploitation and instances of abuse.

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

Time: see below

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

Date:	Venue:
1 st October 2024, 09.30 -12.30 AND 2 nd October 2024, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

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Epilepsy

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EPILEPSY COURSES AT A GLANCE (by date & area)

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

Course title	Apr 24	May 24	June 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25
Epilepsy and the Administration of Buccal Midazolam: Introduction	8 th Stevenage 16 th Hemel 22 nd Stevenage	8 th Hemel 14 th Stevenage 29 th Hemel	4 th Stevenage 10 th Hemel 18 th Stevenage	3 rd Hemel 15 th Stevenage 24 th Hemel	6 th Stevenage 12 th Hemel 27 th Stevenage	4 th Hemel 11 th Stevenage 17 th Hemel	2 nd Stevenage 8 th Hemel 28 th Stevenage	4 th Hemel 12 th Stevenage 19 th Hemel	3 rd Stevenage 9 th Hemel 18 th Stevenage	7 th Hemel 15 th Stevenage 27 th Hemel	5 th Stevenage 12 th Hemel 24 th Stevenage	3 rd Hemel 10 th Stevenage 18 th Hemel
Epilepsy and the Administration of Buccal Midazolam: Refresher	24 th AM Webinar	28 th AM Webinar	26 th AM Webinar	30 th AM Webinar	28 th AM Webinar	25 th AM Webinar	14 th AM Webinar	20 th AM Webinar	11 th AM Webinar	8 th AM Webinar	4 th AM Webinar	4 th AM Webinar

Epilepsy Awareness and the Administration of Buccal Midazolam: Introduction

This course no longer covers the administration of Rectal Diazepam, if you require training in this rescue medication, please notify us at pvi.learning@hertfordshire.gov.uk

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 Buccal Midazolam.

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

Time 09.30 – 15:00

Dates for Robertson House All at Robertson House
8 th April 2024, 09.30 – 15.00
22 nd April 2024, 09.30 – 15.00
14 th May 2024, 09.30 – 15.00
4 th June 2024, 09.30 – 15.00
18 th June 2024, 09.30 – 15.00
15 th July 2024, 09.30 – 15.00
6 th August 2024, 09.30 – 15.00
27 th August 2024, 09.30 – 15.00
11 th September 2024, 09.30 – 15.00
2 nd October 2024, 09.30 – 15.00
28 th October 2024, 09.30 – 15.00
12 th November 2024, 09.30 – 15.00
3 rd December 2024, 09.30 – 15.00
18 th December 2024, 09.30 – 15.00
15 th January 2025, 09.30 – 15.00
5 th February 2025, 09.30 – 15.00
24 th February 2025, 09.30 – 15.00
10 th March 2025, 09.30 – 15.00

Dates for Hemel Hempstead All at Box Moor Trust
16 th April 2024, 09.30 – 15.00
8 th May 2024, 09.30 – 15.00
29 th May 2024, 09.30 – 15.00
10 th June 2024, 09.30 – 15.00
3 rd July 2024, 09.30 – 15.00
24 th July 2024, 09.30 – 15.00
12 th August 2024, 09.30 – 15.00
4 th September 2024, 09.30 – 15.00
17 th September 2024, 09.30 – 15.00
8 th October 2024, 09.30 – 15.00
4 th November 2024, 09.30 – 15.00
19 th November 2024, 09.30 – 15.00
9 th December 2024, 09.30 – 15.00
7 th January 2025, 09.30 – 15.00
27 th January 2025, 09.30 – 15.00
12 th February 2025, 09.30 – 15.00
3 rd March 2025, 09.30 – 15.00
18 th March 2025, 09.30 – 15.00

Epilepsy and the Administration of Buccal Midazolam: Refresher

Please note: To attend delegates must have attended an HCC Epilepsy Introduction course in the past 3 years.

This course no longer covers the administration of Rectal Diazepam, if you require training in this rescue medication, please notify us at pvi.learning@hertfordshire.gov.uk

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:

- Further develop their understanding of epilepsy care and management.
- Update their knowledge of current best practice guidelines and protocols for the administration of buccal Midazolam.

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

Time: 09:30 – 12:00

Duration 2.5 hours

Date:	Venue:
24 th April 2024, 09.30 – 12.00	MS Teams Webinar
28 th May 2024, 09.30 – 12.00	MS Teams Webinar
26 th June 2024, 09.30 – 12.00	MS Teams Webinar
30 th July 2024, 09.30 – 12.00	MS Teams Webinar
28 th August 2024, 09.30 – 12.00	MS Teams Webinar
25 th September 2024, 09.30 – 12.00	MS Teams Webinar
14 th October 2024, 09.30 – 12.00	MS Teams Webinar
20 th November 2024, 09.30 – 12.00	MS Teams Webinar
11 th December 2024, 09.30 – 12.00	MS Teams Webinar
8 th January 2025, 09.30 – 12.00	MS Teams Webinar
4 th February 2025, 09.30 – 12.00	MS Teams Webinar
4 th March 2025, 09.30 – 12.00	MS Teams Webinar

Equity, Equality, Diversity and Inclusion

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

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

Course title	Apr 24	May 24	June 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25
Allyship: How to be an effective Ally				2 nd Stevenage				6 th Hemel				
An Introduction to Equality, Diversity and Inclusion in the Workplace				4 th AM Webinar		25 th AM Webinar					13 th AM Webinar	
Disability Inclusion						10 th Stevenage				21 st Hemel		
Embracing Cultural Differences			4 th Stevenage				3 rd Hemel					
Equality and Diversity for Managers					6 th Stevenage						5 th Hemel	
Equality and Diversity in Recruitment				10 th AM Webinar				14 th AM Webinar				
Exploring Gender Identity, Diversity and Sexuality			25 th AM Webinar					6 th AM Webinar				
Racism Awareness in Practice					13 th AM Webinar					22 nd AM Webinar		

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 why they are necessary.
- Describe what 'allyship' is in the context of white privilege.
- Identify ways to continually develop self-awareness and reflect.
- Explain the challenges and personal benefits of being a good ally.
- Explain how to have courageous conversations.
- Compare how allyship differs from mentoring/coaching and other forms of support.
- Explain how to be a good ally in context of organisational process and practice.
- Identify sources of support for further information.

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

Time: 09.30 – 16.30

Duration: 1 day

Date:	Venue:
2 nd July 2024, 09.30 – 16.30	Robertson House, Stevenage
6 th November 2024, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

An Introduction to Equality, Diversity and Inclusion in the Workplace

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 practices within the context of your work.
- Give an example of anti-oppressive practice.
- Define micro-aggressions in the workplace.
- Identify ways to challenge discriminatory and 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: 09.30 – 12.30

Duration: 3 hours

Date:	Venue:
4 th July 2024, 09.30 – 12.30	MS Teams Webinar
25 th September 2024, 09.30 – 12.30	MS Teams Webinar
13 th February 2025, 09.30 – 12.30	MS Teams Webinar

Disability Inclusion

This course will explore all aspects of disability, including hidden disabilities and long-term health conditions. There will be a focus on maximising inclusion through a variety of methods including the use of reasonable adjustments. Candidates will also consider the importance of language in fostering an inclusive culture.

Course Outcomes

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

- Define the term, 'disability' as defined under the Equality Act 2010.
- Understand 'Invisible / hidden' disabilities.
- Know a range of disabilities that people may experience.
- Understand long-term chronic health problems and the impact on individuals.
- Know the benefits of disability disclosure.
- Gain knowledge in how reasonable adjustments promote equity.
- Understand proactive strategies for implementing reasonable adjustments.
- Understand of Power of language as both a barrier and an enabler of inclusion
- Understand how to create a disability-inclusive work culture.

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

Time: 09.30 – 16.30

Duration: 1 day

Date:	Venue:
10 th September 2024, 09.30 – 16.30	Robertson House, Stevenage
21 st January 2025, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

Embracing Cultural Differences

This course highlights the importance of embracing cultural differences to ensure that all stakeholders feel valued, included, and benefit from a culturally appropriate approach. Practical ways to work alongside stakeholders in co-design will be explored as a means through which to support the development of culturally relevant services. Following this training candidates will be able to identify new working practices and systems to reflect the diverse cultures of each individual.

Course Outcomes

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

- State the business case for equality, diversity, and inclusion.
- Describe the different stages of the Continuum of Cultural Competency.
- Describe 'cultural competence' and 'intersectionality'.
- Describe how systems and practices can lead to inequality.
- Identify the long-term and short-term effects of discrimination.
- Identify practical ways to work with stakeholders to co-design and deliver culturally relevant services.
- Describe how a sense of belonging can be fostered within teams, ensuring that people bring their very best to work and provide the best for those they care for.
- List positive actions that can be taken to create a culturally competent workforce.

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

Time: 09.30 – 16.30

Duration: 1 day

Date:	Venue:
4 th June 2024, 09.30 – 16.30	Robertson House, Stevenage
3 rd October 2024, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

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, and inclusion and the effects of discrimination.
- Describe the role and responsibilities of a manager in relation to equality, diversity and inclusion.
- Describe how the supervision process can support equality, diversity, and inclusion in practice.
- 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 equality, diversity, and inclusion outcomes to stakeholders.

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

Time: 09.30 – 16.30

Duration: 1 day

Date:	Venue:
6 th August 2024, 09.30 – 16.30	Robertson House, Stevenage
5 th February 2025, 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:

- Describe the principles of equality and diversity in relation to recruitment.
- Describe how to recruit in a fair and safe manner (UK and International).
- Identify the potential consequences of inequitable and unsafe recruitment practices.
- Identify potential cultural considerations in recruitment and selection.
- Describe practical ways to embed Fundamental British Values in care practice.
- Explain how unconscious bias can have a negative impact throughout the recruitment process.
- 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: 09.30 – 12.30

Duration: 3 hours

Date:	Venue:
10 th July 2024, 09.30 – 12.30	MS Teams Webinar
14 th November 2024, 09.30 – 12.30	MS Teams Webinar

Exploring Gender Identity, Diversity and Sexuality

Summary:

This course explores gender identity, gender diversity and what it means to be trans or gender non-conforming. Candidates will understand the legislation that supports individuals in the LGBTQi community who experience challenges, specifically those faced by older members of the community. Strategies for inclusive practice will be discussed along with the importance of language relating to gender and sexuality in supporting this.

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

Learning Outcomes:

- Explain 'gender identity' and 'gender diversity' and what it means to be 'trans' or 'gender non-conforming'.
- Describe the legal framework for working including the Equality Act 2021 and hate crime.
- Describe some of the challenges faced by the LGBTQi community including isolation, bullying and discrimination, family issues, social situations, mental health in the workplace, challenges faced by older people and the process of transitioning.
- Identify appropriate language and terminology.
- 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: 09.30 – 12.30

Duration: 3 hours

Date:	Venue:
25 th June 2024, 09.30 – 12.30	MS Teams Webinar
6 th November 2024, 09.30 – 12.30	MS Teams Webinar

Racism Awareness in Practice

This course is for all staff within social care settings and explores race related matters within the workplace. This course will identify examples of racism, including overt and covert racism, as well as microaggressions. Through reflective conversations, staff will be able to make changes within practice to promote inclusive, diverse, and supportive working environments.

Aim:

To understand, support and manage race related matters in the workplace.

Learning Outcomes:

- Define 'racism'.
- Compare and contrast what it means to be 'anti-racist' and 'non-racist'.
- Describe both covert and overt racism, including microaggressions.
- Explain role of conscious inclusion and how to counteract bias.
- Give examples of 'white privilege', 'white fragility' and 'white saviourism'.
- Describe the role of positive language when challenging racism.
- Explain how to support someone who has experienced racism.

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

Time: 09.30 – 12.30

Duration: 3 hours

Date:	Venue:
13 th August 2024, 09.30 – 12.30	MS Teams Webinar
22 nd January 2025, 09.30 – 12.30	MS Teams Webinar

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General

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GENERAL COURSES AT A GLANCE (by date & area)

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

Course title	Apr 24	May 24	June 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25
Assertiveness and Communication Styles				10 th PM Webinar						31 st PM Webinar		
First Line Managers in Adult Care Services						11 th & 12 th Stevenage						
Loss and Bereavement				2 nd AM & 3 rd AM Webinar							13 th AM & 14 th AM Webinar	
Supervision and Performance Management			25 th Stevenage							22 nd Hemel		

Assertiveness and Communication Styles

Assertiveness is a learned behaviour and thinking style encompassing the ability to express yourself in an open, honest and direct way. Being assertive means recognising your rights whilst respecting the rights of others. Contrary to belief, assertiveness is not a fixed state and it can be learned by anyone. This workshop aims to support attendees to learn about the different types of communication styles and how to become more assertive in all walks of life.

This workshop aims to cover:

- Explore the different types of communication styles
- Recognise what assertiveness is, what it is not and think about your own communication style
- Understand the definitions, beliefs, motivations, results of and appearance of different communication styles
- Differentiate between assertiveness, aggressiveness, passiveness and passive-aggressiveness.
- Learn and practice a wide variety of practical tools to increase assertiveness

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

Time: 13.30 – 16.30

Duration: 3 hours

Date:	Venue:
10 th July 2024, 13.30 – 16.30	MS Teams Webinar
31 st January 2025, 13.30 – 16.30	MS Teams Webinar

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 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:
11 th and 12 th September 2024, 10.00 – 16.00	Robertson House, Stevenage

Loss and Bereavement

Aims:

This training will provide learners with an understanding of the grieving process and different ways grief can manifest. The course will also cover strategies to manage one's own emotions during bereavement/loss and provide knowledge on how to support someone else going through bereavement/loss.

Learning Outcomes:

- Describe the process of grief
- Identify a range of theories in relation to grief
- Explain the importance of emotional intelligence and sensitive communication when working with families/friends following a bereavement
- Identify practical ways to support people who have experienced bereavement/loss
- Describe the importance of cultural competence in relation to bereavement and loss
- Describe the relationship between grief and trauma
- Explain the role of traumatic grief therapy
- Describe the impact of compassion fatigue
- Identify a range of bereavement services available within Hertfordshire

Target Group: All staff, volunteers, family carers, direct employers and their PA's working with adults who have been affected by loss or working with those affected by loss, at all levels and from all care sectors.

Time: Please see below

Duration: Please see below

Date:	Venue:
2 nd July 2024, 09.30 -12.00 AND 3 rd July 2024, 09.30 - 12.00	MS Teams Webinar. Please note you must attend both sessions
13 th February 2025, 09.30 -12.00 AND 14 th February 2025, 09.30 – 12.00	MS Teams Webinar. Please note you must attend both sessions

Supervision and Performance Management

Aims:

To support managers, team leaders, senior staff, and all individuals with supervisory responsibilities to gain the skills required to effectively and professionally supervise staff.

Learning Outcomes:

- Explain the role of supervision within health and social care settings
- Describe the key features of successful supervision
- Identify the skills, knowledge, and behaviour needed to provide professional supervision
- Describe how to plan and prepare for supervision
- Identify different models/theories of supervision that can be used individually or as part of a broader approach
- Describe how to set, monitor and measure SMART objectives
- Identify how reflective practice supports the supervision process
- Explain how supervision supports all stakeholders
- Explain how supervision supports performance management

Target Group: New or potential managers, team leaders, senior staff and all other individuals who supervise others, who work within a health and social care setting.

Time: 09.30 – 16.30

Duration: Please see below

Date:	Venue:
25 th June 2024, 09.30 – 16.30	Robertson House, Stevenage
22 nd January 2025, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

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Health and Safety

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

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

Course title	Apr 24	May 24	June 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25
Fire Safety Awareness		22 nd AM or PM Webinar		24 th AM or PM Webinar		20 th AM or PM Webinar		21 st AM or PM Webinar		17 th AM or PM Webinar		13 th AM or PM Webinar
First Aid: Basic Life Support	23 rd AM or PM Hemel		4 th AM or PM Stevenage	17 th AM or PM Hemel	29 th AM or PM Stevenage		10 th AM or PM Hemel	20 th AM or PM Stevenage		9 th AM or PM Hemel	18 th AM or PM Stevenage	25 th AM or PM Hemel
Food Hygiene		10 th PM Webinar			7 th PM Webinar			13 th PM Webinar			7 th PM Webinar	
Infection Prevention Control		10 th AM Webinar			7 th AM Webinar			13 th AM Webinar			7 th AM Webinar	
Moving and Handling: Basic Back Awareness			13 th AM Hemel					19 th AM Hatfield				
Moving and Handling Managers Responsibilities						6 th AM Hemel					25 th AM Stevenage	
Patient/Client Handling where Hoisting is not required				18 th AM Hatfield						21 st AM Hatfield		

Fire Safety Awareness

This potentially life-saving webinar is designed to enhance your awareness and understanding of fire safety within the workplace. By the end of the webinar you will have updated your knowledge regarding current legislations, how to assess and reduce the risks of fires starting and ultimately what you should do in the event of a fire.

Learning Objectives

Skills and knowledge highlighted in this training include

- Current legislation
- Changes to Fire Law
- Risk assessments
- In-house fire policies and procedures
- Causes of fire
- How to react if you discover a fire
- Escaping from a burning building
- Fire extinguisher recognition
- Fire warning signage

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

Time: 10.00 – 12.30 or 14.00 – 16.30

Duration: 2.5 hours

Date:	Venue:
22 nd May 2024, 10.00 – 12.30	Zoom Webinar
22 nd May 2024, 14.00 – 16.30	Zoom Webinar
24 th July 2024, 10.00 – 12.30	Zoom Webinar
24 th July 2024, 14.00 – 16.30	Zoom Webinar
20 th September 2024, 10.00 – 12.30	Zoom Webinar
20 th September 2024, 14.00 – 16.30	Zoom Webinar
21 st November 2024, 10.00 – 12.30	Zoom Webinar
21 st November 2024, 14.00 – 16.30	Zoom Webinar
17 th January 2025, 10.00 – 12.30	Zoom Webinar
17 th January 2025, 14.00 – 16.30	Zoom Webinar
13 th March 2025, 10.00 – 12.30	Zoom Webinar
13 th March 2025, 14.00 – 16.30	Zoom 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:
23 rd April 2024, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
23 rd April 2024, 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
4 th June 2024, 09.30 – 12.30	Robertson House, Stevenage
4 th June 2024, 13.30 – 16.30	Robertson House, Stevenage
17 th July 2024, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
17 th July 2024, 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
29 th August 2024, 09.30 – 12.30	Robertson House, Stevenage
29 th August 2024, 13.30 – 16.30	Robertson House, Stevenage
10 th October 2024, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
10 th October 2024, 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
20 th November 2024, 09.30 – 12.30	Robertson House, Stevenage
20 th November 2024, 13.30 – 16.30	Robertson House, Stevenage
9 th January 2025, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
9 th January 2025, 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
18 th February 2025, 09.30 – 12.30	Robertson House, Stevenage
18 th February 2025, 13.30 – 16.30	Robertson House, Stevenage
25 th March 2025, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
25 th March 2025, 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead

Food Hygiene

Course Aim:

To provide knowledge and understanding of the principles of Food Safety level 1. Participants will look at safe methods of handling and preparing food according to current legislation and control measures.

Learning Outcomes:

After attending this course, learners will:

- Understand what food safety and food poisoning are
- Understand food poisoning signs
- Increase knowledge of different food groups
- Understand contamination hazards and prevention techniques
- Increase the knowledge and importance of personal hygiene
- Understand storage and temperature control requirements
- Increase the knowledge of cleaning and disinfection
- Increase the knowledge of pest control techniques

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: 13:00 – 15.30

Duration: 2.5 hours

Date:	Venue:
10 th May 2024, 13:00 – 15.30	MS Teams Webinar
7 th August 2024, 13:00 – 15.30	MS Teams Webinar
13 th November 2024, 13:00 – 15.30	MS Teams Webinar
7 th February 2025, 13:00 – 15.30	MS Teams Webinar

Infection Prevention Control

Course Aim:

To provide knowledge and understanding of the principles of Infection Prevention Control. Participants will look at infection prevention and control methods.

Learning Outcomes:

After attending this course, learners will:

- Understand what infection is
- Understand what are the causes of infection
- Increase the knowledge of how infection spread
- Understand impact of infections on vulnerable people and why some people are more vulnerable than others
- Increase the knowledge of the key signs of infection
- Understand Infection and contamination prevention and control (hand washing, PPE and waste management)
- Understand how to deal with soiled linens, spills and sharps, clinical waste, body fluids
- Increase the knowledge of the decontamination techniques (inc. basic COSHH reminder)

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: 09.30 – 12:30

Duration: 3 hours

Date:	Venue:
10 th May 2024, 09:30 – 12.30	MS Teams Webinar
7 th August 2024, 09:30 – 12.30	MS Teams Webinar
13 th November 2024, 09:30 – 12.30	MS Teams Webinar
7 th February 2025, 09:30 – 12.30	MS Teams Webinar

Moving and Handling Basic Back Awareness

Course Aim:

To enable staff to understand the importance of posture, back care and safe working practice in the moving and handling of objects.

Learning Outcomes:

- Understand the current legislation related to moving and handling
- Understand basic spinal anatomy, biomechanics and principles of load assessment
- Observe and participate in relevant practical examples, having assessed a variety of loads with regard to their risk
- Understand the employers/employees responsibilities regarding Manual Handling Law

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

Time: 09:30 - 12:30

Duration: 3 hours

Date:	Venue:
13 th June 2024, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
19 th November 2024, 09.30 – 12.30	19a St Albans Road, Hatfield

Moving and Handling Managers Responsibilities

Aim:

This session will provide managers and those senior staff who have responsibility for workplace risk management the opportunity to specifically review the contributing factors to risk assessment and management in relation to manual handling.

Outcomes:

By the end of the session delegates will have:

- Reviewed the current statistics on workplace injury in relation to moving and handling, exploring the underlying causes.
- Revised the legal influences on risk management and considered a balanced approach to assessments related to people handling, taking account of both the safety legislation and the welfare legislation.
- Considered the underlying risks associated with people handling practices that may no longer be deemed safe.
- Identified how local policy may influence a manual handling assessment and the standards required for documentation of such risk assessments.
- Explored the role of the manager in implementing workplace risk management on behalf of the organisation and strategies that could support the role of those undertaking the risk assessments and those fulfilling the role of the manual handling link worker.

Target Group: All staff, volunteers, family carers, direct employers and their PA's who have management responsibilities in relation to risk management in the workplace

Time: 9.30 – 12.30

Duration: 3 hours

Date:	Venue:
6 th September 2024, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
25 th February 2025, 09.30 – 12.30	Robertson House, Stevenage

Patient/Client Handling where Hoisting is not required

Course Aims:

This course is designed to update staff that work with people who have handling needs, but where the clients/patients do not require hoisting at any time. This course would be appropriate to staff working in a variety of areas including, but not limited to, 24-hour care settings, domiciliary care and day / resource centres.

Learning Outcomes

By the end of the course, participants will be able to:

- Identify the problems, techniques and strategies for staff working with clients requiring assistance with mobility
- Understand the importance of posture and back care linked to safer working practice in the moving and handling field
- Appreciate the links with relevant legislation and risk assessment
- Demonstrate methods of assisting mobility impaired clients in a variety of settings
- Revised the use of handling equipment designed to aid client transfers
- Advise on strategies to assist the falling/fallen service user

Target Group: All staff, volunteers, family carers, direct employers and their PA's who support individuals to move where hoisting is not required

Time: 9.30 – 12.30

Duration: 3 hours

Date:	Venue:
18 th July 2024, 09.30 – 12.30	19a St Albans Road, Hatfield
21 st January 2025, 09.30 – 12.30	19a St Albans Road, Hatfield

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Mental Health

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MENTAL HEALTH COURSES AT A GLANCE (by date & area)

Course title	Apr 24	May 24	June 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25
Building Emotional Resilience and Self Esteem		2 nd AM Webinar					7 th AM Webinar					
Common Mental Health Conditions			6 th PM Webinar				18 th AM Webinar					
Mental Health and Learning Disabilities		30 th AM Webinar						14 th AM Webinar				
Mental Health Awareness & Resilience		17 th PM Webinar						27 th AM Webinar				
Mental Health in the Workplace for Managers			10 th AM Webinar						2 nd PM Webinar			
Spot the Signs Suicide Prevention			28 th AM Webinar						13 th AM Webinar			
Stress Management and Burnout				3 rd AM Webinar						16 th AM Webinar		
Supporting an Individual in a Mental Health Crisis				22 nd PM Webinar						21 st AM Webinar		
Understanding Hoarding and Mental Health			11 th AM Webinar				22 nd AM Webinar					
Understanding Menopause and MH				18 th AM Webinar						23 rd PM Webinar		
Understanding PD and EUPD					15 th AM Webinar						10 th PM Webinar	
Understanding Schizophrenia & Psychosis			20 th AM Webinar					15 th AM Webinar				
Understanding Self Harm		1 st AM Webinar			19 th PM Webinar						26 th AM Webinar	
Understanding Trauma, PTSD & Trauma Informed Practice					1 st AM Webinar					30 th AM Webinar		

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

Building Emotional Resilience and Self Esteem

Emotional resilience is the inner strength that empowers individuals to enhance their confidence, self-belief, and self-compassion, enabling them to navigate life's challenges with adaptability and thrive through setbacks while embracing positive experiences fully.

This workshop will emphasise the significance of emotional resilience in dealing with life's challenges, providing tools to develop and maintain resilience, cope with setbacks, and embrace positive experiences fully by creating a personalised resilience action plan.

The training will aim to:

- Improve confidence, self-belief, and self-compassion
- Explore thinking patterns and their role in building self-esteem
- Identify personal strengths and use them to guide decision-making and boost motivation
- Understand the significance of emotional resilience in navigating life's challenges
- Learn coping mechanisms to recover from setbacks and embrace positive experiences fully
- Create a personalised resilience action plan for continued growth and well-being

Target Group: Staff, Managers and volunteers working within Health and Social care and related areas

Time: 09.30 – 12.30

Duration: 3 hours

Date:	Venue:
2 nd May 2024, 09.30 – 12.30	MS Teams Webinar
7 th October 2024, 09.30 – 12.30	MS Teams Webinar

Common Mental Health Conditions

Stress, anxiety and depression are the most common mental health conditions affecting people in the UK. This session will provide an in-depth overview of these more common mental health conditions and the impact they can have on individuals. We will also explore sources of support including signposting and self-help strategies.

By the end of this training it is expected that you will:

- Have an in depth knowledge and broad understanding stress, anxiety, depression and panic attacks and the impact that they can have on individuals and understand some of the most common signs and symptoms of these conditions.
- Have an awareness of best practice and improved confidence when engaging with individuals experiencing these common mental health issues.
- Have an awareness of the range of services and interventions available for those experiencing common mental health conditions and practical self-help strategies.
- Recognise that everyone has a role in promoting inclusion and challenging stigma of mental health issues.

Target Group: Staff, Managers and volunteers working within Health and Social care and related areas seeking a more in depth knowledge and understanding of Common Mental Health Conditions

Time: see below

Duration: 3 hours

Date:	Venue:
6 th June 2024, 13.30 – 16.30	MS Teams Webinar
18 th October 2024, 09.30 – 12.30	MS Teams Webinar

Mental Health and Learning Disabilities

This training course is aimed for anyone who would like to learn about the connection between learning disabilities and mental health. The training will cover a number of topics such as, the causes and impacts of learning disabilities and mental health conditions, how they interact and how they are diagnosed.

The training aims to:

- Increase knowledge and broaden understanding of a range of mental health issues, the impact that they can have on individuals, and understand some of the most common signs and symptoms of mental health conditions.
- Identify ways in which you can more specifically support adults with a learning disability and a mental health need.
- Develop awareness of best practice and improved confidence when engaging with individuals using a sensitive and appropriate approach.
- Raise awareness of the range of services and interventions available.

Target Group: Staff, Managers and volunteers working within Health and Social care and related areas who support individuals with Learning Disabilities

Time: 09:30 - 12.30

Duration: 3 hours

Date:	Venue:
30 th May 2024, 09.30 – 12.30	MS Teams Webinar
14 th November 2024, 09.30 – 12.30	MS Teams Webinar

Mental Health Awareness and Resilience

This course will provide an overview of a range of mental health issues (from the more common anxiety and depression to less common psychosis) including their prevalence, signs and symptoms, causes and how they can affect people. The course will also help participants to consider how they can support their own mental health and wellbeing and that of others. Participants will be made aware of the importance of challenging stereotypes, myths and stigma surrounding mental health issues and championing inclusion.

The training aims to:

- Understand what is meant by mental health and wellbeing
- Increase knowledge and broad understanding of a range of mental health issues and the impact that they can have on individuals and understand some of the most common signs and symptoms of mental health conditions.
- Develop best practice and improved confidence when engaging with individuals experiencing mental health issues.
- Increase awareness of the range of services and interventions available for those experiencing mental health issues.
- Recognise that everyone has a role in promoting inclusion and challenging stigma of mental health issues.

Target Group: Staff, managers and volunteers working within health, social care and related areas seeking to gain an overview and increase their knowledge of mental health.

Time: see below

Duration: 3 hours

Date:	Venue:
17 th May 2024, 13.30 – 16.30	MS Teams Webinar
27 th November 2024, 09.30 – 12.30	MS Teams Webinar

Mental Health in the Workplace for Managers

In this specialised training tailored for managers, we address the important issue of mental health in the workplace, which results in a staggering 72 million working days lost annually. We emphasise the crucial role managers play in creating a supportive work environment where employees feel empowered to discuss their mental health openly and access the necessary support.

The training aims to:

- Provide an overview of a range of mental health issues, their prevalence, signs and symptoms, and how they can affect people
- Introduce the topic of mental health in the workplace and how it can impact ourselves and employees we manage
- Explore the difficulties faced as a result of working through the COVID-19 pandemic and working from home
- Recognise the impact of stigma in the workplace and how to create a positive work culture where colleagues can talk openly about mental health
- Discuss how to support employees and others, how to have a conversation about mental health and how to effectively signpost to appropriate support

Target Group: Managers, senior staff / volunteers and direct employers working in social care who wish to increase their awareness of how to manage mental health within the work environment

Time: see below

Duration: 3 hours

Date:	Venue:
10 th June 2024, 09.30 – 12.30	MS Teams Webinar
2 nd December 2024, 13.30 – 16.30	MS Teams Webinar

Spot the Signs Suicide Prevention

Overview

The aim of this training is to introduce the Spot the Signs campaign, raise awareness of suicide and provide practical steps to help attendees feel more confident in recognising and responding to those affected by suicide.

By the end of this training it is expected that you will:

- Introduce and raise awareness of the Spot the Signs and Save a Life campaigns
- Gain a broader understanding of people who are experiencing suicidal thoughts and those who may be more at risk
- Feel more confident to spot the signs and ask questions to be able to identify those who may be at risk
- Provide practical steps to develop confidence in recognising and supporting those at risk and affected by suicide
- Have signposting information and an overview of services available locally
- Understand the importance of self-care in a supporting role

Target Group: Staff, Managers and volunteers working within Health and Social care and related areas

Time: 09:30 - 12.30

Duration: 3 hours

Date:	Venue:
28 th June 2024, 09.30 – 12.30	MS Teams Webinar
13 th December 2024, 09.30 – 12.30	MS Teams Webinar

Stress Management and Burnout

Stress is how we react when we feel under pressure or threatened. It usually happens when we are in a situation that we don't feel we can manage or control. Stress is something we all experience.

The aim of this training is to improve participant's stress management and support individual's to become more resilient. Participants will develop greater awareness of stress and gain personal stress management abilities through; clarifying the personal meaning of stress, identifying personal sources of stress, becoming aware of personal coping strategies and developing new coping strategies.

The training aims to:

- Be able to recognise stress, understand its impact, consider how much stress is too much stress and be aware of how to recognise personal stressors.
- Assess your own resilience and personal strengths
- Develop positive responses to situations that cannot be changed and strategies to prevent feeling overwhelmed.
- Understand how to stand up to stress and how to see it as an opportunity for personal growth, development and building resilience.

Target Group: This course is suitable for anyone who wishes to improve the management of **their own** stress levels and subsequently their health and wellbeing

Time: 09:30 - 12.30

Duration: 3 hours

Date:	Venue:
3 rd July 2024, 09.30 – 12.30	MS Teams Webinar
16 th January 2025, 09.30 – 12.30	MS Teams Webinar

Supporting an Individual in Mental Health Crisis

The session will provide crisis intervention training for helping those individuals with mental needs that are experiencing a crisis. This session will provide evidenced strategies for effective brief intervention and de-escalation. The session will also briefly cover risk assessment and management for when managing high stress situations.

This training will cover:

- What a mental health crisis looks like including, self-harm, suicidal thoughts, psychosis, drug and alcohol, panic attacks and more
- Know how to engage effectively with an individual in crisis and communicate appropriately to support in positively managing the situation
- Have improved skills to de-escalate crisis situations
- Know how to help individuals determine positive coping strategies and develop a management plan
- Have an awareness of the range of services and interventions available for those experiencing a crisis
- Have a better understanding and confidence in managing endings and exits

Target Group: Staff, Managers and volunteers working within Health and Social care and related areas

Time: see below

Duration: 3 hours

Date:	Venue:
22 nd July 2024, 13.30 – 16.30	MS Teams Webinar
21 st January 2025, 09.30 – 12.30	MS Teams Webinar

Understanding Hoarding and Mental Health

This training course will provide a general introduction to the complex topic of hoarding behaviours and hoarding disorder. Delegates will gain a better knowledge and range of skills to motivate and support individuals that hoard with greater insight into how hoarding presents itself. There will be a focus on managing some of the more practical challenges of supporting individuals who hoard and how to approach this.

The session aims to:

- Be able to understand some of the traits of hoarding behaviour
- Understand what hoarding is and the difference between hoarding disorder and hoarding behaviour
- Understand who can be affected by the disorder, possible triggers and how it presents itself
- Understand some of the do's and don'ts of supporting an individual who hoards
- Have a better understanding of how to manage some of the more practical challenges of working with hoarding behaviour

Target Group: Staff, Managers and volunteers working within Health and Social care and related areas

Time: 09:30 - 12.30

Duration: 3 hours

Date:	Venue:
25 th June 2024, 09.30 – 12.30	MS Teams Webinar
22 nd October 2024, 09.30 – 12.30	MS Teams Webinar

Understanding Menopause and Mental Health

This course will provide a detailed look into the physical and emotional issues that often accompany Perimenopause and the Menopause, paying particular attention to the impact on a person's lifestyle, relationships and work. We will also spend some time discussing individual situations and 'lived experience', leading onto support options and how to overcome hurdles during this, often difficult, phase of life.

Learning Outcomes

By the end of this training it is expected that you will:

- Be able to understand signs and symptoms of Perimenopause and Menopause
- Understand the impact that Perimenopause and Menopause has on a person's lifestyle, work, mental and physical wellbeing
- Have a better understanding of how to offer someone support and be able to signpost to services
- Have a better understanding of how to help yourself

Target Group: Staff, Managers and volunteers working within Health and Social care and related areas

Time: see below

Duration: 3 hours

Date:	Venue:
18 th July 2024, 09.30 – 12.30	MS Teams Webinar
23 rd January 2025, 13.30 – 16.30	MS Teams Webinar

Understanding Personality Disorders (PD) and Emotionally Unstable Personality Disorder (EUPD)

Unfortunately, personality disorders can be stigmatised in society. Those affected by them may face misconceptions, judgment, and discrimination in various aspects of life. The stigma around personality disorders can arise due to a lack of understanding and awareness about these conditions.

Our training, written with the influence and participation of those with lived experience of personality disorders is for anyone who would like to learn more about Personality Disorders and Emotional Unstable Personality Disorder (EUPD) (Formally known as Borderline Personality Disorder BPD).

The session aims to:

- Increased knowledge and broaden understanding of Personality Disorders and Emotionally Unstable Personality Disorder
- Develop awareness of best practice and improved confidence when engaging with individuals experiencing EUPD
- Raise awareness of the range of services and interventions available for those experiencing EUPD
- Recognise that everyone has a role in promoting inclusion and challenging stigma of the EUPD diagnosis

Target Group: Staff, Managers and volunteers working within Health and Social care and related areas seeking a more in depth knowledge and understanding of Personality Disorders

Time: see below

Duration: 3 hours

Date:	Venue:
15 th August 2024, 09.30 – 12.30	MS Teams Webinar
10 th February 2025, 13.30 – 16.30	MS Teams Webinar

Understanding Schizophrenia and Psychosis

Psychosis conditions, including schizophrenia, are treatable mental health problems that can affect anyone, although very few people talk about the conditions and their impact on families. Millions of people across the globe find themselves thrust unexpectedly into a role providing support and care when a relative develops psychosis.

The training aims to cover:

- Define and gain a comprehensive understanding of psychosis and schizophrenia, as well as other related diagnoses within the psychosis spectrum
- Identify the causes and the profound impact that psychosis and schizophrenia have on individuals who experience these conditions
- Explore the detrimental effects of stigma and the power of language in relation to individuals undergoing psychosis
- Cultivate an awareness of best practices and enhance confidence in engaging with individuals using a sensitive and appropriate approach
- Recognise the significant role that supporters can play in the recovery process of individuals affected by psychosis
- Raise awareness regarding the diverse range of services and interventions available for individuals with psychosis

Target Group: Staff, Managers and volunteers working within Health and Social care and related areas seeking a more in depth knowledge and understanding of Personality Disorders

Time: 09:30 - 12.30

Duration: 3 hours

Date:	Venue:
20 th June 2024, 09.30 – 12.30	MS Teams Webinar
15 th November 2024, 09.30 – 12.30	MS Teams Webinar

Understanding Self Harm

Self-harm statistics appear to be on the increase, year on year; affecting people of all ages, genders and backgrounds. This session provides a comprehensive overview and aims to educate professionals and volunteers using both lived experience and professional background, as well as signposting to other resources and agencies.

The training also aims to:

- Increased knowledge as to how self-harm manifests itself and the reasons it is often instigated
- Be able to spot the warning signs, both physical and emotional.
- Identify some of the reasons for self-harm and be aware of the risks related
- Consider the effect of myths and stigmas on how you approach the topic of self-harm
- Develop confidence in supporting someone who self-harms or may be considering it
- Raise awareness of further services, apps or websites that may be of assistance to you or your client

Target Group: Staff, Managers and volunteers working within Health and Social care and related areas with an existing knowledge and understanding of Mental Health

Time: see below

Duration: 3 hours

Date:	Venue:
1 st May 2024, 09.30 – 12.30	MS Teams Webinar
19 th August 2024, 13.30 – 16.30	MS Teams Webinar
26 th February 2025, 09.30 – 12.30	MS Teams Webinar

Understanding Trauma, PTSD and Trauma Informed Practice

What will it cover?

Trauma isn't always about experiencing single traumatic events. It is an emotional response to an extreme moment of stress and pain. Despite sometimes being perceived as rare, trauma is a prevalent issue in contemporary society that can impact all of us.

The Trauma-Informed Practice training is designed to equip participants with essential knowledge and skills to deliver services in a way that prevents further harm or re-traumatisation for individuals who have experienced psychological trauma or adversity at any stage in their lives.

To help you achieve the aim of Trauma-Informed Practice, the course covers mainly the following:

- Understand trauma and the effects that are commonly experienced post-trauma
- Recognise the difference between various types of trauma and the long-lasting impact
- Understand the neuroscience behind trauma and PTSD
- Identify the impact of trauma on the mind-body disconnection
- Embed the principles of a trauma informed approach in your practice
- Enhance listening skills and confidence in supporting those affected by trauma
- Increase awareness of local and national support services available for those affected by trauma
- Develop confidence in managing own mental health and the importance of self-care

Target Group: Staff, Managers and volunteers working within Health and Social care and related areas

Time: 09:30 - 13.30

Duration: 4 hours

Date:	Venue:
1 st August 2024, 09.30 – 13.30	MS Teams Webinar
30 th January 2025, 09.30 – 13.30	MS Teams Webinar

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Safe Handling of Medication

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

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

Course title	Apr 24	May 24	June 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25
Safe Handling of Medication			18 th AM or PM Webinar				11 th AM or PM Webinar			15 th AM or PM Webinar		

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:
18 th June 2024, 09.30 – 12.30	LiveLearn Webinar
18 th June 2024, 13.30 – 16.30	LiveLearn Webinar
11 th October 2024, 09.30 – 12.30	LiveLearn Webinar
11 th October 2024, 13.30 – 16.30	LiveLearn Webinar
15 th January 2025, 09.30 – 12.30	LiveLearn Webinar
15 th January 2025, 13.30 – 16.30	LiveLearn Webinar

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Safeguarding

SAFEGUARDING COURSES AT A GLANCE

(by date & area)

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

Course title	Apr 24	May 24	June 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25
Mental Capacity Act and Deprivation of Liberty Safeguards - Awareness		28 th Stevenage		25 th Hemel				5 th Stevenage			3 rd Hemel	
Safeguarding Adults for Managers			13 th Stevenage					22 nd Hemel				
Safeguarding Basic Awareness		1 st AM or PM Webinar		2 nd AM or PM Webinar			3 rd AM or PM Webinar			15 th AM or PM Webinar		

Mental Capacity Act and Deprivation of Liberty Safeguards Awareness

Course Aim:

A one-day training session designed to enable participants to gain a greater understanding of the core principles of the Mental Capacity Act 2005, the Deprivation of Liberty Safeguards

Learning Outcomes

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

- Identify what is meant by mental capacity
- Describe your role and responsibility under the Mental Capacity Act 2005
- Outline the five core principles of the MCA and apply them in practice
- Identify how and when to assess mental capacity
- Demonstrate the use the two-stage test for the assessment of capacity
- Identify who can be a decision maker and how this applies in practice
- Identify the process for making an advance decision
- Describe the role of a power of attorney
- Identify when to use the IMCA service
- 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:
28 th May 2024, 09.30 – 16.30	Robertson House, Stevenage
25 th July 2024, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead
5 th November 2024, 09.30 – 16.30	Robertson House, Stevenage
3 rd February 2025, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

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: 09.30 – 16.30

Duration: 1 day

Date:	Venue:
13 th June 2024, 09.30 – 16.30	Robertson House, Stevenage
22 nd November 2024, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

Safeguarding Basic Awareness

A training session to introduce delegates to the basic principles of Safeguarding Adults at risk of abuse and neglect, the concept of wellbeing, the safeguarding principles, and initial considerations for making safeguarding personal.

Learning Outcomes

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

- Explain their role within safeguarding.
- Identify the 6 principles of safeguarding adults.
- Identify different forms of adult abuse and recognise possible signs of abuse.
- Identify factors that may increase risk of adult abuse.
- Describe procedures for responding appropriately following making safeguarding personal and reporting concerns using local safeguarding systems.
- Make an accurate record of what they may have seen.
- Understand the whistleblowing policy.

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

Time: 09.30 – 12.30 or 13.30 – 16.30

Duration: 3 hours

Date:	Venue:
1 st May 2024, 09.30 – 12.30	Zoom Webinar
1 st May 2024, 13.30 – 16.30	Zoom Webinar
2 nd July 2024, 09.30 – 12.30	Zoom Webinar
2 nd July 2024, 13.30 – 16.30	Zoom Webinar
3 rd October 2024, 09.30 – 12.30	Zoom Webinar
3 rd October 2024, 13.30 – 16.30	Zoom Webinar
15 th January 2025, 09.30 – 12.30	Zoom Webinar
15 th January 2025, 13.30 – 16.30	Zoom Webinar

Working with People with a Learning Disability

[Return to Course list](#)

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

Course title	Apr 24	May 24	June 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25
Healthcare needs of People with a Learning Disability		15 th AM Hemel			21 st AM Stevenage			11 th AM Hemel			11 th AM Stevenage	
Introduction to Learning Disabilities		9 th AM Hemel			13 th AM Stevenage			5 th AM Hemel			3 rd AM Stevenage	
Supporting Older People with a Learning Disability		22 nd AM Hemel OP Only		17 th AM Stevenage	27 th AM Stevenage OP Only			18 th AM Hemel			26 th AM Stevenage	

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

Duration: 3 hours

Date:	Venue:
15 th May 2024, 10.00 – 13.00	The Box Moor Trust, Hemel Hempstead
21 st August 2024, 09.30 – 12.30	Robertson House, Stevenage
11 th November 2024, 10.00 – 13.00	The Box Moor Trust, Hemel Hempstead
11 th February 2025, 09.30 – 12.30	Robertson House, Stevenage

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

Duration: 3 hours

Date:	Venue:
9 th May 2024, 10.00 – 13.00	The Box Moor Trust, Hemel Hempstead
13 th August 2024, 09.30 – 12.30	Robertson House, Stevenage
5 th November 2024, 10.00 – 13.00	The Box Moor Trust, Hemel Hempstead
3 rd February 2025, 09.30 – 12.30	Robertson House, Stevenage

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

Duration: 3 hours

Date:	Venue:
17 th July 2024, 09.30 – 12.30	Robertson House, Stevenage
18 th November 2024, 10.00 – 13.00	The Box Moor Trust, Hemel Hempstead
26 th February 2025, 09.30 – 12.30	Robertson House, Stevenage

The following dates are only for staff who work in Older People's services who support people with learning disabilities:

Date:	Venue:
22 nd May 2024, 10.00 – 13.00	The Box Moor Trust, Hemel Hempstead
27 th August 2024, 09.30 – 12.30	Robertson House, Stevenage