Workforce Development and Partnership Team

Quarter 1 – April – June 2021 Webinar Programme

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  - **Supporting Older People with Learning Disabilities**

Condition Specific

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

Please note all of the below courses are Online Webinars delivered by a live Trainer via 'Zoom.' In order to participate in this training you will require access to device with a front facing camera such as a PC/laptop, tablet or phone. You will not need to download Zoom, upon applying for a place you will be registered and will then receive a joining link.

Course title	Apr 21	May 21	June 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
Introduction to Autistic Spectrum Conditions (ASC)		13th AM & 20th PM										
Later Life Autism		24th May AM & 1st June PM										

PLEASE NOTE YOU MUST ATTEND BOTH DATES

Introduction to Autistic Spectrum Conditions (ASC)

This course is an introductory course to Autism and is co-delivered with an expert by experience. It will enable participants to link theories of Autism to the various presentations of the condition. It will give insight into the experience of Autism, recognising it is unique to each individual person.

The course explores ways to adapt communication skills to foster greater engagement. The course will also provide guidance on identifying differences that may indicate Autism, process of diagnosis and conditions that are frequently co-morbid with Autism.

This course is interactive and will include developing a practical 'crisis tool kit' to help those supporting individuals offer highly personalised measures to successfully navigate a crisis situation.

Course Outcomes
By the end of the course candidate will be able to:
- Define Autistic Spectrum Conditions including Autism and Asperger Syndrome
- Describe how people with Autism and Asperger Syndrome experience and perceive the world
- Explain how the conditions impact on how a person communicates with and relates to other people
- State the prevalence rates of Autism and Asperger's nationally and in Hertfordshire
- Describe how ACS is diagnosed and what services are available to support assessment/diagnosis
- State the key differences in ASC linked to Gender
- State which conditions are often co-morbid with Autism
- Describe the role of the carer in relation to providing care and support to individuals with ASC
- Identify how individualised care and support helps people with ASC to direct their own care and fulfil their own aspirations

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

Time: 09:30 - 16:30 split across two dates

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

Date:	Venue:
13th May 2021 09.30 – 12.30 and 20th May 2021 13.30 – 16.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

Later Life Autism

This course introduces some of the challenges and opportunities experienced by older people with autism. It covers common comorbidities and considers how sensory challenges interface with these. Barriers to accessing health and social care services are explored and strategies are discussed that promote inclusion, health and wellbeing.

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

- Identify the potential impacts of ageing on Autistic adults

    o Sensory loss and sensory needs

    o Mobility, social isolation and connection

    o Comorbid conditions

    o Mental health and resilience

- Describe the 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 split across two dates

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

Date:	Venue:
24th May 2021 09.30 – 12.30 and 1st June 2021 13.30 – 16.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

Dementia

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

Please note all of the below courses are Online Webinars delivered by a live Trainer via 'Zoom.'   In order to participate in this training, you will require access to device with a front facing camera such as a PC/laptop, tablet or phone. You will not need to download Zoom, upon applying for a place you will be registered and will then receive a joining link.

Course title	Apr 21	May 21	June 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
Dementia Awareness	29th AM & 30th PM											
Dementia Communication Skills		18th AM & 26th PM										
Dementia Risk Reduction & Prevention		10th AM										
Learning Disability and Dementia		5th AM & 7th PM										
Mental Health and Dementia		17th AM & 19th PM										
The Dementia Environment			3rd AM & 8th PM									

PLEASE NOTE YOU MUST ATTEND BOTH DATES

EMAIL TO BOOK COURSES
pvi.learning@hertfordshire.gov.uk
Courses fully funded for services supporting Herts citizens

HCC DEMENTIA PROGRAMME

Courses developed from Dementia Core Skills Education Framework

Hertfordshire

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WORKING IN PARTNERSHIP

The courses listed below are suitable for the following care sectors. Whilst delegates may choose to complete the courses in any order, the learning experience will be greatly enhanced by following the suggested pathway where possible

RESIDENTIAL CARE

Dementia Awareness

Equality Diversity & Inclusion

Law, Ethics & Safeguarding

Communication & Dementia

Dementia & Nutrition

Person Centred Care

Mental Health & Dementia

Dementia & Environment

MultiMorbidity & Dementia

Sexuality & Intimacy in Dementia

Medication & Health

Health & Wellbeing in Dementia

End of Life

Leadership in Dementia Care

VOLUNTARY SECTOR SERVICES

Risk Reduction

Dementia Awareness

Equality Diversity & Inclusion

Law, Ethics & Safeguarding

Health & Wellbeing

Dementia & Nutrition

Person Centred Care

Mental Health & Dementia

Dementia & Environment

Leadership in Dementia Care

SUPPORT AT HOME

Risk Reduction

Dementia Awareness

Equality Diversity & Inclusion

Law, Ethics & Safeguarding

Communication & Dementia

Dementia & Nutrition

Person Centred Care

MultiMorbidity & Dementia

Mental Health & Dementia

Dementia & Environment

Medication & Health

Health & Wellbeing in Dementia

End of Life

Leadership in Dementia Care

LEARNING DISABILITY

Risk Reduction

Learning Disability & Dementia

Equality Diversity & Inclusion

Law, Ethics & Safeguarding

Communication & Dementia

Dementia & Nutrition

Person Centred Care

Dementia & Environment

Sexuality & Intimacy in Dementia

End of Life

Leadership in Dementia Care

NURSING CARE

Dementia Awareness

Equality Diversity & Inclusion

Law, Ethics & Safeguarding

Communication & Dementia

Dementia & Nutrition

Person Centred Care

Mental Health & Dementia

Dementia & Environment

MultiMorbidity & Dementia

Sexuality & Intimacy in Dementia

Medication & Health

Health & Wellbeing in Dementia

End of Life

Leadership in Dementia Care

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

NOTE: If you work within LD Services then please attend Learning Disability and Dementia instead of this topic

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:
- State 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 the most common causes of dementia
- State common sign and symptoms
- Describe the experience of dementia, recognising it is unique to each individual person this will bring in different realities
- Identify reasons for a timely diagnosis
- Describe the possible impact upon having a diagnosis for a person and their family members
- State other factors which can cause confusion / memory problems
- Identify how individual behaviours and perceptions of dementia can impact on the quality of care experience of dementia
- 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 split across two dates

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

Date:	Venue:
29th April 2021 09.30 – 12.30 and 30th April 2021 13.30 – 16.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

Dementia: Communication Skills

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

The course provides a basic over view 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 overcome the barriers to communication
- 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 challenging behaviour is 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 split across two dates

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

Date:	Venue:
18th May 2021 09.30 – 12.30 and 26th May 2021 13.30 – 16.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

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: ½ day

Date:	Venue:
10th May 2021	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

Learning Disability and Dementia

(alternative option to Dementia Awareness for LD Services)
(**Links to - Learning Disabilities Core Skills Education and
Training Framework: Subject 15)**

This session will introduce comparative prevalence rates between individuals with a learning disability and dementia and the rest of the population. Basic anatomy of the brain in dementia will be covered, and how this may differ within this client group. The session will raise awareness of the importance of taking a proactive approach to assessment and diagnosis suggesting tools to monitor changes. It will offer suggestions as to how to approach difficult conversations around diagnosis.

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

- State the comparative prevalence rates, and risk factors of dementia for those with a learning disability
- State the key functions of the brain that are affected by dementia, and describe how this might differ to the non LD population
- State common signs and symptoms
- Describe the importance of timely diagnosis, and ways of communicating that diagnosis to an individual living with a learning disability
- Identify tools that can be used to monitor changes
- Outline both the medical and social models of dementia
- State other factors which can cause confusion / memory problems
- Describe how poor environments can make symptoms appear more pronounced

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

Time: 09:30 - 16:30 split across two dates

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

Date:	Venue:
5th May 2021 09.30 – 12.30 and 7th May 2021 13.30 – 16.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

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:
- Describe what wellbeing means in dementia care
- Identify the differences and similarities between mental health conditions and dementia
- Identify common mental conditions that are experienced by people living with dementia
- Explain how cognitive loss might impact on managing emotions and developing coping strategies/ resilience
- Describe the social, psychological, physical and environmental factors that impact negatively on mental health
- Describe the challenges of managing co-morbid conditions in dementia
- Identify practical tools to assess and record mental wellbeing
- Describe simple strategies to promote good mental health within own role
- Explain current therapies including CBT, CST and START

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

Time: 09:30 - 16:30 split across two dates

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

Date:	Venue:
17th May 2021 09.30 – 12.30 and 19th May 2021 13.30 – 16.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

The 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 to 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
- Describe the kinds of assistive technologies available to individuals with dementia

Target Group:	All staff, volunteers, family carers, direct employers and their PA's working with people with dementia
Time:	09:30 - 16:30 split across two dates
Duration:	Two half day sessions (**please note you must attend BOTH sessions**)

Date:	Venue:
3rd June 2021 09.30 – 12.30 and 8th June 2021 13.30 – 16.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

Epilepsy

EPILEPSY
COURSES AT A GLANCE
(by date & area)

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

Course title	Apr 21	May 21	June 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
Epilepsy and the Administration of Rectal Diazepam / Buccal Midazolam: **Introduction**	7th 12th 19th 27th	5th 12th 27th	2nd 8th 15th 23rd									
Epilepsy and the Administration of Rectal Diazepam / Buccal Midazolam: **Refresher**	14th	10th	29th									

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

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

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

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

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

Time 09:45 – 15:30 (including hour break 12:00-13:00)

Duration: 5 hours 45 minutes

Date:	Venue:
7th April 2021 12th April 2021 19th April 2021 27th April 2021	**MS Teams Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**
5th May 2021 12th May 2021 27th May 2021	**MS Teams Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**
2nd June 2021 8th June 2021 15th June 2021 23rd June 2021	**MS Teams Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

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

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

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

Learning Outcomes:
By the end of the course delegates will be able to:
- Develop their understanding of epilepsy care and management.
- Understand current best practice guidelines and protocols for the administration of Rectal Diazepam and Buccal Midazolam
- Update your knowledge in relation to current best practice guidelines and protocols for the administration of rectal Diazepam and buccal Midazolam.

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

Time: 10:00 – 13:00

Duration: 3 hours

Date:	Venue:
14th April 2021	**MS Teams Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**
10th May 2021	**MS Teams Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**
29th June 2021	**MS Teams Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

Health and Safety

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

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

Course title	Apr 21	May 21	June 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
Basic Fire Safety	6th 16th	7th 13th	8th 22nd									
Basic First Aid Assistance	15th 27th	12th 18th	11th 24th									
Food Hygiene and Infection Control	21st	19th	18th									

Basic Fire Safety (without practical work)

PLEASE NOTE: As this is an online webinar this course will **not** include any practical elements. We will look to run a 1hour Practical workshop for those who have completed this webinar in the new year should you wish to complete the practical components usually associated with this course. The practical workshop is **not** mandatory and is entirely optional so all delegates will receive a certificate of attendance for completing the online session.

Course Aim:
To raise awareness of basic fire safety and improve safe working procedures.

Learning Outcomes:
- Understanding of the importance of Fire Legislation and Fire Safety issues
- Identify causes of fire and good practice recommendations that inform safe practice
- Develop an appropriate response to fire situations.

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

Time: 10:00 - 12:00

Duration: 2 hours

Date:	Venue:
6th April 2021 16th April 2021 7th May 2021 13th May 2021 8th June 2021 22nd June 2021	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

Basic First Aid Assistance (without practical work)

PLEASE NOTE: As this is an online webinar this course will **not** include any practical elements. We will look to run a 1hour Practical workshop for those who have completed this webinar in the new year should you wish to complete the practical components usually associated with this course. The practical workshop is not mandatory and is entirely optional so all delegates will receive a certificate of attendance for completing the online session.

Course Aim:

To develop awareness of an appropriate first aid response.

Learning Outcomes:
- Understand how to deal with first aid incidents and how to summon assistance
- Understand the principles of Airways, Breathing and Circulation (ABC);
- Be able to recognise and deal with shock symptoms
- Recognise types of wounds and bleeding

Target Group: All staff working in Health and Community Services

Time: 10:00 - 12:00

Duration: 2 hours

Date:	Venue:
15th April 2021

27th April 2021

12th May 2021

18th May 2021

11th June 2021

24th June 2021 | **Zoom Webinar**
to request a place please email your name(s) and email address(es) to
pvi.learning@hertfordshire.gov.uk |

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Food Hygiene and Infection Control

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

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

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

Time: 10.00 – 14.00

Duration: 4 hours

Date:	Venue:
21st April 2021	**MS Teams Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**
19th May 2021	**MS Teams Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**
18th June 2021	**MS Teams Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

Mental Health

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

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Course title	Apr 21	May 21	June 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
Mental Health Awareness – COVID 19		6th PM										
Common Mental Health Conditions		14th AM										
Mental Health and Learning Disabilities		27th PM										
Supporting an Individual in Crisis		7th AM										
Understanding Eating Disorders			4th PM									
Stress Management in the Workplace			7th AM									
Mental Health and Medication			29th PM									
Mental Health in the Workplace for Managers			15th AM									

Mental Health Awareness – Covid-19

Course Aim:
This training will provide an overview of a range of mental health issues including their prevalence, signs and symptoms, and how they can affect people. The aim of the training is to help participants recognise the impact that mental health issues can have on individuals and how the currant pandemic has potentially heightened this impact.
The training will help participants to consider stigma surrounding mental health issues and how this can add to the issues people with a mental health diagnosis face in life. Participants will be made aware of the importance of challenging stereotypes and myths about mental health and championing inclusion.
The training will also give tips on how to support and information on local and national support services.

Learning Outcomes:
- Have an increased knowledge and broad understanding of a range of mental health issues and the impact that they can have on individuals.
- Understand the impact of COVID-19 on mental health issues
- Understand some of the most common signs and symptoms of mental health conditions.
- Identify ways in which they can support others mental health and wellbeing.
- Have an awareness of best practice and improved confidence when engaging with individuals experiencing mental health issues.
- Have an 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: 13:30 – 16.30

Duration: 3 hours

Date:	Venue:
6th May 2021 – 13.30-16.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

Common Mental Health Conditions

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.

You will be provided with in depth overviews of the signs and symptoms associated with these common mental health conditions and how they may present themselves. We will also explore sources of support including signposting and self-help strategies.

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

- Have an in depth knowledge and broad understanding anxiety & depression 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: 09:30 - 12.30

Duration: 3 hours

Date:	Venue:
14th May 2021 – 09.30-12.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

Mental Health and Learning Disabilities

Training Overview

This course will provide an overview of a range of mental health issues including their prevalence, signs and symptoms, causes and how they can affect people. The aim of the course is to help participant's recognise the impact that mental health issues can have on individuals.

The session will focus more specifically on the needs of adults with both a mental health need and learning disabilities helping staff to recognise the signs and symptoms, understand how to access appropriate support services and how to promote good mental health for the people they support.

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

- Have an increased 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.

- Identify ways in which you can more specifically support adults with a learning disability and a mental health need.

- Have an awareness of best practice and improved confidence when engaging with individuals using a sensitive and appropriate approach.

- Have an 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: 13:30 - 16.30

Duration: 3 hours

Date:	Venue:
27th May 2021 – 13.30-16.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

Supporting an Individual in Crisis

The session will provide crisis intervention training for helping those individuals with mental health 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.

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

- 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: 09:30 - 12.30

Duration: 3 hours

Date:	Venue:
7th May 2021 – 09.30-12.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

Understanding Eating Disorders

This course aims to raise awareness and knowledge around eating disorders and disordered eating and the range of presenting factors that often impact people with these conditions. It will give an overview of the signs and symptoms of the most common eating disorders and look at risk factors enabling you to spot the signs.

Using both lived experience and an evidence-based approach it will look at the best ways to support someone at risk of eating disorders and eating difficulties; when clinical support is needed and give information on signposting to more specialist support.

<u>Learning Outcomes</u>

By the end of this training it is expected that you will:
- Have an increased knowledge as to how eating disorders manifests themselves and the reasons it is often instigated.
- Be able to spot the warning signs, both physical and emotional.
- Consider the effect of myths and stigmas on how you approach the topic of self harm.
- Be more equipped to support someone who is at risk of an eating disorder or who has an eating disorder.
- Have an awareness of further services, apps or websites that may be of assistance to someone at risk of an eating disorder or who has an eating disorder.

Target Group: This course is suitable for anyone who wishes to improve their understanding of eating disorders.

Time: 13:30 - 16.30

Duration: 3 hours

Date:	Venue:
4th June 2021 – 13.30-16.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

Stress Management in the Workplace

Training Overview

The aim of this training is to improve participant's stress management and make individual's 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 course will help participants to be aware of the differences between pressure and stress, be better equipped to recognise and manage the symptoms of stress and develop effective stress management techniques. In turn this will support individual's in building resilience, managing their stress levels, adapting to change and improve their personal mental health and wellbeing.

Learning Outcomes

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

- 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

- Know how to take appropriate action in response to stress, lessening the risk of stress having an adverse effect on emotional health and general wellbeing

- 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:
7th June 2021 – 09.30-12.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

Mental Health and Medication

Training Overview

This mental health and medication awareness course is aimed at those individuals with an existing knowledge and understanding of mental health who would like to gain a general insight into medication used for mental health and its impact.

The session will explore the different types of medication, when they may be used and possible side effects. The session will use a case study exploration approach to consider the impact (both positive and negative) of medication use on individuals in order for delegates to gain and insight into the lived experience of this. Please note that this session is for informational purposes only.

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

- Understand the different types of medication used for a range of mental health conditions and the categories they come under.

- Understand why an individual may take medication and also why other options may be more suitable.

- Understand some of the side affects of taking medication and how these may present themselves.

- Be aware of who can prescribe medication for mental health conditions and the process of monitoring and reviewing.

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: 13:30 - 16.30

Duration: 3 hours

Date:	Venue:
29th June 2021 – 13.30-16.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

Mental Health in the Workplace for Managers

This session will provide an overview of mental health and how it can affect people. Exploring issues around improving the mental health and wellbeing of staff, how as an organisation you can go about reducing staff turnover and sickness absence and how to effectively support a member of staff who is dealing with a mental health issue.

The session will cover relevant legislation in regards to making appropriate adjustments for people with mental health conditions in the workplace. Helping managers to consider how they can promote a healthy working environment which champions positive mental health.

Learning Outcomes:
By the end of the course candidates will be expected to:

- Have an increased knowledge and broad understanding of mental health and the impact of poor mental health.

- Identify ways in which they can help to support their own and others mental health and wellbeing within the working environment and understand the benefits of work.

- Understand the impact that mental health issues can have on individuals within their team and the wider organisation.

- Understand an employer's duty to make reasonable adjustments for people with mental health conditions in order to ensure they have the same access to everything that involves gaining or keeping employment as someone without a mental health condition.

- Recognise that everyone in the workplace has a role in promoting a healthy working environment.

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: 09:30 - 12.30

Duration: 3 hours

Date:	Venue:
15th June 2021 – 09.30-12.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

Safe Handling of Medication

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

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

Please note all of the below courses are Online Webinars delivered by a live Trainer via 'LiveLearn' using a system called GoTo Training.   In order to participate in this training you will require access to device with a front facing camera such as a PC/laptop, tablet or phone. You will not need to download anything to join however a free GoTo training app is available should you wish to use this.

Upon applying for a place you will be registered and will then receive a joining link as well as a clear user guide for 'LiveLearn'

Course title	Apr 21	May 21	June 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
Safe Handling of Medication		13th AM or PM	29th AM or PM									

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
Duration:	3 hours

Date:	Venue:
13th May 2021 AM	**'LiveLearn' Webinar** to request a place please email **pvi.learning@hertfordshire.gov.uk**
13th May 2021 PM	**'LiveLearn' Webinar** to request a place please email **pvi.learning@hertfordshire.gov.uk**
29th June 2021 AM	**'LiveLearn' Webinar** to request a place please email **pvi.learning@hertfordshire.gov.uk**
29th June 2021 PM	**'LiveLearn' Webinar** to request a place please email **pvi.learning@hertfordshire.gov.uk**

Safeguarding

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

Please note all of the below courses are Online Webinars delivered by a live Trainer via 'Zoom.' In order to participate in this training you will require access to device with a front facing camera such as a PC/laptop, tablet or phone. You will not need to download Zoom, upon applying for a place you will be registered and will then receive a joining link.

Course title	Apr 21	May 21	June 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
Mental Capacity Act and Deprivation of Liberty Safeguards - Awareness	28th PM & 29th PM	27th AM & 28th AM	22nd AM & 23rd AM									
Safeguarding Adults from Abuse for Managers			17th AM & 21st PM									

PLEASE NOTE YOU MUST ATTEND BOTH DATES

Mental Capacity Act and Deprivation of Liberty Safeguards Awareness

Course Aim:

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

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

Target Group:	All staff, volunteers, family carers, direct employers and their PA's as considered appropriate
Time:	Two half day sessions, either 09.30 – 12.30 or 13:30 - 16:30
Duration:	Two half day sessions (**please note you must attend BOTH sessions**)

Date:	Venue:
28th April 2021 – 13.30-16.30 & 29th April 2021 – 13.30-16.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**
27th May 2021 – 09.30-12.30 & 28th May 2021 – 09.30-12.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**
22nd June 2021 – 09.30-12.30 & 23rd June 2021 – 09.30-12.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

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

Date:	Venue:
17th June 2021 09.30 – 12.30 and 21st June 2021 13.30 – 16.30	**Zoom Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

Working with People with a Learning Disability

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

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

Course title	Apr 21	May 21	June 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22
Introduction to Learning Disabilities			4th									
Supporting Older People with a Learning Disability			17th									
Healthcare needs of People with a Learning Disability			8th									

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** | 10:00 - 13:00 |

| **Duration:** | 3 hours |

Date:	Venue:
4th June 2021	**MS Teams Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

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 10:00 – 13:00

Duration: 3 hours

Date:	Venue:
17th June 2021	**MS Teams Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**

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 under pin 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   10:00 - 13:00

Duration: 3 hours

Date:	Venue:
8th June 2021	**MS Teams Webinar** to request a place please email your name(s) and email address(es) to **pvi.learning@hertfordshire.gov.uk**