

## Workforce Development and Partnership Team

### Quarter 2 – July – September 2021 Webinar Programme

#### Contents:

- **Condition Specific**
  - Diabetes Awareness
  - Introduction to Autistic Spectrum Conditions
  - Later Life Autism
  - Supporting Recovery after COVID 19 – Long COVID
- **Dementia**
  - Dementia Awareness
  - Dementia Risk Reduction and Prevention
  - End of Life in Dementia Care
  - Equality, Diversity, and Inclusion in Dementia Care
  - Leadership in Dementia Care
  - Learning Disability and Dementia
  - Sexuality and Intimacy in Dementia Care
  - The Dementia Environment
- **Epilepsy**
  - Epilepsy & the Admin. of RD / Buccal Midazolam: Introduction
  - Epilepsy & the Admin. of RD / Buccal Midazolam: Refresher
- **Equality, Diversity and Inclusion**
  - Anti-Discriminatory and Anti Oppressive Practice - Awareness
  - Equality and Diversity for Managers
  - Equality and Diversity in Recruitment
  - Gender Identity and Gender Diversity
  - LGBTQi Awareness
  - Rights and Responsibilities in the Workplace
  - Unconscious Bias
- **Health and Safety**
  - Basic Fire Safety
  - Basic First Aid
  - Food Hygiene and Infection Control
- **Mental Health**
  - Mental Health Awareness
  - Common Mental Health Conditions
  - Mental Health and Learning Disabilities
  - Supporting an Individual in Crisis
  - Understanding Self Harm
  - Mental Health and Medication

- **Safe Handling of Medication**
  - **Safe Handling of Medication**
- **Safeguarding**
  - **Mental Capacity Act and Deprivation of Liberty Safeguards**
- **Working with People with a Learning Disability**
  - **Healthcare needs of People with a Learning Disability**
  - **Introduction to Learning Disabilities**
  - **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
Diabetes Awareness					24 <sup>th</sup>	7 <sup>th</sup>						
Introduction to Autistic Spectrum Conditions (ASC)					17 <sup>th</sup> AM & 18 <sup>th</sup> PM							
Later Life Autism					25 <sup>th</sup> AM & 26 <sup>th</sup> PM							
Supporting Recovery after COVID 19 – Long COVID					18 <sup>th</sup> AM  18 <sup>th</sup> PM	8 <sup>th</sup> AM  8 <sup>th</sup> PM						

**\*\*PLEASE NOTE YOU MUST ATTEND BOTH DATES\*\***

# Diabetes Awareness

## Course Outcomes

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

- Discuss the differences between Type 1 and Type 2
- Discuss the signs and symptom of diabetes
- Discuss the risk factors of Type 2 diabetes
- Discuss our Risk Assessment tool
- Discuss the potential signs of a Hypo and Hyper
- Demonstrate an understanding of how to treat a hypo & hyper episode appropriately
- Understand the recommended blood glucose targets for a range of people with diabetes
- Understand Medication treatments and glucose monitoring (non-professional)
- Discuss the short- and longer-term possible complications of diabetes
- Learn how to reduce the risks of complications
- Understand the importance of care planning
- Understand the importance of foot care
- Demonstrate the “Touch your toes” test
- Describe the steps to healthy feet
- Understand the importance of healthy eating & moving more

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

**Time:** 10:00 - 11:00

**Duration:** 1 hour

<b>Date:</b>	<b>Venue:</b>
24 <sup>th</sup> August 2021 10.00 – 11.00	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
7 <sup>th</sup> September 2021 10.00 – 11.00	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# 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**)

<b>Date:</b>	<b>Venue:</b>
17 <sup>th</sup> August 2021 09.30 – 12.30 and 18 <sup>th</sup> August 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

## 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
  - Sensory loss and sensory needs
  - Mobility, social isolation and connection
  - Comorbid conditions
  - 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**)

<b>Date:</b>	<b>Venue:</b>
25 <sup>th</sup> August 2021 09.30 – 12.30 and 26 <sup>th</sup> August 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

## Supporting Recovery after COVID 19 – Long COVID

As someone is recovering from COVID-19 they may still be coming to terms with the impact the virus has had on both their physical and mental wellbeing, together with some people who may be accessing a support service for the first time.

This course has been designed to acknowledge those effects and looks at how to provide support to the person affected to look at the potentials for their improvement.

### Course Content:

- Effects of Long COVID 19 – Physical and Mental
- Managing expectations – for the person affected, family and the support team
- Providing emotional support for the person affected, family and the support team
- Professional Communication and Partnership Working
- Looking forward and recognising the potential improvements

### Learning Outcomes:

After attending this course, learners will be able to:

- List the effects of Long COVID 19 – Physical and Mental
- Describe how to manage expectations for the person affected, family and the support team
- Give an example of how to provide emotional support for the person affected, family and the support team
- Describe what best practice looks like in relation to Professional Communication and Partnership Working
- Give an overview of how to support a person to look forward and recognise potential improvements

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

**Time:** 9.30 – 12.30 or 13.30 – 16.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
18 <sup>th</sup> August 2021 AM	<b>'LiveLearn' Webinar</b> to request a place please email <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
18 <sup>th</sup> August 2021 PM	<b>'LiveLearn' Webinar</b> to request a place please email <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
8 <sup>th</sup> September 2021 AM	<b>'LiveLearn' Webinar</b> to request a place please email <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
8 <sup>th</sup> September 2021 PM	<b>'LiveLearn' Webinar</b> to request a place please email <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

Workforce Development and Partnership Team  
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ  
Fax: 01438 843432, Email: [pvi.learning@hertfordshire.gov.uk](mailto: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					18 <sup>th</sup> AM & 31 <sup>st</sup> PM							
Dementia Risk Reduction & Prevention						10 <sup>th</sup> AM						
End of life in Dementia Care						14 <sup>th</sup> AM & 23 <sup>rd</sup> PM						
Equality, Diversity and inclusion in Dementia					17 <sup>th</sup> AM & 23 <sup>rd</sup> PM							
Leadership in Dementia Care						15 <sup>th</sup> AM & 22 <sup>nd</sup> PM						
Learning Disability and Dementia						TBC						
Sexuality and Intimacy in Dementia Care					11 <sup>th</sup> AM & 25 <sup>th</sup> PM							
The Dementia Environment						27 <sup>th</sup> AM & 29 <sup>th</sup> PM						

**\*\*PLEASE NOTE YOU MUST ATTEND BOTH DATES\*\***

# HCC DEMENTIA PROGRAMME

Courses developed from [Dementia Core Skills Education Framework](#)

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



## 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**)

<b>Date:</b>	<b>Venue:</b>
18 <sup>th</sup> August 2021 09.30 – 12.30 and 31 <sup>st</sup> August 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# 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

<b>Date:</b>	<b>Venue:</b>
10 <sup>th</sup> September 2021	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

## 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:**

- Describe how people's belief systems, including religious and cultural, may influence their approach to end of life care.
- 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'.
- 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 wellbeing and identify a range of support mechanisms

**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**)

<b>Date:</b>	<b>Venue:</b>
14 <sup>th</sup> September 2021 09.30 – 12.30 and 23 <sup>rd</sup> September 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Equality, Diversity and Inclusion in Dementia

(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 how values, beliefs and misunderstandings about dementia can affect attitudes towards individuals and their families
- Identify who may be providing care and support for a person with dementia
- Explain the importance of recognising that individuals with dementia, and their family, have unique needs
- State relevant statutes and codes of practice which support the equality, diversity and inclusion of individuals with dementia and their family
- Describe examples of practice which may lead to exclusion and discrimination
- Describe examples of inclusive practice, and state the benefits to the individual
- Describe examples of supporting individuals with dementia from different ethnic backgrounds, of different ages, gender, and sexual orientation
- Describe what knowledge and understanding would be required to work in a person centred way with an individual with a learning disability and dementia
- Identify how you would challenge discriminatory practice whilst adhering to your own policy

**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**)

<b>Date:</b>	<b>Venue:</b>
17 <sup>th</sup> August 2021 09.30 – 12.30 and 23 <sup>rd</sup> August 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

Workforce Development and Partnership Team  
SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ  
Fax: 01438 843432, Email: [pvi.learning@hertfordshire.gov.uk](mailto:pvi.learning@hertfordshire.gov.uk)

## Leadership in Dementia Care

(Supports unit; DEM 501 and Dementia Core Skills Education Framework – Standard 14)

This course is suitable for individuals responsible for leadership in their organisation. The course provides information on current developments in policy and practice and enables participants to celebrate successes, together with identifying areas for improvements in their own service. Participants will be given the opportunity to explore the following domains: diagnosis, and post diagnostic support, promoting independence and enablement, developing therapeutic relationships, and working with family carers and the wider team.

### Course Outcomes

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

- Analyse how current policy and practice guidance underpins service provision in dementia care
- Identify evidence-based research, innovations and developments in dementia interventions and care
- Identify strengths and weaknesses in key areas of provision in own service
- State key priorities in developing a knowledge management strategy
- Lead practice which supports staff to involve unpaid carers in assessment and care planning

**Target Group:** Managers, senior staff / volunteers and direct employers who work with service users with dementia

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

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

<b>Date:</b>	<b>Venue:</b>
15 <sup>th</sup> September 2021 09.30 – 12.30 and 22 <sup>nd</sup> September 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# 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**)

<b>Date:</b>	<b>Venue:</b>
TBC 2021 09.30 – 12.30 and TBC 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# 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
- Give examples of poor practice in your own organisation in relationship to intimacy, sexuality and 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 minimise sexual exploitation and instances of abuse
- Describe strategies for supporting sexuality, and intimacy for people with dementia living in services.

**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**)

<b>Date:</b>	<b>Venue:</b>
11 <sup>th</sup> August 2021 09.30 – 12.30 and 25 <sup>th</sup> August 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# 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**)

<b>Date:</b>	<b>Venue:</b>
27 <sup>th</sup> September 2021 09.30 – 12.30 and 29 <sup>th</sup> September 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# **Epilepsy**



# 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

<b>Date:</b>	<b>Venue:</b>
TBC	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
TBC	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
TBC	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# 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

<b>Date:</b>	<b>Venue:</b>
TBC	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
TBC	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
TBC	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# **Equality, Diversity and Inclusion**

**EQUALITY, DIVERSITY AND INCLUSION –  
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.**

<b>Course title</b>	<b>Apr 21</b>	<b>May 21</b>	<b>June 21</b>	<b>Jul 21</b>	<b>Aug 21</b>	<b>Sept 21</b>	<b>Oct 21</b>	<b>Nov 21</b>	<b>Dec 21</b>	<b>Jan 22</b>	<b>Feb 22</b>	<b>Mar 22</b>
Anti-Discriminatory and Anti-Oppressive Practice							5 <sup>th</sup> PM					
Equality and Diversity for Managers							11 <sup>th</sup> AM & 15 <sup>th</sup> PM					
Equality and Diversity in Recruitment				20 <sup>th</sup> AM & 21 <sup>st</sup> PM			19 <sup>th</sup> AM & 20 <sup>th</sup> PM					
Gender Identity and Gender Diversity				1 <sup>st</sup> AM & 7 <sup>th</sup> PM		6 <sup>th</sup> AM & 9 <sup>th</sup> PM						
LGBTQ <sup>i</sup> Awareness				12 <sup>th</sup> AM & 15 <sup>th</sup> PM		13 <sup>th</sup> AM & 16 <sup>th</sup> PM						
Rights and Responsibilities in the Workplace				26 <sup>th</sup> AM & 30 <sup>th</sup> PM			4 <sup>th</sup> AM & 8 <sup>th</sup> PM					
Unconscious Bias							12 <sup>th</sup> AM & 13 <sup>th</sup> PM					

**\*\*PLEASE NOTE YOU MUST ATTEND BOTH DATES\*\***

# Anti-Discriminatory and Anti Oppressive Practice Awareness

## Summary:

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

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

## Learning Outcomes:

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

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

**Time:** 13:30 - 16:30

**Duration:** ½ day

<b>Date:</b>	<b>Venue:</b>
5 <sup>th</sup> October 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Equality & Diversity for Managers

## Summary:

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

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

## Learning Outcomes:

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

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

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

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

Date:	Venue:
11 <sup>th</sup> October 2021 09.30 – 12.30 and 15 <sup>th</sup> October 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Equality & Diversity in Recruitment

## Summary:

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

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

## Learning Outcomes:

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

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

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

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

<b>Date:</b>	<b>Venue:</b>
20 <sup>th</sup> July 2021 09.30 – 12.30 and 21 <sup>st</sup> July 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
19 <sup>th</sup> October 2021 09.30 – 12.30 and 20 <sup>th</sup> October 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Gender Identity & Gender Diversity

## Summary:

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

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

## Learning Outcomes:

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

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

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

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

<b>Date:</b>	<b>Venue:</b>
1 <sup>st</sup> July 2021 09.30 – 12.30 and 7 <sup>th</sup> July 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
6 <sup>th</sup> September 2021 09.30 – 12.30 and 9 <sup>th</sup> September 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# LGBTQi Awareness

## Summary:

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

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

## Learning Outcomes:

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

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

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

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

<b>Date:</b>	<b>Venue:</b>
12 <sup>th</sup> July 2021 09.30 – 12.30 and 15 <sup>th</sup> July 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
13 <sup>th</sup> September 2021 09.30 – 12.30 and 16 <sup>th</sup> September 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Rights & Responsibilities in the Workplace

## Summary:

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

**Aim:** To understand rights and responsibilities in the workplace

## Learning Outcomes:

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

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

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

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

<b>Date:</b>	<b>Venue:</b>
26 <sup>th</sup> July 2021 09.30 – 12.30 and 30 <sup>th</sup> July 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
4 <sup>th</sup> October 2021 09.30 – 12.30 and 8 <sup>th</sup> October 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Unconscious Bias

## Summary:

This course sets out the business case for tackling unconscious bias in the workplace. It covers the types of unconscious bias and invites participants to consider how unconscious bias and implicit associations may affect people's reactions. Participants are invited to explore the experience of unconscious bias through several activities including a case study. The course also provides practical strategies on how to minimise unconscious bias in a social care setting.

**Aim:** To be able to identify and act on unconscious bias.

## Learning Outcomes:

- Define the term 'unconscious bias'
- Explain how unconscious bias can lead to discrimination
- List some of the key findings from research
- Explain the role of unconscious bias in promoting equality, diversity, inclusion, and supporting anti-oppressive practice
- Describe how to minimise the impact of unconscious bias on decision making in social care

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

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

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

Date:	Venue:
12 <sup>th</sup> October 2021 09.30 – 12.30 and 13 <sup>th</sup> October 2021 13.30 – 16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# **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				29 <sup>th</sup>	13 <sup>th</sup> 27 <sup>th</sup>	13 <sup>th</sup> 27 <sup>th</sup>						
Basic First Aid Assistance				20 <sup>th</sup>	3 <sup>rd</sup> 23 <sup>rd</sup>	6 <sup>th</sup> 23 <sup>rd</sup>						
Food Hygiene and Infection Control				28 <sup>th</sup>	23 <sup>rd</sup>	14 <sup>th</sup>						

## 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

<b>Date:</b>	<b>Venue:</b>
29 <sup>th</sup> July 2021	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
13 <sup>th</sup> August 2021	
27 <sup>th</sup> August 2021	
13 <sup>th</sup> September 2021	
27 <sup>th</sup> September 2021	

## 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

<b>Date:</b>	<b>Venue:</b>
20 <sup>th</sup> July 2021	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
3 <sup>rd</sup> August 2021	
23 <sup>rd</sup> August 2021	
6 <sup>th</sup> September 2021	
23 <sup>rd</sup> September 2021	

# 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

<b>Date:</b>	<b>Venue:</b>
28 <sup>th</sup> July 2021	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
23 <sup>rd</sup> August 2021	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
14 <sup>th</sup> September 2021	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# **Mental Health**

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

**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.**

<b>Course title</b>	<b>Apr 21</b>	<b>May 21</b>	<b>June 21</b>	<b>Jul 21</b>	<b>Aug 21</b>	<b>Sept 21</b>	<b>Oct 21</b>	<b>Nov 21</b>	<b>Dec 21</b>	<b>Jan 22</b>	<b>Feb 22</b>	<b>Mar 22</b>
Mental Health Awareness – COVID 19						2 <sup>nd</sup>						
Common Mental Health Conditions					26 <sup>th</sup>							
Mental Health and Learning Disabilities						3 <sup>rd</sup>						
Supporting an Individual in Crisis					27 <sup>th</sup>							
Understanding Self Harm						10 <sup>th</sup>						
Mental Health and Medication						9 <sup>th</sup>						

# 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 current 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:** 09:30 – 12.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
2 <sup>nd</sup> September 2021 09.30 – 12.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# 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

<b>Date:</b>	<b>Venue:</b>
26 <sup>th</sup> August 2021 09.30-12.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# 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

<b>Date:</b>	<b>Venue:</b>
3 <sup>rd</sup> September 2021 13.30-16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

## 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:** 13:30 - 16.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
27 <sup>th</sup> August 2021 13.30-16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# Understanding Self Harm

## Training Overview

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, including information relating to self harm, warning signs to look out for and how to help support someone both short term and long term.

The aim is to educate professionals and volunteers using both lived experience and a professional background, as well as sign posting to other resources and agencies.

## Learning Outcomes

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

- Have an 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.
- Be more equipped to support someone who does self harm or may be considering it.
- Have an 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:** 09:30 - 12.30

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
10 <sup>th</sup> September 2021 09.30-12.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# 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

<b>Date:</b>	<b>Venue:</b>
9 <sup>th</sup> September 2021 13.30-16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# **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					16 <sup>th</sup> AM 16 <sup>th</sup> PM	24 <sup>th</sup> AM 24 <sup>th</sup> 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

<b>Date:</b>	<b>Venue:</b>
16 <sup>th</sup> August 2021 AM	<b>'LiveLearn' Webinar</b> to request a place please email <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
16 <sup>th</sup> August 2021 PM	<b>'LiveLearn' Webinar</b> to request a place please email <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
24 <sup>th</sup> September 2021 AM	<b>'LiveLearn' Webinar</b> to request a place please email <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
24 <sup>th</sup> September 2021 PM	<b>'LiveLearn' Webinar</b> to request a place please email <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# **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					25 <sup>th</sup> AM & 26 <sup>th</sup> AM	15 <sup>th</sup> AM & 16 <sup>th</sup> AM						

**\*\*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 running 09.30 – 12.30

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

<b>Date:</b>	<b>Venue:</b>
25 <sup>th</sup> August 2021 – 09.30-12.30 & 26 <sup>th</sup> August 2021 – 13.30-16.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>
15 <sup>th</sup> September 2021 – 09.30-12.30 & 16 <sup>th</sup> September 2021 – 09.30-12.30	<b>Zoom Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# **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.**

<b>Course title</b>	<b>Apr 21</b>	<b>May 21</b>	<b>June 21</b>	<b>Jul 21</b>	<b>Aug 21</b>	<b>Sept 21</b>	<b>Oct 21</b>	<b>Nov 21</b>	<b>Dec 21</b>	<b>Jan 22</b>	<b>Feb 22</b>	<b>Mar 22</b>
Introduction to Learning Disabilities						TBC						
Supporting Older People with a Learning Disability						TBC						
Healthcare needs of People with a Learning Disability						TBC						

# 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

<b>Date:</b>	<b>Venue:</b>
TBC 2021	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# 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

<b>Date:</b>	<b>Venue:</b>
TBC 2021	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>

# 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** 10:00 - 13:00

**Duration:** 3 hours

<b>Date:</b>	<b>Venue:</b>
TBC 2021	<b>MS Teams Webinar</b> to request a place please email your name(s) and email address(es) to <a href="mailto:pvi.learning@hertfordshire.gov.uk">pvi.learning@hertfordshire.gov.uk</a>