

Workforce Development and Partnership Team

1st April 2023 – 31st March 2024 (version1)

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Behaviour of Concern Courses

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

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

Course title	Apr 23	May 23	June 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24
Behaviour of Concern, Positive Behaviour Support and Breakaway Skills	18 th & 19 th Watford 24 th & 25 th Hatfield	10 th & 11 th Watford 23 rd & 24 th Stevenage	12 th & 13 th Hatfield 27 th & 28 th Watford	13 th & 14 th Hatfield	8 th & 9 th Stevenage	6 th & 7 th Hatfield 25 th & 26 th Watford	18 th & 19 th Stevenage	6 th & 7 th Hatfield	6 th & 7 th Watford	10 th & 11 th Stevenage	8 th & 9 th Rickmans- worth	4 th & 5 th Hatfield
Behaviour of Concern, Positive Behaviour Support and Breakaway Skills - Refresher	5 th Hatfield	15 th Watford	19 th Stevenage	3 rd Hatfield	24 th Hatfield	12 th Watford	5 th Stevenage	17 th Rickmans- worth	20 th Hatfield	15 th Hatfield	29 th Hatfield	22 nd Stevenage

Positive Behaviour Support, Behaviour of Concern Theory and Breakaway Skills

Course Aims:

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

Learning Outcomes:

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

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

Time: 09.30am – 16.00pm

Duration: 2 days

Date:	Venue:
18 th & 19 th April 2023, 09.30 – 16.00	Stanborough Centre, Watford
24 th & 25 th April 2023, 09.30 – 16.00	19a St Albans Road, Hatfield
10 th & 11 th May 2023, 09.30 – 16.00	Stanborough Centre, Watford
23 rd & 24 th May 2023, 09.30 – 16.00	Robertson House, Stevenage
12 th & 13 th June 2023, 09.30 – 16.00	19a St Albans Road, Hatfield
27 th & 28 th June 2023, 09.30 – 16.00	Stanborough Centre, Watford
13 th & 14 th July 2023, 09.30 – 16.00	19a St Albans Road, Hatfield
8 th & 9 th August 2023, 09.30 – 16.00	Robertson House, Stevenage
6 th & 7 th September 2023, 09.30 – 16.00	19a St Albans Road, Hatfield
25 th & 26 th September 2023, 09.30 – 16.00	Stanborough Centre, Watford
18 th & 19 th October 2023, 09.30 – 16.00	Robertson House, Stevenage
6 th & 7 th November 2023, 09.30 – 16.00	19a St Albans Road, Hatfield
6 th & 7 th December 2023, 09.30 – 16.00	Stanborough Centre, Watford
10 th & 11 th January 2024, 09.30 – 16.00	Robertson House, Stevenage
8 th & 9 th February 2024, 09.30 – 16.00	Rickmansworth Day Service
4 th & 5 th March 2024, 09.30 – 16.00	19a St Albans Road, Hatfield

Workforce Development and Partnership Team

SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ

Tel: 01438 845740 Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk

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

Course Aim:

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

Learning Outcomes:

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

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

Time: 09:30 - 16:30

Duration: 1 day

Date:	Venue:
5 th April 2023, 09.30 – 16.30	19a St Albans Road, Hatfield
15 th May 2023, 09.30 – 16.30	Stanborough Centre, Watford
19 th June 2023, 09.30 – 16.30	Robertson House, Stevenage
3 rd July 2023, 09.30 – 16.30	19a St Albans Road, Hatfield
24 th August 2023, 09.30 – 16.30	19a St Albans Road, Hatfield
12 th September 2023, 09.30 – 16.30	Stanborough Centre, Watford
5 th October 2023, 09.30 – 16.30	Robertson House, Stevenage
17 th November 2023, 09.30 – 16.30	Rickmansworth Day Service
20 th December 2023, 09.30 – 16.30	19a St Albans Road, Hatfield
15 th January 2024, 09.30 – 16.30	19a St Albans Road, Hatfield
29 th February 2024, 09.30 – 16.30	19a St Albans Road, Hatfield
22 nd March 2024, 09.30 – 16.30	Robertson House, Stevenage

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SFAR201, Farnham House, Six Hills Way, Stevenage, Herts, SG1 2FQ
Tel: 01438 845740 Fax: 01438 843432, Email: pvi.learning@hertfordshire.gov.uk

Condition Specific

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

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

Course title	Apr 23	May 23	June 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24
Diabetes Awareness				12 th AM Stevenage			18 th AM Hemel				21 st AM Stevenage	
Dysphagia				5 th AM Stevenage				28 th AM Hemel				26 th AM Stevenage
Multiple Sclerosis			14 th AM or PM Stevenage				11 th AM or PM Hemel				14 th AM or PM Stevenage	
Urinary Tract Infection Awareness				18 th AM or PM Hemel		20 th AM or PM Stevenage		23 rd AM or PM Hemel				12 th AM or PM Stevenage

Autism Courses:

Autism and Safeguarding				4 th AM Stevenage			4 th AM Hemel				15 th AM Webinar	
Introduction to Autistic Spectrum Conditions			13 th Stevenage			18 th Hemel			11 th AM & 12 th PM Webinar			
Later Life Autism				24 th Stevenage			24 th Hemel			24 th AM & 25 th PM Webinar		
Sensory Differences in Autism				17 th Stevenage				2 nd AM & 6 th PM Webinar				19 th Hemel

Diabetes Awareness

Course Aim:

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

Learning Outcomes:

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

Target Group: All staff supporting individuals with Diabetes

Time: 10:00 - 12:00

Duration: 2 hours

Date:	Venue:
12 th July 2023, 10.00 – 12.00	Robertson House, Stevenage
18 th October 2023, 10.00 – 12.00	The Box Moor Trust, Hemel Hempstead
21 st February 2024, 10.00 – 12.00	Robertson House, Stevenage

Dysphagia

Course Aim:

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

Course Content

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

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

Time: 9.30 – 12.30

Duration: 3 hours

Date:	Venue:
5 th July 2023, 09.30 – 12.30	Robertson House, Stevenage
28 th November 2023, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
26 th March 2024, 09.30 – 12.30	Robertson House, Stevenage

Multiple Sclerosis

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

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

Learning Outcomes

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

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

Time: 09.30 – 12.30 or 13.30 – 16.30

Duration: 3 hours

Date:	Venue:
14 th June 2023, 09.30 – 12.30	Robertson House, Stevenage
14 th June 2023, 13.30 – 16.30	Robertson House, Stevenage
11 th October 2023, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
11 th October 2023, 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
14 th February 2024, 09.30 – 12.30	Robertson House, Stevenage
14 th February 2024, 13.30 – 16.30	Robertson House, Stevenage

Urinary Tract Infection: Awareness

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

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

Learning Outcomes

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

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

Time: 09.30 – 12.30 or 13.30 – 16.30

Duration: 3 hours

Date:	Venue:
18 th July 2023, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
18 th July 2023, 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
20 th September 2023, 09.30 – 12.30	Robertson House, Stevenage
20 th September 2023, 13.30 – 16.30	Robertson House, Stevenage
23 rd November 2023, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
23 rd November 2023, 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
12 th March 2024, 09.30 – 12.30	Robertson House, Stevenage
12 th March 2024, 13.30 – 16.30	Robertson House, Stevenage

Autism and Safeguarding

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

Course Outcomes

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

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

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

Time: 09:30 - 12:30

Duration: ½ Day

Date:	Venue:
4 th July 2023, 09.30 – 12.30	Robertson House, Stevenage
4 th October 2023, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
15 th February 2024, 10.00 – 13.00	MS Teams Webinar

Introduction to Autistic Spectrum Conditions (ASC)

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

Course Outcomes

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

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

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

Time: 09:30 - 16:30

Duration: 1 Day

Date:	Venue:
13 th June 2023, 09.30 – 16.30	Robertson House, Stevenage
18 th September 2023, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead
11 th December 2023, 09.30 -12.30 AND 12 th December 2023, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

Later Life Autism

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

Course Outcomes

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

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

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

Time: 09:30 - 16:30

Duration: 1 Day

Date:	Venue:
24 th July 2023, 09.30 – 16.30	Robertson House, Stevenage
24 th October 2023, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead
24 th January 2024, 09.30 -12.30 AND 25 th January 2024, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

Sensory Differences in Autism

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

Course Outcomes

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

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

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

Time: 09:30 - 16:30

Duration: 1 Day

Date:	Venue:
17 th July 2023, 09.30 – 16.30	Robertson House, Stevenage
2 nd November 2023, 09.30 -12.30 AND 6 th November 2023, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions
19 th March 2024, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

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Dementia Courses

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

Course title	Apr 23	May 23	June 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24
Dementia Awareness			6 th Stevenage				11 th Hemel					
Dementia Communication Skills				6 th Stevenage				7 th Hemel				
Dementia Environment						21 st AM & 26 th PM Webinar						
Dementia Risk Reduction & Prevention					21 st PM Webinar							
End of life in Dementia Care					23 rd AM & 30 th PM Webinar					10 th AM & 17 th PM Webinar		
Equality, Diversity and Inclusion in Dementia				12 th Stevenage				15 th Hemel				
Health and Wellbeing in Dementia					8 th AM & 9 th PM Webinar							
Law, Ethics and Safeguarding in Dementia Care							3 rd AM & 5 th PM Webinar					
Leadership in Dementia Care						13 th Stevenage					7 th Hemel	
Medication and Health in Dementia Care						5 th AM & 12 th PM Webinar						
Mental Health and Dementia							9 th AM & 23 rd PM Webinar					
Person Centred Dementia Care						7 th AM & 14 th PM Webinar						
Sexuality and Intimacy in Dementia Care				12 th Stevenage					5 th Hemel			

Dementia: Awareness

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

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

Course Outcomes

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

- 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 and state the possible impact of delayed diagnosis as the result of the pandemic
- 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

Duration: 1 day

Date:	Venue:
6 th June 2023, 09.30 – 16.30	Robertson House, Stevenage
11 th October 2023, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

Dementia: Communication Skills

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

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

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

Course Outcomes

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

- Identify ways to assess the communication strengths and abilities of the individual with dementia
- State how dementia can impact on communication skills
- Identify other factors that might influence the individual's ability to communicate
- Describe a range of communication strategies that could be adopted at different stages of dementia
- Describe techniques to 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
- Describe challenges and opportunities to using technology to enhance communication

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

Time: 09:30 - 16:30

Duration: 1 day

Date:	Venue:
6 th July 2023, 09.30 – 16.30	Robertson House, Stevenage
7 th November 2023, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

Dementia Environment

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

Course Outcomes

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

- Describe how changes to the brain effect the way an individual navigates an environment
- Describe how to adapt the environment to minimise difficulties related to sensory impairment
- Explain how good design promotes self-identity and self esteem
- Identify what home means to a person
- State the factors associated 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
- Identify a range of assistive technologies for dementia
- Identify factors to consider in remote monitoring software
- Identify technologies that can aid memory
- Review the evidence on using assisted robots in dementia care

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

Time: Please see below

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

Date:	Venue:
21 st September 2023, 09.30 -12.30 AND 26 th September 2023, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

Dementia Risk Reduction and Prevention

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

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

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

Course Outcomes

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

- Identify the three levels of risk reduction
- Explain the impact of the pandemic on risk factors
- 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: 13:30 - 16:30

Duration: ½ day

Date:	Venue:
21 st August 2023, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

End of Life in Dementia Care

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

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

Course Outcomes

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

- 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: Please see below

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

Date:	Venue:
23 rd August 2023, 09.30 -12.30 AND 30 th August 2023, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions
10 th January 2024, 09.30 -12.30 AND 17 th January 2024, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

Equality, Diversity, and Inclusion in Dementia Care

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

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

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

Course Outcomes

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

- Explain 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

Duration: 1 day

Date:	Venue:
12 th July 2023, 09.30 – 16.30	Robertson House, Stevenage
15 th November 2023, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

Health and Wellbeing in Dementia Care

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

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

Course Outcomes

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

- Explain why it is important to maintain good physical and mental health.
- Describe how to identify a person's health needs including nutrition, hydration, risk of falls, sleep and pain
- List the signs of delirium and the signs of dementia, recognising delirium is a medical emergency
- Describe the possible impact, including psychological and social impact, of incontinence.
- Describe the potential causes of, and impact of loneliness and the importance of maintaining social engagement
- Describe possible ways to support ADL's in a person centred manner.

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

Time: see below

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

Date:	Venue:
8 th August 2023, 09.30 -12.30 AND 9 th August 2023, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

Law, Ethics and Safeguarding in Dementia Care

(Dementia Core Skills Education and Training Framework Subject 11)

This course outlines key legislation, ethics and safeguarding in relation to dementia. It includes duty of care, Mental Capacity Act, DOL's and safeguarding. This course considers dilemmas in practice and gives participants opportunities to balance duty of care with rights and risk.

This course is delivered in an engaging way, and participants get the opportunity to apply their learning in case studies and practice based discussions. The aim of the course is to give candidates more confidence to work to uphold human rights in the face of complexity.

Course Outcomes

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

- Describe how duty of care contributes to safe practices
- Describe possible dilemmas between duty of care & rights & carers wishes
- Identify way to communicate effectively about proposed treatment or care to enable person with dementia to make informed choices
- Explain protocols regarding consent to care & treatment
- Describe how best interest decisions are made
- Explain how advanced directives can be used to provide information about wishes of individual
- Identify a range of factors which may indicate neglect, abusive, exploitative practice
- Explain how to raise safeguarding concerns & whistle blowing
- Identify the legislation relevant to MCA, DOLs & Human Right

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

Time: see below

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

Date:	Venue:
3 rd October 2023, 09.30 -12.30 AND 5 th October 2023, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

Leadership in Dementia Care

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

This course is suitable for individuals working in a leadership role within 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. Attendees must have previous dementia training experience at a minimum of awareness level.

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
- Describe the main elements of digital leadership required for positive outcomes for people living with dementia

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

Time: 09:30 - 16:30

Duration: 1 day

Date:	Venue:
13 th September 2023, 09.30 – 16.30	Robertson House, Stevenage
7 th February 2024, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

Medication and Health in Dementia Care

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

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

Course Outcomes

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

- Identify the most common medications used to treat symptoms of dementia.
- Describe how these commonly used medications may affect individuals with dementia.
- Describe the risks and benefits of anti-psychotic medication for individuals with dementia.
- Identify how to assess for the effectiveness of medication.
- Explain why it is important to record and report side effects/adverse reactions to medication.
- Describe how 'as required' (PRN) medication may be used to support individuals with dementia who may be in pain.
- Identify potential reasons as to why a person may refuse medication.
- Describe person-centred ways of administering medication whilst adhering to Mental Capacity Act.

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

Time: see below

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

Date:	Venue:
5 th September 2023, 09.30 -12.30 AND 12 th September 2023, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

Mental Health and Dementia

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

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

Course Outcomes

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

- 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 the links between trauma and 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
- Identify ways technology can help or hinder mental wellbeing

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

Time: 09:30 - 16:30

Duration: 1 day

Date:	Venue:
9 th October 2023, 09.30 -12.30 AND 23 rd October 2023, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

Person Centred Practice in Dementia Care

(supports unit DEM 202 & Dementia Core Skills Education Framework–Standard 4)

This course discusses how wellbeing may be influenced in dementia care services through proactive person centred planning. The concept of malignant social psychology is introduced and explored, considering the impact on individuals living with dementia. The course covers a number of person centred planning tools and considers how these may be utilised in different services.

This course is supported with a guest speaker; a family carer. This includes how to work with carers to ensure best outcomes for the individual.

Course Outcomes

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

- Describe what is meant by a person centred planning
- Define concepts of wellbeing in relation to dementia care
- Describe the value of person-centred care in therapeutic relationships and communication
- Describe malignant social psychology and potential impact this may have on an individual
- Identify ways to use life history in delivery of support
- Identify a range of tools that can be used to support PCP
- Identify ways in which to work positively with family carers and significant others
- Identify technologies that can use used to enhance person centred practice

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

Time: 09:30 - 16:30

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

Date:	Venue:
7 th September 2023, 09.30 -12.30 AND 14 th September 2023, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

Sexuality and Intimacy in Dementia Care

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

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

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

Course Outcomes

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

- Define the terms 'intimacy' and 'sexuality'.
- Explain how society's attitudes towards sexuality, and ageing can lead to the restriction of human rights in the care setting
- Describe how dementia may impact on feelings of intimacy and sexual behaviour
- Identify conditions that may impact on sexual expression/activity in older people
- Identify the powers and limits of legislative frameworks in supporting capacity, consent and sexual relationships when a person has dementia
- 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

Duration: 1 day

Date:	Venue:
12 th July 2023, 09.30 – 16.30	Robertson House, Stevenage
5 th December 2023, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

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Epilepsy

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EPILEPSY COURSES AT A GLANCE (by date & area)

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

Course title	Apr 23	May 23	June 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24
Epilepsy and the Administration of Buccal Midazolam: Introduction	13 th Hemel	10 th Stevenage	6 th Hemel	4 th Stevenage	7 th Hemel	5 th Stevenage	4 th Hemel	6 th Stevenage	4 th Hemel	8 th Stevenage	6 th Hemel	5 th Stevenage
	17 th Stevenage	15 th Hemel	12 th Stevenage	12 th Hemel	16 th Stevenage	13 th Hemel	11 th Stevenage	15 th Hemel	11 th Stevenage	15 th Hemel	13 th Stevenage	11 th Hemel
	24 th Hemel	24 th Stevenage	26 th Hemel	19 th Stevenage	21 st Hemel	19 th Stevenage	16 th Hemel	22 nd Stevenage	18 th Hemel	29 th Stevenage	26 th Hemel	25 th Stevenage
Epilepsy and the Administration of Buccal Midazolam: Refresher	26 th AM Stevenage	31 st AM Hemel	28 th AM Stevenage	24 th AM Hemel	29 th AM Stevenage	25 th AM Hemel	31 st AM Stevenage	28 th AM Hemel	19 th AM Stevenage	31 st AM Hemel	28 th AM Stevenage	27 th AM Hemel

Epilepsy Awareness and the Administration of Buccal Midazolam: Introduction

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

Course Aim:

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

Learning Outcomes:

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

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

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

Time 09.30 – 15:00

Dates for Hemel Hempstead All at Box Moor Trust
13 th April 2023, 09.30 – 15.00
24 th April 2023, 09.30 – 15.00
15 th May 2023, 09.30 – 15.00
6 th June 2023, 09.30 – 15.00
26 th June 2023, 09.30 – 15.00
12 th July 2023, 09.30 – 15.00
7 th August 2023, 09.30 – 15.00
21 st August 2023, 09.30 – 15.00
13 th September 2023, 09.30 – 15.00
4 th October 2023, 09.30 – 15.00
16 th October 2023, 09.30 – 15.00
15 th November 2023, 09.30 – 15.00
4 th December 2023, 09.30 – 15.00
18 th December 2023, 09.30 – 15.00
15 th January 2024, 09.30 – 15.00
6 th February 2024, 09.30 – 15.00
26 th February 2024, 09.30 – 15.00
11 th March 2024, 09.30 – 15.00

Dates for Stevenage All at Robertson House
17 th April 2023, 09.30 – 15.00
10 th May 2023, 09.30 – 15.00
24 th May 2023, 09.30 – 15.00
12 th June 2023, 09.30 – 15.00
4 th July 2023, 09.30 – 15.00
19 th July 2023, 09.30 – 15.00
16 th August 2023, 09.30 – 15.00
5 th September 2023, 09.30 – 15.00
19 th September 2023, 09.30 – 15.00
11 th October 2023, 09.30 – 15.00
6 th November 2023, 09.30 – 15.00
22 nd November 2023, 09.30 – 15.00
11 th December 2023, 09.30 – 15.00
8 th January 2024, 09.30 – 15.00
29 th January 2024, 09.30 – 15.00
13 th February 2024, 09.30 – 15.00
5 th March 2024, 09.30 – 15.00
25 th March 2024, 09.30 – 15.00

Epilepsy and the Administration of Buccal Midazolam: Refresher

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

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

Course Aim:

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

Learning Outcomes:

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

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

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

Time: 09:30 – 12:00

Duration 2.5 hours

Date:	Venue:
26 th April 2023, 09.30 – 12.00	Robertson House, Stevenage
31 st May 2023, 09.30 – 12.00	The Box Moor Trust, Hemel Hempstead
28 th June 2023, 09.30 – 12.00	Robertson House, Stevenage
24 th July 2023, 09.30 – 12.00	The Box Moor Trust, Hemel Hempstead
29 th August 2023, 09.30 – 12.00	Robertson House, Stevenage
25 th September 2023, 09.30 – 12.00	The Box Moor Trust, Hemel Hempstead
31 st October 2023, 09.30 – 12.00	Robertson House, Stevenage
28 th November 2023, 09.30 – 12.00	The Box Moor Trust, Hemel Hempstead
19 th December 2023, 09.30 – 12.00	Robertson House, Stevenage
31 st January 2024, 09.30 – 12.00	The Box Moor Trust, Hemel Hempstead
28 th February 2024, 09.30 – 12.00	Robertson House, Stevenage
27 th March 2024, 09.30 – 12.00	The Box Moor Trust, Hemel Hempstead

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Equality, Diversity and Inclusion

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

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

Course title	Apr 23	May 23	June 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24
Allyship: How to be an effective Ally				4 th Stevenage			3 rd Hemel				28 th Stevenage	
Anti-Discriminatory and Anti-Oppressive Practice		4 th PM Webinar			3 rd PM Webinar				11 th AM Webinar			13 th AM Webinar
Equality and Diversity for Managers			5 th Stevenage				3 rd Hemel				7 th AM & 8 th PM Webinar	
Equality and Diversity in Recruitment				7 th Hemel			31 st Stevenage					
Gender Identity and Gender Diversity			8 th Stevenage					17 th Hemel				
LGBTQi Awareness			20 th Stevenage					16 th Hemel				
Promoting Conscious Inclusion and Tackling Implicit Bias				3 rd AM & 6 th PM Webinar			6 th AM & 18 th PM Webinar					
Respond to Racism		16 th Stevenage				14 th Hemel					6 th Stevenage	
Your Rights and Responsibilities in the Workplace					16 th Stevenage					11 th Hemel		

Allyship: How to be an effective Ally

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

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

Course Outcomes

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

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

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

Time: 09.30 – 16.30

Duration: 1 day

Date:	Venue:
4 th July 2023, 09.30 – 16.30	Robertson House, Stevenage
3 rd October 2023, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead
28 th February 2024, 09.30 – 16.30	Robertson House, Stevenage

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: see below

Duration: ½ day

Date:	Venue:
4 th May 2023, 13.30 – 16.30	MS Teams Webinar
3 rd August 2023, 13.30 – 16.30	MS Teams Webinar
11 th December 2023, 09.30 – 12.30	MS Teams Webinar
13 th March 2023, 09.30 – 12.30	MS Teams Webinar

Equality & Diversity for Managers

Summary:

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

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

Learning Outcomes:

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

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

Time: see below

Duration: see below

Date:	Venue:
5 th June 2023, 09.30 – 16.30	Robertson House, Stevenage
3 rd October 2023, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead
7 th February 2024, 09.30 -12.30 8 th February 2024, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

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

Duration: 1 day

Date:	Venue:
7 th July 2023, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead
31 st October 2023, 09.30 – 16.30	Robertson House, Stevenage

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

Duration: 1 day

Date:	Venue:
8 th June 2023, 09.30 – 16.30	Robertson House, Stevenage
17 th November 2023, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

LGBTQ+ 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 LGBTQ+ community.

Learning Outcomes:

- Describe the legal framework for working, including Equality Act and hate crime
- Describe some of the challenges faced by the LGBTQ+ 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 LGBTQ+ community of direct and indirect discrimination
- Identify appropriate language and terminology
- Identify the specific challenges of older people within the LGBTQ+ 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

Duration: 1 day

Date:	Venue:
20 th June 2023, 09.30 – 16.30	Robertson House, Stevenage
16 th November 2023, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

Promoting Conscious Inclusion and Tackling Implicit Bias

Summary:

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

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

Learning Outcomes:

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

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

Time: See below

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

Date:	Venue:
3 rd July 2023, 09.30 -12.30 AND 6 th July 2023, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions
6 th October 2023, 09.30 -12.30 AND 18 th October 2023, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

Respond to Racism

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

Aim:

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

Learning Outcomes:

- Give examples of racism
- Compare and contrast what it means to be 'anti-racist' and 'non-racist'
- Describe both covert and overt racism, including microaggressions
- Explain role of conscious inclusion and how to counteract bias
- Give examples of 'white privilege', 'white fragility' and 'white saviourism'
- Identify strategies to plan and prepare for difficult conversations
- Describe the role of positive language when challenging racism
- Describe ways to become more self-aware and able to have honest, reflective conversations with self and others
- Explain the importance of seeking feedback from multiple perspectives
- Identify strategies to turn fear into action
- Identify resources that can aid workplace conversations
- Explain the term 'allyship' in the context of racism and how to be an effective ally
- Describe how to effectively manage a complaint of racism
- Explain how to support someone who has experienced racism

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

Time: 09.30 – 16.30

Duration: 1 day

Date:	Venue:
16 th May 2023, 09.30 – 16.30	Robertson House, Stevenage
14 th September 2023, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead
6 th February 2024, 09.30 – 16.30	Robertson House, Stevenage

Your Rights & Responsibilities in the Workplace

Summary:

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

Aim: To understand rights and responsibilities in the workplace

Learning Outcomes:

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

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

Time: 09.30 – 16.30

Duration: 1 day

Date:	Venue:
16 th August 2023, 09.30 – 16.30	Robertson House, Stevenage
11 th January 2024, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

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General

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

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

Course title	Apr 23	May 23	June 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24
First Line Managers in Adult Care Services				25 th & 26 th Stevenage				1 st & 2 nd Hemel				
Loss and Bereavement		11 th Hemel				4 th Stevenage				10 th AM & 12 AM Webinar		
Supervision and Performance Management		25 th Stevenage					11 th AM & 12 th PM Webinar				8 th Hemel	

First Line Manager in Adult Care Services

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

Course Content

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

Learning Outcomes:

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

Target Group: All new managers in Adult Social Care services

Time: 10:00 – 16:00

Duration: 2 Days

Date:	Venue:
25 th and 26 th July 2023, 10.00 – 16.00	Robertson House, Stevenage
1 st and 2 nd November 2023, 10.00 – 16.00	The Box Moor Trust, Hemel Hempstead

Loss and Bereavement

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

Learning Outcomes:

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

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

Time: Please see below

Duration: Please see below

Date:	Venue:
11 th May 2023, 10.00 – 15.00	The Box Moor Trust, Hemel Hempstead
4 th September 2023, 10.00 – 15.00	Robertson House, Stevenage
10 th January 2024 09.30 – 11.30 AND 12 th January 2024 09.30 – 11.30	MS Teams Webinar. Please note you must attend both sessions

Supervision and Performance Management

Aims: To understand how to carry out effective supervision

Learning Outcomes:

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

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

Time: 09.30 – 16.30

Duration: Please see below

Date:	Venue:
25 th May 2023, 09.30 – 16.30	Robertson House, Stevenage
11 th October 2023, 09.30 – 12.30 AND 12 th October 2023, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions
8 th February 2024, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead

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Health and Safety

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

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

Course title	Apr 23	May 23	June 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24
First Aid: Basic Life Support	26 th AM or PM Hemel	25 th AM or PM Stevenage	5 th AM or PM Hemel	13 th AM or PM Stevenage	7 th AM or PM Hemel	20 th AM or PM Stevenage	5 th AM or PM Hemel	10 th AM or PM Stevenage	1 st AM or PM Hemel	17 th AM or PM Stevenage	13 th AM or PM Hemel	12 th AM or PM Stevenage
Food Hygiene and Infection Control		3 rd Webinar			11 th Webinar			8 th Webinar			5 th Webinar	
Moving and Handling: Basic Back Awareness			13 th AM Hemel				12 th AM Stevenage					
Moving and Handling Managers Responsibilities		9 th AM Stevenage						14 th AM Hemel				12 th AM Hatfield
Patient/Client Handling where Hoisting is not required				4 th AM Hatfield				9 th AM Hatfield				

First Aid – Basic Life Support

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

Learning Objectives

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

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

Time: 09.30 – 12.30 or 13.30 – 16.30

Duration: 3 hours

Date:	Venue:
26 th April 2023, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
26 th April 2023, 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
25 th May 2023, 09.30 – 12.30	Robertson House, Stevenage
25 th May 2023, 13.30 – 16.30	Robertson House, Stevenage
5 th June 2023, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
5 th June 2023, 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
13 th July 2023, 09.30 – 12.30	Robertson House, Stevenage
13 th July 2023, 13.30 – 16.30	Robertson House, Stevenage
7 th August 2023, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
7 th August 2023, 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
20 th September 2023, 09.30 – 12.30	Robertson House, Stevenage
20 th September 2023, 13.30 – 16.30	Robertson House, Stevenage
5 th October 2023, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
5 th October 2023, 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
10 th November 2023, 09.30 – 12.30	Robertson House, Stevenage
10 th November 2023, 13.30 – 16.30	Robertson House, Stevenage
1 st December 2023, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
1 st December 2023, 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
17 th January 2024, 09.30 – 12.30	Robertson House, Stevenage
17 th January 2024, 13.30 – 16.30	Robertson House, Stevenage
13 th February 2024, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
13 th February 2024, 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
12 th March 2024, 09.30 – 12.30	Robertson House, Stevenage
12 th March 2024, 13.30 – 16.30	Robertson House, Stevenage

Food Hygiene and Infection Control

Course Aim:

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

Learning Outcomes:

After attending this course, learners will:

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

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

Time: 10:00 – 15:00

Duration: 5 hours

Date:	Venue:
3 rd May 2023, 10:00 – 15:00	MS Teams Webinar
11 th August 2023, 10:00 – 15:00	MS Teams Webinar
8 th November 2023, 10:00 – 15:00	MS Teams Webinar
5 th February 2024, 10:00 – 15:00	MS Teams Webinar

Moving and Handling Basic Back Awareness

Course Aim:

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

Learning Outcomes:

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

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

Time: 09:30 - 12:30

Duration: 3 hours

Date:	Venue:
13 th June 2023, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
12 th October 2023, 09.30 – 12.30	Robertson House, Stevenage

Moving and Handling Managers Responsibilities

Aim:

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

Outcomes:

By the end of the session delegates will have:

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

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

Time: 9.30 – 12.30

Duration: 3 hours - AM

Date:	Venue:
9 th May 2023, 09.30 – 12.30	Robertson House, Stevenage
14 th November 2023, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
12 th March 2024, 09.30 – 12.30	19a St Albans Road, Hatfield

Patient/Client Handling where Hoisting is not required

Course Aims:

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

Learning Outcomes

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

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

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

Time: 9.30 – 12.30

Duration: 3 hours - AM

Date:	Venue:
4 th July 2023, 09.30 – 12.30	19a St Albans Road, Hatfield
9 th November 2023, 09.30 – 12.30	19a St Albans Road, Hatfield

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Mental Health

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

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

Course title	Apr 23	May 23	June 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24
Building Emotional Resilience			7 th AM Webinar			4 th PM Webinar						
Common Mental Health Conditions				6 th PM Webinar			5 th PM Webinar					
Hoarding and Mental Health			6 th AM Webinar					6 th AM Webinar				
Menopause and Mental Health			30 th AM Webinar			22 nd AM Webinar					21 st AM Webinar	
Mental Health and Learning Disabilities				7 th AM Webinar					5 th AM Webinar			
Mental Health Awareness & Resilience		22 nd PM Webinar				13 th AM Webinar				18 th AM Webinar		
Mental Health in the Workplace for Managers		25 th AM Webinar					11 th AM Webinar				8 th PM Webinar	
Spot the Signs Suicide Prevention			27 th PM Webinar						14 th PM Webinar			
Stress Management and Burnout				17 th PM Webinar				16 th PM Webinar				
Supporting an Individual in Crisis			23 rd AM Webinar				17 th AM Webinar				13 th AM Webinar	
Trauma, PTSD & Trauma Informed Practice				27 th PM Webinar				28 th PM Webinar				
Understanding Personality Disorders				13 th AM Webinar					7 th AM Webinar			
Understanding Self Harm					7 th AM Webinar					15 th PM Webinar		

Building Emotional Resilience

The aim of this session is to help attendees to gain an understanding of what emotional resilience is and the difference from what self-esteem is and identify their current level of it. It will look at what makes a person emotionally resilient and the keys to developing it. By understanding the factors that contribute to self-esteem and resilience it will enable attendees to improve their level of self-esteem through the use of evidence based practices. It will look at how to reach beyond your comfort zone to accomplish your goals in life.

The training will aim to:

- Develop understanding of what resilience is and why we need it.
Explore the relationship between emotional wellbeing and resilience
- Identify practical ways to build and maintain resilience and develop a resilience action plan.
- Develop practical strategies to counteract the impact of difficult emotions.
- Learn coping mechanisms you can use to recover from difficult experiences more quickly, and enjoy positive experiences more
- Identify your personal strengths and use them to guide your decision making and boost personal motivation

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

Time: see below

Duration: 3 hours

Date:	Venue:
7 th June 2023, 09.30 – 12.30	MS Teams Webinar
4 th September 2023, 13.30 – 16.30	MS Teams Webinar

Common Mental Health Conditions

Stress, anxiety and depression are the most common mental health conditions affecting people in the UK. This session will provide an in depth overview of these more common mental health conditions and the impact they can have on individuals. You will be provided with 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.

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

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

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

Time: 13:30 - 16.30

Duration: 3 hours

Date:	Venue:
6 th July 2023, 13.30 – 16.30	MS Teams Webinar
5 th October 2023, 13.30 – 16.30	MS Teams Webinar

Hoarding and Mental Health

This training session is for anyone who would like to learn more about Hoarding Disorder and its relationship with mental health. The training will cover topics such as, what is Hoarding Disorder, how it presents, what causes it and how it impacts individuals. The training will also explore how to support an individual with difficulties around hoarding, whether it is the individual themselves or someone they know.

The session aims to:

- Develop understanding of some of the traits of hoarders.
- Recognise what hoarding is and the difference between hoarding disorder, collecting and hoarding behaviour.
- Identify who can be affected by the disorder, possible triggers and how it presents itself.
- Build confidence in some of the do's and don'ts of supporting an individual who hoards.
- Explore how to manage some of the more practical challenges of working with hoarders.

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:
6 th June 2023, 09.30 – 12.30	MS Teams Webinar
6 th November 2023, 09.30 – 12.30	MS Teams Webinar

Menopause and Mental Health

This course will provide a detailed look into the physical and emotional issues that often accompany Perimenopause and the Menopause, paying particular attention to the impact on a person's lifestyle, relationships and work.

We will spend some time discussing individual situations and 'lived experience', leading onto support options and how to overcome hurdles during this, often difficult, phase of life. Finally we will explore current treatments and will provide delegates with the opportunity to set some personal goals in order to improve their mental wellbeing.

Learning Outcomes

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

- Be able to understand signs and symptoms of Perimenopause and Menopause
- Understand the impact that Perimenopause and Menopause has on a person's mental wellbeing
- Understand the impact that Perimenopause and Menopause has on a person's physical wellbeing
- Understand how Perimenopause and Menopause affects lifestyle, particularly in a working environment and what can be done to support employees during this time
- Have a better understanding of how to offer someone support and be able to signpost to services
- Have a better understanding of how to help yourself if you are experiencing difficulties during the Perimenopause of Menopause

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:
30 th June 2023, 09.30 – 12.30	MS Teams Webinar
22 nd September 2023, 09.30 – 12.30	MS Teams Webinar
21 st February 2024, 09.30 – 12.30	MS Teams Webinar

Mental Health and Learning Disabilities

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

The training aims to:

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

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

Time: 09:30 - 12.30

Duration: 3 hours

Date:	Venue:
7 th July 2023, 09.30 – 12.30	MS Teams Webinar
5 th December 2023, 09.30 – 12.30	MS Teams Webinar

Mental Health Awareness and Resilience

The aim of this training is to improve participant's understanding of mental health and emotional resilience. The session will cover a wide range of topics such as, what is mental health, what impacts our mental health, what are the warning signs and common conditions. Furthermore, the session will explore how to support someone with their mental health and how to manage difficult conversations. Lastly, the session also focuses on looking after your own wellbeing and building emotional resilience.

The training aims to:

- Provide an overview of a range of mental health issues, their prevalence, signs and symptoms, and how they can affect people
- Support you to recognise different mental health conditions and the impact mental health issues can have on individuals
- Understand how the current pandemic has heightened this impact
- Consider stigma surrounding mental health issues and how this can add to the difficulties people with a mental health diagnosis face in life
- Develop your understanding of emotional resilience, its important, and how to support yourself and others
- Raise awareness of local and national support services

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

Time: see below

Duration: 3 hours

Date:	Venue:
22 nd May 2023, 13.30 – 16.30	MS Teams Webinar
13 th September 2023, 09.30 – 12.30	MS Teams Webinar
18 th January 2024, 09.30 – 12.30	MS Teams Webinar

Mental Health in the Workplace for Managers

72 million working days are lost each year due to mental ill health. A work environment where employees feel comfortable to talk about their mental health and know where to seek support, creates a happier and healthier workforce. The session will explore mental health and the impact of mental health on work and vice versa. The purpose of this session is to open up a discussion about mental health in the workplace and explore practical strategies that managers can use to help manage and enhance their mental health in the work environment, alongside how to support their employees and their team. The training will develop managers' confidence in engaging in conversations about employees' mental health.

The training aims to:

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

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

Time: see below

Duration: 3 hours

Date:	Venue:
25 th May 2023, 09.30 – 12.30	MS Teams Webinar
11 th October 2023, 09.30 – 12.30	MS Teams Webinar
8 th February 2024, 13.30 – 16.30	MS Teams Webinar

Spot the Signs Suicide Prevention

Overview

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

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

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

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

Time: 13:30 - 16.30

Duration: 3 hours

Date:	Venue:
27 th June 2023, 13.30 – 16.30	MS Teams Webinar
14 th December 2023, 13.30 – 16.30	MS Teams Webinar

Stress Management and Burnout

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

The training aims to:

- Be able to recognise stress, understand its impact, consider how much stress is too much stress and be aware of how to recognise personal stressors.
- Assess your own resilience and personal strengths
- 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: 13:30 - 16.30

Duration: 3 hours

Date:	Venue:
17 th July 2023, 13.30 – 16.30	MS Teams Webinar
16 th November 2023, 13.30 – 16.30	MS Teams Webinar

Supporting an Individual in Crisis

This training is aimed for anyone who would like to learn and develop their skills in supporting an individual who may be experiencing a mental health crisis or thoughts of suicide. The session will cover what a crisis is, its causes and impacts, and how to safely intervene.

- Build confidence in engaging effectively with an individual in crisis and communicating appropriately to support in positively managing the situation.
- Improve skills to de-escalate crisis situations.
- Develop understanding of how to help individuals determine positive coping strategies and develop a management plan.
- Increase awareness of the range of services and interventions available for those experiencing a crisis.
- Gain 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:
23 rd June 2023, 09.30 – 12.30	MS Teams Webinar
17 th October 2023, 09.30 – 12.30	MS Teams Webinar
13 th February 2024, 09.30 – 12.30	MS Teams Webinar

Trauma, PTSD and Trauma Informed Practice

What will it cover?

The overall aim of Trauma-Informed Practice is to ensure that services are delivered in ways that prevent further harm or re-traumatisation for those who have already experienced psychological trauma or adversity at any stage in their lives.

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

- The definition of a trauma and what effects are commonly experienced post-trauma.
- The idea that the effects of trauma can persist for a very long time or for ever.
- What makes for a trauma informed organisation?
- Examining additional factors relevant to your own specific situation.
- How Trauma-Informed Practice increases our job satisfaction, motivation and resilience.
- The questions we need to answer if we want our organisation to be Trauma Informed as well as your own practice.
- How you can apply the answers to those questions, to the benefit of your organisation

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

Time: 13:30 - 16.30

Duration: 3 hours

Date:	Venue:
27 th July 2023, 13.30 – 16.30	MS Teams Webinar
28 th November 2023, 13.30 – 16.30	MS Teams Webinar

Understanding Personality Disorders and Emotionally Unstable Personality Disorder (EUPD)

This training session is for anyone who would like to learn more about personality disorders and emotional unstable personality disorder (EUPD). The training will cover topics such as, definitions, causes, breaking down the myths and learning how to support someone with a PD.

The session aims to:

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

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

Time: 09:30 - 12.30

Duration: 3 hours

Date:	Venue:
13 th July 2023, 09.30 – 12.30	MS Teams Webinar
7 th December 2023, 09.30 – 12.30	MS Teams Webinar

Understanding Self Harm

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

The training also aims to:

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

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

Time: see below

Duration: 3 hours

Date:	Venue:
7 th August 2023, 09.30 – 12.30	MS Teams Webinar
15 th January 2024, 13.30 – 16.30	MS Teams Webinar

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Safe Handling of Medication

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

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

Course title	Apr 23	May 23	June 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24
Safe Handling of Medication			8 th AM or PM Stevenage				5 th AM or PM Hemel	7 th AM or PM Stevenage		11 th AM or PM Hemel		

Safe Handling of Medication

Course Content:

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

Learning Outcomes:

After attending this course, learners will be able to:

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

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

Time: 9.30 – 12.30 or 13.30 – 16.30

Date:	Venue:
8 th June 2023, 09.30 – 12.30	Robertson House, Stevenage
8 th June 2023, 13.30 – 16.30	Robertson House, Stevenage
5 th October 2023, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
5 th October 2023, 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead
7 th November 2023, 09.30 – 12.30	Robertson House, Stevenage
7 th November 2023, 13.30 – 16.30	Robertson House, Stevenage
11 th January 2024, 09.30 – 12.30	The Box Moor Trust, Hemel Hempstead
11 th January 2024, 13.30 – 16.30	The Box Moor Trust, Hemel Hempstead

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Safeguarding

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SAFEGUARDING COURSES AT A GLANCE

(by date & area)

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

Course title	Apr 23	May 23	June 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24
Mental Capacity Act and Deprivation of Liberty Safeguards - Awareness		24 th Hemel		26 th Stevenage							5 th Stevenage	
Safeguarding for Managers			1 st Stevenage				12 th Hemel			11 th AM & 12 PM Webinar		

Mental Capacity Act and Deprivation of Liberty Safeguards Awareness

Course Aim:

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

Learning Outcomes

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

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

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

Time: 09.30 – 16.30

Duration: 1 day

Date:	Venue:
24 th May 2023, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead
26 th July 2023, 09.30 – 16.30	Robertson House, Stevenage
2 nd November 2023, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead
5 th February 2024, 09.30 – 16.30	Robertson House, Stevenage

Safeguarding Adults for Managers

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

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

Course Outcomes

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

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

Time: see below

Duration: see below

Date:	Venue:
1 st June 2023, 09.30 – 16.30	Robertson House, Stevenage
12 th October 2023, 09.30 – 16.30	The Box Moor Trust, Hemel Hempstead
11 th January 2024, 09.30 -12.30 AND 12 th January 2024, 13.30 – 16.30	MS Teams Webinar. Please note you must attend both sessions

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Working with People with a Learning Disability

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**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 23	May 23	June 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24
Healthcare needs of People with a Learning Disability		22 nd AM Hemel			23 rd AM Stevenage			20 th AM Hemel			22 nd AM Stevenage	
Introduction to Learning Disabilities		17 th AM Hemel			15 th AM Stevenage			14 th AM Hemel			14 th AM Stevenage	
Supporting Older People with a Learning Disability			1 st AM Hemel		30 th AM Stevenage			30 th AM Hemel			29 th AM Stevenage	

Healthcare needs of People with a Learning Disability

Course Aim:

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

Learning Outcome:

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

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

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

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

Duration: 3 hours

Date:	Venue:
22 nd May 2023, 10.00 – 13.00	The Box Moor Trust, Hemel Hempstead
23 rd August 2023, 09.30 – 12.30	Robertson House, Stevenage
20 th November 2023, 10.00 – 13.00	The Box Moor Trust, Hemel Hempstead
22 nd February 2024, 09.30 – 12.30	Robertson House, Stevenage

Introduction to Learning Disabilities

Course Aim:

To develop a basic understanding of Learning Disability

Learning Outcomes:

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

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

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

Duration: 3 hours

Date:	Venue:
17 th May 2023, 10.00 – 13.00	The Box Moor Trust, Hemel Hempstead
15 th August 2023, 09.30 – 12.30	Robertson House, Stevenage
14 th November 2023, 10.00 – 13.00	The Box Moor Trust, Hemel Hempstead
14 th February 2024, 09.30 – 12.30	Robertson House, Stevenage

Supporting Older People with a Learning Disability

Course Aim:

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

Learning Outcome:

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

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

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

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

Duration: 3 hours

Date:	Venue:
1 st June 2023, 10.00 – 13.00	The Box Moor Trust, Hemel Hempstead
30 th August 2023, 09.30 – 12.30	Robertson House, Stevenage
30 th November 2023, 10.00 – 13.00	The Box Moor Trust, Hemel Hempstead
29 th February 2024, 09.30 – 12.30	Robertson House, Stevenage