ACS Learning and Development

Provider Services Training Calendar

April 2025 – March 2026

Connected Lives

Hertfordshire

Welcome

We are pleased to be able to bring you a calendar showing our learning offer for 2025 - 2026.

Please be advised, the courses included in this calendar are open to providers of Adult social care who support Hertfordshire based individuals.

Adult Care Services (ACS) Learning and Development are committed to striving for excellence across the adult social care workforce. Our priority is to ensure that this workforce has the skills, knowledge and confidence to deliver services to the residents of Hertfordshire and beyond.

We are continuing to offer and develop a comprehensive and blended learning offer that supports our **ConnectedLives** Model.

Danny Gibb

Head of ACS Learning and Development

Supporting skills, knowledge and confidence in Adult Care Services

Contents

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Behaviour of Concern

Behaviour of Concern: Courses at a glance

Course title	Apr 25	May 25	June 25	Jul 25	Aug 25	Sept 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26
Positive Behaviour Support, Behaviour of Concern Theory and Breakaway Skills	7th & 8th Hatfield 30th & 1st May Hatfield	8th & 9th Hatfield	10th & 11th Hatfield 24th & 25th Hatfield	16th & 17th Hatfield	12th & 13th Hatfield	3rd & 4th Hatfield 17th & 18th Watford	8th & 9th Hatfield	11th & 12th Hatfield	1st & 2nd Hatfield	14th & 15th Hatfield	2nd & 3rd Hatfield	3rd & 4th Hatfield
Positive Behaviour Support, Behaviour of Concern Breakaway Skills - Refresher	28th Hatfield	16th Hatfield	19th Hatfield	2nd Hatfield	20th Hatfield	25th Hatfield	13th Hatfield	6th Hatfield	4th Hatfield	12th Hatfield	12th Hatfield	12th Hatfield

Positive Behaviour Support, Behaviour of Concern Theory and Breakaway Skills

Course Duration: 2 days

Target Audience: All staff, volunteers, family carers, direct employers and their PA's supporting people who display a behaviour of concern including physical contact

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

Course Content:

- 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
- To become familiar with organisational policies and procedures for managing behaviours of concern and reporting incidences.
- 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.
- Be able to plan and implement Positive Behaviour support plans / Behaviour of concern Plans / consistent approaches
- To increase the participants confidence and awareness of their own personal safety.
- Gain an understanding of the Legal Framework
- Understand the importance of Recording and Reporting

Dates: See next page

Positive Behaviour Support, Behaviour of Concern Theory and Breakaway Skills

Date	Time	Venue
7th and 8th April 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
30th April and 1st May 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
8th May and 9th May	09:30 – 16.30	19a St Albans Rd, Hatfield
10th and 11th June 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
24th and 25th June 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
16th and 17th July 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
12th and 13th August 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
3rd and 4th September 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
17th and 18th September 2025	09:30 – 16.30	Stanborough Centre, Watford
8th and 9th October 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
11th and 12th November 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
1st and 2nd December 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
14th and 15th January 2026	09:30 – 16.30	19a St Albans Rd, Hatfield
2nd and 3rd February 2026	09:30 – 16.30	19a St Albans Rd, Hatfield
3rd and 4th March 2026	09:30 – 16.30	19a St Albans Rd, Hatfield

Positive Behaviour Support, Behaviour of Concern Breakaway Skills - Refresher

Course Duration: 7 hours

Target Audience: All staff, volunteers, family carers, direct employers and their PA's supporting people 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

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

Course Content:

- 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

Dates:

See next page

Positive Behaviour Support, Behaviour of Concern Breakaway Skills - Refresher

Date	Time	Venue
28th April 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
16th May 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
19th June 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
2nd July 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
20th August 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
25th September 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
13th October 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
6th November 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
4th December 2025	09:30 – 16.30	19a St Albans Rd, Hatfield
12th January 2026	09:30 – 16.30	19a St Albans Rd, Hatfield
12th February 2026	09:30 – 16.30	19a St Albans Rd, Hatfield
12th March 2026	09:30 – 16.30	19a St Albans Rd, Hatfield

Condition Specific

Condition Specific: Courses at a glance

Course title	Apr 25	May 25	June 25	Jul 25	Aug 25	Sept 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26
Dysphagia		21st AM Webinar			15th AM Webinar							11th AM Webinar
Introduction to Autism Spectrum Conditions				10th Stevenage				4th Hemel				
Multiple Sclerosis				16th AM or PM Webinar				12th AM or PM Webinar				
Urinary Tract Infection Awareness		21st AM or PM Webinar					22nd AM or PM Webinar					

Dysphagia

Course Duration: 3 hours

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

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

Dates:

Date	Time	Venue
21st May 2025	09:30 – 12:30	MS Teams
15th August 2025	09:30 – 12:30	MS Teams
11th March 2026	09:30 – 12:30	MS Teams

Introduction to Autism Spectrum Conditions

Course Duration: 7 hours

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

Aim: To provide 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.

Course Content:

- 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

Dates:

Date	Time	Venue
10th July 2025	09:30 – 16:30	HDC, Stevenage
4th November 2025	09:30 – 16:30	Box Moor Trust, Hemel

Multiple Sclerosis

Course Duration: 3 hours

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

Aim: To provide staff with an understanding of MS and impactfully demonstrate how this condition affects patients' psycho-social well-being and explore treatment methods. This session is delivered by a Clinical Nurse Educator with first hand clinical experience in MS

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.

Dates:

Date	Time	Venue
16th July 2025	09:30 – 12:30	MS Teams
16th July 2025	13:30 – 16:30	MS Teams
12th November 2025	09:30 – 12:30	MS Teams
12th November 2025	13:30 – 16:30	MS Teams

Urinary Tract Infection Awareness

Course Duration: 3 hours

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

Aim: To provide staff with an understanding of UTI's and enable participants to confidently spot the signs and symptoms of this infection. This session is delivered by a registered Nurse facilitator with first hand clinical experience.

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

Dates:

Date	Time	Venue
21st May 2025	09:30 – 12:30	MS Teams
21st May 2025	13:30 – 16:30	MS Teams
22nd October 2025	09:30 – 12:30	MS Teams
22nd October 2025	13:30 – 16:30	MS Teams

Dementia

Dementia: Courses at a glance

Course title	Apr 25	May 25	June 25	Jul 25	Aug 25	Sept 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26
Dementia Awareness			18th Stevenage			23rd Hemel						
Dementia Communication				22nd Stevenage			14th Hemel					
Dementia for Managers: Contemporary Practice in Dementia Leadership					7th Stevenage							

Dementia Awareness

Course Duration: 7 hours

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

Aim: To introduce the types of dementia, factors that cause confusion, the importance of timely diagnosis and basic anatomy of the brain

Learning Outcomes

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

Dates:

Date	Time	Venue
18th June 2025	09:30 – 16:30	HDC, Stevenage
23rd September 2025	09:30 – 16:30	Box Moor Trust, Hemel

Dementia Communication Skills

Course Duration: 7 hours

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

Aim: To provide an overview of how internal and external factors influence communication in an individual with dementia. To provide a range of communication tools to enable individuals to work in creative ways to respond flexibly to the changing needs of the individual with dementia.

Learning Outcomes

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

Dates:

Date	Time	Venue
22nd July 2025	09:30 – 16:30	HDC, Stevenage
14th October 2025	09:30 – 16:30	Box Moor Trust, Hemel

Dementia for Managers: Contemporary Practice in Dementia Leadership

Course Duration: 7 hours

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

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

Learning Outcomes

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

Dates:

Date	Time	Venue
7th August 2025	09:30 – 16:30	HDC, Stevenage

Epilepsy

Epilepsy: Courses at a glance

Course title	Apr 25	May 25	June 25	Jul 25	Aug 25	Sept 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26
Epilepsy and the Administration of Buccal Midazolam: Introduction	1st Stevenage 22nd Hemel	7th Stevenage 28th Hemel	11th Stevenage 23rd Hemel	8th Stevenage 21st Hemel	11th Stevenage 27th Hemel	8th Stevenage 24th Hemel	7th Stevenage 27th Hemel	5th Stevenage 18th Hemel	3rd Stevenage 15th Hemel	7th Stevenage 26th Hemel	9th Stevenage 18th Hemel	9th Stevenage 25th Hemel
Epilepsy and the Administration of Buccal Midazolam: Refresher	8th Webinar	12th Webinar	16th Webinar	9th Webinar	6th Webinar	1st Webinar	8th Webinar	10th Webinar	10th Webinar	12th Webinar	11th Webinar	11th Webinar

Epilepsy Awareness and the Administration of Buccal Midazolam: Introduction

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

Course Duration: 5.5 hours

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

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

Learning Outcomes

- 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.

Dates:

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Epilepsy and the Administration of Buccal - Introduction

Dates for Stevenage:

Date	Time	Venue
1st April 2025	09:30 – 15:00	HDC, Stevenage
7th May 2025	09:30 – 15:00	HDC, Stevenage
11th June 2025	09:30 – 15:00	HDC, Stevenage
8th July 2025	09:30 – 15:00	HDC, Stevenage
11th August 2025	09:30 – 15:00	HDC, Stevenage
8th September 2025	09:30 – 15:00	HDC, Stevenage
7th October 2025	09:30 – 15:00	HDC, Stevenage
5th November 2025	09:30 – 15:00	HDC, Stevenage
3rd December 2025	09:30 – 15:00	HDC, Stevenage
7th January 2026	09:30 – 15:00	HDC, Stevenage
9th February 2026	09:30 – 15:00	HDC, Stevenage
9th March 2026	09:30 – 15:00	HDC, Stevenage

Dates for Hemel Hempstead:

Date	Time	Venue
22nd April 2025	09:30 – 15:00	Box Moor Trust, Hemel
28th May 2025	09:30 – 15:00	Box Moor Trust, Hemel
23rd June 2025	09:30 – 15:00	Box Moor Trust, Hemel
21st July 2025	09:30 – 15:00	Box Moor Trust, Hemel
27th August 2025	09:30 – 15:00	Box Moor Trust, Hemel
24th September 2025	09:30 – 15:00	Box Moor Trust, Hemel
27th October 2025	09:30 – 15:00	Box Moor Trust, Hemel
18th November 2025	09:30 – 15:00	Box Moor Trust, Hemel
15th December 2025	09:30 – 15:00	Box Moor Trust, Hemel
26th January 2026	09:30 – 15:00	Box Moor Trust, Hemel
18th February 2026	09:30 – 15:00	Box Moor Trust, Hemel
25th March 2026	09:30 – 15:00	Box Moor Trust, Hemel

Epilepsy Awareness and the Administration of Buccal Midazolam: Refresher

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

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

Course Duration: 2.5 hours

Target Audience: 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 two years**.

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

- 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.

Dates:

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Epilepsy and the Administration of Buccal - Refresher

Date	Time	Venue
8th April 2025	09:30 – 12:00	MS Teams
12th May 2025	09:30 – 12:00	MS Teams
16th June 2025	09:30 – 12:00	MS Teams
9th July 2025	09:30 – 12:00	MS Teams
6th August 2025	09:30 – 12:00	MS Teams
1st September 2025	09:30 – 12:00	MS Teams
8th October 2025	09:30 – 12:00	MS Teams
10th November 2025	09:30 – 12:00	MS Teams
10th December 2025	09:30 – 12:00	MS Teams
12th January 2026	09:30 – 12:00	MS Teams
11th February 2026	09:30 – 12:00	MS Teams
11th March 2026	09:30 – 12:00	MS Teams

Health and Safety

Health and Safety: Courses at a glance

Course title	Apr 25	May 25	June 25	Jul 25	Aug 25	Sept 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26
Fire Safety Awareness		13th AM or PM Webinar			13th AM or PM Webinar			6th AM or PM Webinar			10th AM or PM Webinar	
First Aid Basic Life Support	23rd AM or PM Hemel		4th AM or PM Stevenage		20th AM or PM Hemel		2nd AM or PM Stevenage		4th AM or PM Hemel		17th AM or PM Stevenage	
Food Hygiene		12th PM Webinar						17th PM Webinar			6th PM Webinar	
Infection Prevention Control		12th AM Webinar						17th AM Webinar			6th AM Webinar	
Moving and Handling: Basic Back Awareness			24th AM Hemel					7th AM Hatfield				
Moving and Handling Managers Responsibilities				3rd AM Hemel							4th AM Stevenage	
Patient/Client Handling where Hoisting is not required					5th AM Hatfield							11th AM Hatfield

Fire Safety Awareness

Course Duration: 2.5 hours

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

Aim: To enhance your awareness and understanding of fire safety within the workplace. By the end of the webinar you will have updated your knowledge regarding current legislations, how to assess and reduce the risks of fires starting and ultimately what you should do in the event of a fire.

Learning Outcomes

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

Dates:

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Fire Safety Awareness

Date	Time	Venue
13th May 2025	10:00 – 12:30	Zoom Webinar
13th May 2025	14:00 – 16:30	Zoom Webinar
13th August 2025	10:00 – 12:30	Zoom Webinar
13th August 2025	14:00 – 16:30	Zoom Webinar
6th November 2025	10:00 – 12:30	Zoom Webinar
6th November 2025	14:00 – 16:30	Zoom Webinar
10th February 2026	10:00 – 12:30	Zoom Webinar
10th February 2026	14:00 – 16:30	Zoom Webinar

First Aid: Basic Life Support

Course Duration: 3 hours

Target Audience: All staff, volunteers, family carers, direct employers and their PA's, **excluding individuals working in HCC in-house services. For HCC employees please contact acslearninganddevelopment@hertfordshire.gov.uk for alternative training.**

Aim: To 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 Outcomes

Skills and knowledge highlighted in this training include
- 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

Dates:

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First Aid: Basic Life Support

Date	Time	Venue
23rd April 2025	09:30 – 12:30	Box Moor Trust, Hemel
23rd April 2025	13:30 – 16:30	Box Moor Trust, Hemel
4th June 2025	09:30 – 12:30	HDC, Stevenage
4th June 2025	13:30 – 16:30	HDC, Stevenage
20th August 2025	09:30 – 12:30	Box Moor Trust, Hemel
20th August 2025	13:30 – 16:30	Box Moor Trust, Hemel
2nd October 2025	09:30 – 12:30	HDC, Stevenage
2nd October 2025	13:30 – 16:30	HDC, Stevenage
4th December 2025	09:30 – 12:30	Box Moor Trust, Hemel
4th December 2025	13:30 – 16:30	Box Moor Trust, Hemel
17th February 2026	09:30 – 12:30	HDC, Stevenage
17th February 2026	13:30 – 16:30	HDC, Stevenage

Food Hygiene

Course Duration: 2.5 hours

Target Audience: 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

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

Learning Outcomes

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

Dates:

Date	Time	Venue
12th May 2025	13:00 – 15.30	MS Teams
17th November 2025	13:00 – 15.30	MS Teams
6th February 2026	13:00 – 15.30	MS Teams

Infection Prevention Control

Course Duration: 2.5 hours

Target Audience: 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

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

Learning Outcomes

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

Dates:

Date	Time	Venue
12th May 2025	09:30 – 12.30	MS Teams
17th November 2025	09:30 – 12.30	MS Teams
6th February 2026	09:30 – 12.30	MS Teams

Moving and Handling Basic Back Awareness

Course Duration: 3 hours

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

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

Dates:

Date	Time	Venue
24th June 2025	09:30 – 12.30	Box Moor Trust, Hemel
7th November 2025	09:30 – 12.30	19a St Albans Rd, Hatfield

Moving and Handling Managers Responsibilities

Course Duration: 3 hours

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

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.

Learning 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.

Dates:

Date	Time	Venue
3rd July 2025	09:30 – 12.30	Box Moor Trust, Hemel
4th February 2026	09:30 – 12.30	HDC, Stevenage

Patient/Client Handling where Hoisting is **<u>not</u>** required

Course Duration: 3 hours

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

Aim: 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

Dates:

Date	Time	Venue
5th August 2025	09:30 – 12.30	19a St Albans Rd, Hatfield
11th March 2026	09:30 – 12.30	19a St Albans Rd, Hatfield

Mental Health

Mental Health: Courses at a glance

Course title	Apr 25	May 25	June 25	Jul 25	Aug 25	Sept 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26
Common Mental Health Conditions							17th AM Webinar					
Spot the Signs Suicide Prevention					28th AM Webinar							
Supporting an Individual in a Mental Health Crisis			11th AM Webinar									
Understanding PD and EUPD						18th AM Webinar						
Understanding Schizophrenia & Psychosis					11th AM Webinar							
Understanding Self Harm				8th AM Webinar								
Understanding Trauma, PTSD & Trauma Informed Practice				23rd AM Webinar								

Common Mental Health Conditions

Course Duration: 3 hours

Target Audience: All staff, volunteers, family carers, direct employers and their PA's seeking a more in-depth knowledge and understanding of Common Mental Health Conditions

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

Learning Outcomes

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.

Dates:

Date	Time	Venue
17th October 2025	09:30 – 12.30	MS Teams

Spot the Signs Suicide Prevention

Course Duration: 3 hours

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

Aim: 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.

Learning Outcomes

- 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

Dates:

Date	Time	Venue
28th August 2025	09:30 – 12.30	MS Teams

Supporting an Individual in Mental Health Crisis

Course Duration: 3 hours

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

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

Learning Outcomes

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

Dates:

Date	Time	Venue
11th June 2025	09:30 – 12.30	MS Teams

Understanding Personality Disorders & Emotionally Unstable Personality Disorder

Course Duration: 3 hours

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

Aim: Unfortunately, personality disorders can be stigmatised in society. Those affected by them may face misconceptions, judgment, and discrimination in various aspects of life. The stigma around personality disorders can arise due to a lack of understanding and awareness about these conditions. Our training, written with the influence and participation of those with lived experience of personality disorders is for anyone who would like to learn more about Personality Disorders and Emotional Unstable Personality Disorder (EUPD) (Formally known as Borderline Personality Disorder BPD).

Learning Outcomes

- 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

Dates:

Date	Time	Venue
18th September 2025	09:30 – 12.30	MS Teams

Understanding Schizophrenia and Psychosis

Course Duration: 3 hours

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

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

Learning Outcomes

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

Dates:

Date	Time	Venue
11th August 2025	09:30 – 12.30	MS Teams

Understanding Self Harm

Course Duration: 3 hours

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

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

Learning Outcomes

- 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

Dates:

Date	Time	Venue
8th July 2025	09:30 – 12.30	MS Teams

Understanding Trauma, PTSD and Trauma Informed Practice

Course Duration: 4 hours

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

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

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

Learning Outcomes

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

Dates:

Date	Time	Venue
23rd July 2025	09:30 – 13.30	MS Teams

Medication

Medication: Courses at a glance

Course title	Apr 25	May 25	June 25	Jul 25	Aug 25	Sept 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26
Safe Handling of Medication			19th AM or PM Webinar				23rd AM or PM Webinar			22nd AM or PM Webinar		

Safe Handling of Medication

Course Duration: 3 hours

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

Aim: Medication errors can have serious consequences for individuals receiving care. This training ensures participants understand their roles and responsibilities in administering medication safely and confidently, reducing risks and improving patient outcomes.

Learning Outcomes

- Understand the processes involved in ordering, receiving, storing, administering, recording, transferring, and disposing of medication.
- Recognise the legal implications of record keeping and personal accountability in medication management.
- Identify good and poor practices in medication administration and handling.
- Understand relevant national guidance, including Skills for Care knowledge sets, and apply it effectively in the workplace.

Dates:

Date	Time	Venue
19th June 2025	09:30 – 12:30	MS Teams
19th June 2025	13:30 – 16:30	MS Teams
23rd October 2025	09:30 – 12:30	MS Teams
23rd October 2025	13:30 – 16:30	MS Teams
22nd January 2026	09:30 – 12:30	MS Teams
22nd January 2026	13:30 – 16:30	MS Teams

Safeguarding

Safeguarding: Courses at a glance

Course title	Apr 25	May 25	June 25	Jul 25	Aug 25	Sept 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26
Mental Capacity Act and Deprivation of Liberty Safeguards - Awareness		6th Stevenage		2nd Hemel				25th Stevenage			17th Hemel	
Safeguarding Adults Basic Awareness		8th AM or PM Webinar		9th AM or PM Webinar			28th AM or PM Webinar			8th AM or PM Webinar		
Safeguarding Adults for Managers			10th Stevenage				21st Hemel					

Mental Capacity Act and the Deprivation of Liberty Safeguards

Course Duration: 7 hours

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

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

Learning Outcomes

- Identify what is meant by mental capacity
- Describe your role and responsibility under the Mental Capacity Act 2005
- Outline the five core principles of the MCA and apply them in practice
- Identify how and when to assess mental capacity
- Demonstrate the use the two-stage test for the assessment of capacity
- Identify who can be a decision maker and how this applies in practice
- Identify the process for making an advance decision
- Describe the role of a power of attorney
- Identify when to use the IMCA service
- Describe an overview of the Deprivation of Liberty Safeguards
- Describe the acid test ruling from the Supreme Court around DoLS and identify how this applies in practice

Dates:

Date	Time	Venue
6th May 2025	09:30 – 16:30	HDC, Stevenage
2nd July 2025	09:30 – 16:30	Box Moor Trust, Hemel
25th November 2025	09:30 – 16:30	HDC, Stevenage
17th February 2026	09:30 – 16:30	Box Moor Trust, Hemel

Safeguarding Adults Basic Awareness

Course Duration: 3 hours

Target Audience: All staff, volunteers, family carers, direct employers and their PA's **excluding individuals working in HCC in-house services. For HCC employees please contact acslearninganddevelopment@hertfordshire.gov.uk for alternative training.**

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

Learning Outcomes

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

Dates:

See next page:

Safeguarding Adults Basic Awareness

Date	Time	Venue
8th May 2025	09:30 – 12:30	Zoom Webinar
8th May 2025	13:30 – 16:30	Zoom Webinar
9th July 2025	09:30 – 12:30	Zoom Webinar
9th July 2025	13:30 – 16:30	Zoom Webinar
28th October 2025	09:30 – 12:30	Zoom Webinar
28th October 2025	13:30 – 16:30	Zoom Webinar
8th January 2026	09:30 – 12:30	Zoom Webinar
8th January 2026	13:30 – 16:30	Zoom Webinar

Safeguarding Adults for Managers

Course Duration: 7 hours

Target Audience: Managers, senior staff / volunteers, direct employers and their PA's **excluding individuals working in HCC in-house services. For HCC employees please contact acslearninganddevelopment@hertfordshire.gov.uk for alternative training.**
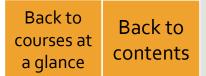
Aim: This course will enable participants to understand the impact of The Care Act 2014 on safeguarding protocols. This will include determining how the 6 key principles of safeguarding impact on their operational activity, how to respond to incidences of abuse at a strategic level and how enquiries 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.

Learning 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

Dates:

Date	Time	Venue
10th June 2025	09:30 – 16:30	HDC, Stevenage
21st October 2025	09:30 – 16:30	Box Moor Trust, Hemel

Working with people with Learning Disabilities

Working with People with LD: Courses at a glance

Course title	Apr 25	May 25	June 25	Jul 25	Aug 25	Sept 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26
Healthcare needs of People with a Learning Disability		15th AM Hemel			20th AM Stevenage			12th AM Hemel			10th AM Stevenage	
Introduction to Learning Disabilities		8th AM Hemel			13th AM Stevenage			3rd AM Hemel			2nd AM Stevenage	
Supporting Older People with a Learning Disability		27th AM Hemel **(OP Only)**		15th AM Stevenage	18th AM Stevenage **(OP Only)**			17th AM Hemel			16th AM Stevenage	

Healthcare Needs of People with a Learning Disability

Course Duration: 3 hours

Target Audience: All staff, volunteers, family carers, direct employers and their PA's working with people with learning disabilities

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 Outcomes

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

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

Dates:

Date	Time	Venue
15th May 2025	10:00 – 13:00	Box Moor Trust, Hemel
20th August 2025	09:30 – 12:30	HDC, Stevenage
12th November 2025	10:00 – 13:00	Box Moor Trust, Hemel
10th February 2026	09:30 – 12:30	HDC, Stevenage

Introduction to Learning Disabilities

Course Duration: 3 hours

Target Audience: All staff, volunteers, family carers, direct employers and their PA's working with people with learning disabilities

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

Dates:

Date	Time	Venue
8th May 2025	10:00 – 13:00	Box Moor Trust, Hemel
13th August 2025	09:30 – 12:30	HDC, Stevenage
3rd November 2025	10:00 – 13:00	Box Moor Trust, Hemel
2nd February 2026	09:30 – 12:30	HDC, Stevenage

Supporting Older People with a Learning Disability

Course Duration: 3 hours

Target Audience: All staff, volunteers, family carers, direct employers and their PA's working with people with learning disabilities

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

Learning Outcomes

- 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

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

Dates:

Date	Time	Venue
27th May 2025 **(OP Services only)**	10:00 – 13:00	Box Moor Trust, Hemel
15th July 2025	09:30 – 12:30	HDC, Stevenage
18th August 2025 **(OP Services only)**	09:30 – 12:30	HDC, Stevenage
17th November 2025	10:00 – 13:00	Box Moor Trust, Hemel
16th February 2026	09:30 – 12:30	HDC, Stevenage

Further Information

Booking Guidance

To request a place on training please complete the ACS Booking Form and return to acslearninganddevelopment@hertfordshire.gov.uk

A copy of the ACS Booking form is attached to this document; to open it please click the paper clip icon to the side of your PDF Reader, the icon should look similar to this: 📎

Before applying for a course, you should obtain **authorisation from your manager.**

If we are able to place you on your requested course, you will receive a confirmation of your booking well in advance of the course date. Two weeks before the course date you will receive a course reminder with Joining Instructions including MS Teams/Zoom links where applicable.

If you have not received a confirmation from us within 10 days of the start date, please contact us.

If there are insufficient bookings **4 weeks prior to a course date** then the event will be cancelled and delegates will be notified. All attempts to rebook delegates onto a suitable alternative date will be made.

Bookings are accepted with the expectation that the delegate will attend the course programme in full. This applies to both virtual and face-to-face learning events.

Should you need to cancel a booking then please ensure sufficient notice is given via email. Failure to attend on the day without prior notice may affect places being offered in the future.

Accessibility

ACS Learning and Development are committed to ensuring all participants can fully participate in any learning opportunities that we provide.

Please let us know if you have any specific requirements to support access to a particular course, and please do so at the earliest opportunity so that we can explore the best way to meet your needs.

We are working hard to ensure that our training meets both the learning and accessibility needs of all our participants, and we value any feedback regarding your experience and how we may improve our offer. You can provide your feedback via the course evaluation for a specific course, and you can also contact us directly with any wider feedback and suggestions via **acslearninganddevelopment@hertfordshire.gov.uk.**

Training concerns process

ACS Learning and Development aim to ensure that every learning experience is a positive experience.

However, occasionally things go wrong, for example you may feel that the course content was incorrect, that the delivery was poor, that you did not like the behaviour of the facilitator or another delegate, or perhaps our communication and administration did not meet your expectations.

Although such circumstances are rare, we are nevertheless keen to ensure that we listen to any concerns raised by colleagues and use them to improve.

If you do experience any such issues during a course/event or have any other concerns, please follow the steps outlined below:

- Complete the evaluation form for the course and if appropriate reference your concern in your feedback.

- If the issue or concern is of a more serious nature, consider speaking to the trainer /delegate during a break or at the end of the course – talking to each other is the most effective way of quickly resolving issues or misunderstandings.

- If you feel unable to address the situation with the trainer/delegate, please contact ACS Learning and Development by email (see contact information below) either outlining your concern in writing or asking to discuss the matter with a team manager.

 Danny Gibb

Head of ACS Learning and Development

acslearninganddevelopment@hertfordshire.gov.uk

Open University

The Open University has a range of free courses available through their 'Open Learn' website.

Social Care courses can be found under the 'Society, Politics and Law' category or use the search bar to look for a topic.

Some of the topics available include:

- Introducing social care and social work

- Human rights and law

- An introduction to social work law

- Digital innovation in social care and social work

- Lead and manage change in health and social care

- Innovation in health and social care practice

How to access:

- Visit the Open Learn website and view their index of courses

- You will need to create a free Open Learn profile before you can access a course

Please note:
These courses are administered by the Open University. ACS Learning and Development are not responsible for their content and materials.

NHS England – eLearning portal

NHS England has a dedicated eLearning portal which can be accessed for free by health and social care professionals.

Their programmes are developed in partnership with the NHS, 3rd sector and professional bodies.

Some of the topics available include:
- End of life care
- Safeguarding adults
- Substance misuse
- Dementia
- Wellbeing and mental health

How to access:
- Visit the NHS eLearning portal
- Register with your Hertfordshire County Council / work email address to create an account

Please note:
For HCC staff: If your role requires the completion of any mandatory eLearning courses then these must be completed on the HCC iLearn system. The NHS portal offers additional modules that are open to all health and social care staff but will not record compliance.

If you need further information about how to access local health services please visit Support Service Directory - HCPA

If you are working with someone who has learning disabilities and would like to know more about HCC's Community Learning Disability Nursing Service and see some of the resources we have produced please visit:
Help with your health | Learning disabilities | Hertfordshire County Council