

Midlands Service User Learning and Development 2011 - 2012

Please note. For all courses delegates will be required to register no later than 9.15am.
All Courses will start at 9.30am prompt. Courses will finish at 4.00pm with half an hour for lunch unless otherwise stated.

TRAINING	Time	Provider	Trainer	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	Mar 2012	Apr 2012
7 DAY INDUCTION PROGRAMME (for staff from all services)															
Common Induction Standards Training initial 4 day course See Common Induction Standards breakdown for full details of trainers and when specific sessions need to be updated.	9.30am – 4.00pm	Creative Support	Various – see breakdown of induction days	24, 25, 26, 27		5, 6, 7, 8	16, 17, 18, 19	27, 28, 29, 30		1, 2, 3, 4		17,18, 19, 20		6, 7, 8, 9	
Medication Awareness (Boots Accredited and Creative Support Policies and Procedures)	9.30am – 4.00pm	Boots and Creative Support	Boots Trainer/ Neelam Johal			12				22				27	
Manual & People Handling Awareness	9.30am – 4.00pm	North West First Aid	Various			13				23				28	
Emergency First Aid in the Workplace 1 day course	9.30am – 4.00pm	Imperative Training	Various			14				24				29	

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STAND ALONE STAFF DEVELOPMENT SESSIONS															
HEALTH & SAFETY TRAINING															
Basic Food Hygiene Level 2	9.30am – 2.00pm	Trafford Borough Council	Martin Ford		2						14				
Electrical Safety Workshop	9.30am – 12.30pm	Creative Support	Trevor Stringer			19									19
Infection Control in the Workplace	9.30am – 12.30pm	SOA Safety	SOA Safety	12							15				

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Day 1	CIS	Day 2	CIS	Day 3	CIS	Day 4	CIS
Am - Principles of Care - Role of the Worker Trainers – Julie Mills		Am - Safeguarding Adults & Children Trainers – Rhian Morris		Am - Good Record Keeping Trainers – Jonathan Keane, Helen Broadhurst		Am - Equality & Diversity and Professional Development Trainers – Neelam Johal	
Responsibilities and limits of your relationship with an individual.		Provide inclusive support.		Be able to handle information in agreed ways.		Competence in your own work role within the sector.	
Working in ways that are agreed with your employer. Policies and procedures of the organisation	1.1.1 1.1.2	Understand how duty of care contributes to safe practice.	4.2.3	Be aware of how to keep records that are up to date, complete, accurate and legible.	1.4.1 1.4.2	Understand the importance of reflective practice	2.1.2 2.1.3 2.3.3
The importance of working in partnership with others, carers, families, advocates. The importance of working in teams Ways of working that help improve partnership with others	1.2.1 1.3.1	Know how to address dilemmas that may arise between an individual's rights and duty of care.	5.1.2	Be aware of agreed procedures for: recording information, storing information and sharing information. Be aware of how to and to whom to report if you become aware that agreed procedures have not been followed	1,4,3 1.4.4	Evaluate own performance Produce a personal development plan.	2.2.1 2.2.2
Competence within your own work role within the sector Professional boundaries GSCC codes of practice	1.3.2 1.3.3 2.1.1	Recognising signs of harm or abuse	5.2.1 5.2.2 5.2.3	Understand principles and practices relating to confidentiality.		Use learning opportunities and reflective practice to contribute to personal development.	2.4.1 2.4.2 2.4.3
		Ways to reduce likelihood of abuse.	6.1.1 6.1.2 6.1.3 6.1.4	Recognise barriers to effective communication. Be aware of ways to reduce barriers to effective communication.	3.4.1 3.4.2	The value and the importance of equality and inclusion.	2.5.1 2.5.2 2.5.3 2.5.4
		Responding to suspected or disclosed abuse.	6.2.1 6,2,2	Know how to check communication has been understood to minimise misunderstandings. Be aware of sources of information and support or services to enable more effective communication	3.4.3 3.4.4	Access information, advice and support about equality and inclusion.	4.1.1 4.1.2 4.1.3 4.1.4
		National and local context of protection from harm and abuse	6.3.1 6.3.2 6.3.3 6.4.1 6.4.2 6.4.3			Know how to recognise and handle adverse events, incidents, errors and near misses.	4.3.2
						Ways to reduce likelihood of abuse	5.3.1 5.3.2 5.3.3 5.3.4
							6.2.2

PM - Person Centred Approaches	CIS	PM - Health & Safety	CIS	PM - Effective Communication	CIS	PM - Dementia, Awareness Stress & Nutrition	CIS
Trainers – Anne-Marie Vukelic, Sue Hughes		Trainers – Carol Padley		Trainers – Andy Pettit		Trainers – Ellen Allan, Andy Pettit	
Provide inclusive support.	4.2.1 4.2.2	Know how to recognise and handle adverse events incidents, errors and near misses.	5.4.1 5.4.2 5.4.3	Importance of effective communication in the work setting. Be aware of the reasons why people communicate Understand how communication affects relationship in the work setting.	3.1.1 3.1.2	Recognising possible signs of dementia. Be aware of the differences between depression, confusion and dementia. Understand the importance of early diagnosis. Know who to tell if you suspect the symptoms are associated with dementia	7.3.1 7.3.2
Understand how duty of care contributes to safe practice.	5.1.1	Roles and responsibilities relating to health and safety in the work setting.	8.1.1 8.1.2 8.1.3 8.1.4 8.1.5	Know why it is important to observe an individuals reactions when communicating with them.	3.1.3	Managing stress. Recognise common indicators of stress in yourself and others. Be aware of circumstances that tend to trigger stress in yourself and others.	7.3.3 7.3.4
Promote person centred values in everyday work.	7.1.1 7.1.2 7.1.3	Health and safety risk assessments	8.2.1 8.2.2	Meeting the communication and language needs, wishes and preferences of individuals. Know how to establish an individual's communication and language needs, wishes and preferences.	3.2.1	Know ways to manage stress	8.10.1
Work in a person centred way. Recognise the features of person centred support Understand why it is important to find out the history and preferences of individuals.	7.2.1 7.2.2	Responding to accidents and sudden illness.	8.4.1 8.4.2	Understand a range of communication methods and styles that could help meet an individuals communication needs. Non verbal communication	3.2.2	Food safety, nutrition and hydration Understand the importance of food safety. Understand the importance of good hydration and nutrition. Recognise signs and symptoms of poor nutrition and hydration. Be aware of ways in which to promote good nutrition and hydration.	8.10.2 8.10.3
Understand how the changing needs of individuals are reflected in the support plan. Understand the importance of consultation with individuals	7.2.3 7.2.4	Handling hazardous substances.	8.6.1 8.6.2		3.2.2		
Supporting active participation.	7.4.1 7.4.2 7.4.3 7.4.4	Preventing the spread of infection.	8.7.1 8.7.2 8.7.3 8.7.4 8.7.5	Overcoming difficulties in promoting communication. Recognise barriers to communication Be aware of methods to reduce barriers to communication Be aware of sources of support and information that are available	3.3.1 3.3.2 3.3.3		8.11.1 8.11.2
Supporting individual's rights to make choices.	7.5.1 7.5.2 7.5.3 7.5.4	Promoting fire safety in the work setting.	8.8.1 8.8.2				8.11.3
Promoting spiritual and emotional well being.	7.6.1 7.6.2 7.6.3	Security measures in the work environment.	8.9.1 8.9.2				8.11.4

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E-Learning Courses

We are now offering a number of e-learning courses. These courses are computer based and you will need to have access to the internet. Courses must be completed within the stated two week period. Each course should take no more than three hours to complete.

To apply for an e-learning course please complete a service user application form, which is available on the Creative Support website. Application forms are also available to be copied from the Training Handbook or you can request a form from the Training Department at Head Office. Application forms must be returned before the commencement of the course.

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E-Learning Courses															
WORKING WITH ALL SERVICE USERS															
Safeguarding Vulnerable Adults & Children Refresher	3 hours (approx) Online course	Creative Support	Creative Support	1-14	1-14	1-14	1-14	1-14	1-14	1-14	1-14		1-14	1-14	1-14
Health & Safety in the Workplace	3 hours (approx) Online course	Creative Support	Creative Support			1-14	1-14	1-14	1-14	1-14	1-14		1-14	1-14	1-14
Mental Capacity Act Awareness	3 hours (approx) Online course	Creative Support	Creative Support					1-14	1-14	1-14	1-14		1-14	1-14	1-14
Introduction to Microsoft Access 2003 New Course.	3 hours (approx) Online course	Creative Support	Creative Support	1-14	1-14	1-14	1-14	1-14	1-14	1-14	1-14		1-14	1-14	1-14
Introduction to Microsoft Excel 2003 New Course.	3 hours (approx) Online course	Creative Support	Creative Support	1-14	1-14	1-14	1-14	1-14	1-14	1-14	1-14		1-14	1-14	1-14
Introduction to Microsoft Outlook 2003 New Course.	3 hours (approx) Online course	Creative Support	Creative Support	1-14	1-14	1-14	1-14	1-14	1-14	1-14	1-14		1-14	1-14	1-14
Introduction to Microsoft PowerPoint 2003 New Course.	3 hours (approx) Online course	Creative Support	Creative Support	1-14	1-14	1-14	1-14	1-14	1-14	1-14	1-14		1-14	1-14	1-14
Introduction to Microsoft Word 2003 New Course.	3 hours (approx) Online course	Creative Support	Creative Support	1-14	1-14	1-14	1-14	1-14	1-14	1-14	1-14		1-14	1-14	1-14