

# North Lancashire Service User Learning and Development Calendar 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.

Courses will be held at Morecambe Office, York House, 76 Lancaster Road, Morecambe, Lancashire, LA4 5QN 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
<b>INDUCTION PROGRAMME</b>															
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	10, 11, 12, 13	7, 8, 9, 10				4, 5, 6, 7				7, 8, 9, 10		
Medication Awareness (Boots Accredited and Creative Support Policies and Procedures)	9.30am - 4.00pm	Boots and Creative Support	Boots Pharmacist & Gina Menzies/ Lisa Coulton	16	13				10				13		
Manual & People Handling Awareness	9.30am - 4.00pm	Creative Support	Paul Unsworth/ Sariya Sinzara	17	16				11				14		
Emergency First Aid in the Workplace 1 day course	9.30am - 4.00pm	Imperative Training	Various	18	15				12				15		

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
<b>STAND ALONE LEARNING &amp; DEVELOPMENT SESSIONS</b>															
Manual & People Handling Awareness Refresher	9.30am - 4.00pm	Creative Support	Paul Unsworth/ Sariya Sinzara				15			14		23			
Basic Food Hygiene Level 2	9.30am - 4.00pm	Trafford Borough Council	Martin Ford	26				22			8			15	
Electrical Safety Workshop	1.00pm - 4.00pm	Creative Support	Trevor Stringer							22					
Infection Control in the Workplace	9.30am - 12.30pm	Creative Support	Allan Burton			6			19			11			11
Introduction to Learning Disability	9.30am - 4.00pm	Steve Winfield	Steve Winfield		14			8				19			26
Successfully Supporting People on the Autistic Spectrum	9.30am - 4.00pm	Creative Support	Darrell Groves					1&2							5&6
Mental Capacity Act, Deprivation of Liberty Safeguards & The Essential Standards	9.30am - 12.30pm	Creative Support	Ray Mowat						26		14		22		18
Train the Trainer (2 Day Course)	9.30am - 4.00pm	Creative Support	Michael Johnson	Dates to be confirmed											

<b>Day 1</b>	<b>CIS</b>	<b>Day 2</b>	<b>CIS</b>	<b>Day 3</b>	<b>CIS</b>	<b>Day 4</b>	<b>CIS</b>
<b>Am - Principles of Care - Role of the Worker</b> Trainers – Lesley Alston & Charlotte Rasmussen		<b>Am - Health &amp; Safety</b> Trainers – Jonathan McGrath, Tom Jones & Michala Kerton		<b>Am - Equality &amp; Diversity and Professional Development</b> Trainers – Lisa Coulton & Julie Cairns		<b>Am - Person Centred Approaches</b> Trainers – Garry Lumb & Allan Burton	
Responsibilities and limits of your relationship with an individual.	1.1.1 1.1.2	Know how to recognise and handle adverse events incidents, errors and near misses.	5.4.1 5.4.2 5.4.3	Competence in your own work role within the sector.	2.1.2 2.1.3 2.3.3	Provide inclusive support.	4.2.1 4.2.2
Working in ways that are agreed with your employer. Policies and procedures of the organisation	1.2.1	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	Understand the importance of reflective practice	2.2.1 2.2.2	Understand how duty of care contributes to safe practice.	5.1.1
The importance of working in partnership with others, carers, families, advocates.	1.3.1	Health and safety risk assessments	8.2.1 8.2.2	Evaluate own performance Produce a personal development plan.	2.4.1 2.4.2 2.4.3	Promote person centred values in everyday work.	7.1.1 7.1.2 7.1.3
The importance of working in teams Ways of working that help improve partnership with others	1.3.2 1.3.3	Responding to accidents and sudden illness.	8.4.1 8.4.2	Use learning opportunities and reflective practice to contribute to personal development.	2.5.1 2.5.2 2.5.3 2.5.4	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
Competence within your own work role within the sector Professional boundaries GSCC codes of practice	2.1.1	Handling hazardous substances. Preventing the spread of infection.	8.6.1 8.6.2 8.7.1 8.7.2 8.7.3 8.7.4 8.7.5	The value and the importance of equality and inclusion.	4.1.1 4.1.2 4.1.3 4.1.4	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
		Promoting fire safety in the work setting.	8.8.1 8.8.2	Access information, advice and support about equality and inclusion.	4.3.2	Supporting active participation.	7.4.1 7.4.2 7.4.3 7.4.4
		Security measures in the work environment.	8.9.1 8.9.2	Know how to recognise and handle adverse events, incidents, errors and near misses.	5.3.1 5.3.2 5.3.3 5.3.4	Supporting individual's rights to make choices.	7.5.1 7.5.2 7.5.3 7.5.4
				Ways to reduce likelihood of abuse	6.2.2	Promoting spiritual and emotional well being.	7.6.1 7.6.2 7.6.3

<b>Pm - Safeguarding Adults &amp; Children</b>	<b>CIS</b>	<b>Pm - Good Record Keeping</b>	<b>CIS</b>	<b>Pm - Dementia Awareness Stress &amp; Nutrition</b>	<b>CIS</b>	<b>Pm - Effective Communication</b>	<b>CIS</b>
<b>Trainers – Heather Dale-Ball, Debby Rodwell, Allan Burton</b>		<b>Trainers – Allan Burton &amp; Ray Mowat</b>		<b>Trainers – Lesley Alston</b>		<b>Trainers – Garry Lumb &amp; Allan Burton</b>	
Provide inclusive support.	4.2.3	Be able to handle information in agreed ways. Be aware of how to keep records that are up to date, complete, accurate and legible.	1.4.1 1.4.2	Recognising possible signs of dementia. Be aware of the differences between depression, confusion and dementia.	7.3.1 7.3.2	Importance of effective communication in the work setting.	3.1.1 3.1.2
Understand how duty of care contributes to safe practice.	5.1.2	Be aware of agreed procedures for: recording information, storing information and sharing information.	1,4,3	Understand the importance of early diagnosis. Know who to tell if you suspect the symptoms are associated with dementia	7.3.3 7.3.4	Be aware of the reasons why people communicate Understand how communication affects relationship in the work setting.	3.1.3
Know how to address dilemmas that may arise between an individual's rights and duty of care.	5.2.1 5.2.2 5.2.3	Be aware of how to and to whom to report if you become aware that agreed procedures have not been followed	1.4.4	Managing stress. Recognise common indicators of stress in yourself and others.	8.10.1 8.10.2 8.10.3	Know why it is important to observe an individuals reactions when communicating with them.	
Recognising signs of harm or abuse	6.1.1 6.1.2 6.1.3 6.1.4	Understand principles and practices relating to confidentiality.	3.4.1 3.4.2	Be aware of circumstances that tend to trigger stress in yourself and others. Know ways to manage stress	8.11.1 8.11.2	Meeting the communication and language needs, wishes and preferences of individuals.	3.2.1 3.2.2
Ways to reduce likelihood of abuse.	6.2.1 6.2,2	Recognise barriers to effective communication. Be aware of ways to reduce barriers to effective communication.	3.4.3	Food safety, nutrition and hydration Understand the importance of food safety. Understand the importance of good hydration and nutrition.	8.11.3	Understand a range of communication methods and styles that could help meet an individuals communication needs. Non verbal communication	3.2.2
Responding to suspected or disclosed abuse.	6.3.1 6.3.2 6.3.3	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	3.4.4	Recognise signs and symptoms of poor nutrition and hydration. Be aware of ways in which to promote good nutrition and hydration.	8.11.4	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
National and local context of protection from harm and abuse	6.4.1 6.4.2 6.4.3						

## 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 are 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.

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
<b>E- Learning Courses</b>															
<b>WORKING WITH ALL SERVICE USERS</b>															
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 <b>New Course.</b>	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 <b>New Course.</b>	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 <b>New Course.</b>	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 <b>New Course.</b>	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 <b>New Course.</b>	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