



# DATES FOR YOUR DIARY

## Learning Exchange Network (LEN) free workshops

A provider-led network to encourage learning and development,  
training and information sharing, discussion and support.



### Are you looking for...

- Ways to **improve service delivery** and effectiveness of business?
- **Problem Solving** ideas through listening to the experiences of others?
- A place and space for personal **development of learning**?
- An opportunity to think clearly about your work and **do things smarter**?

**If you're a proprietor, manager, deputy or team leader, or work as a care providers, domiciliary care provider in the South West - Then why not find come along to your local Learning Exchange Network....**

**Chard (Buck House) 07/02/2012 10.00am**

**Taunton (Murley House) 09/02/2012 10.00am**

**Yeovil (Abbey Manor Business park) 22/02/2012 10.00am**

**To book your free place(s) contact Care Focus Somerset on 01823 461876 or call Jon on 07825 904286 or email [enquiries@carefocussomerset.org](mailto:enquiries@carefocussomerset.org)**

*The following are free to attend but must be booked direct with the organiser.*

## CONVERSATIONS IN END OF LIFE CARE



<p><b>Communication Skills at End of Life</b></p> <ul style="list-style-type: none"> <li>• Helping people to talk about their wishes for end of life care</li> <li>• The building blocks of effective communication: what do I say?</li> <li>• The barriers to effective communication</li> <li>• Communication in challenging situations, including:             <ul style="list-style-type: none"> <li>• not having enough time</li> <li>• dealing with distress</li> <li>• patients with dementia or who have had a stroke</li> </ul> </li> </ul> <p><b>Practical tips</b></p> <ul style="list-style-type: none"> <li>• Tips: building a list of useful phrases to use in challenging situations</li> <li>• What should you document and how?</li> </ul> <p><b>Advance Care Planning (ACP)</b></p> <ul style="list-style-type: none"> <li>• What is Advance Care Planning?</li> <li>• Exploring your role in ACP</li> </ul> <p><b>Who should attend?</b></p> <p>Unregistered health and social care staff, e.g.</p> <ul style="list-style-type: none"> <li>• Auxiliaries</li> <li>• Health Care Assistants</li> <li>• Care Workers</li> <li>• Unregistered Community Staff</li> <li>• Domiciliary Carers</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Mon 6th February</b> - St Margaret's Hospice Yeovil</li> <li>• <b>Mon 20th February</b> - St Margaret's Hospice Taunton</li> <li>• <b>Weds 22nd February</b>– Glastonbury Hospital</li> <li>• <b>Mon 27th February</b> - St Margaret's Hospice Taunton</li> <li>• <b>Weds 7th March</b> - Glastonbury Hospital</li> <li>• <b>Weds 21st March</b>– Frome Community Hospital</li> </ul> <p><b>Courses run from 9.30am – 4.30pm</b></p> <p><b>Lunch and refreshments are provided on all courses</b></p>	<p><b>To book a place on a course please contact:</b></p> <p>Anna Richardson, Education Department, Dorothy House, Winsley, Bradford on Avon, Wiltshire, BA15 2LE. Tel 01225 721470; Fax 01225 721471; Email <a href="mailto:education@dorothyhouse-hospice.org.uk">education@dorothyhouse-hospice.org.uk</a></p> <p><b>Please note:</b> a form must be completed and returned to book a place. We cannot hold places provisionally or accept un-named bookings.</p> <p><a href="#">CLICK HERE FOR BOOKING FORM</a></p>
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## Disability Somerset 2012

<p>Disability Somerset is the South West's largest independent living exhibition, showcasing the wealth of information, support and equipment that is available to enable older and disabled people of all ages to live independently. Disability Somerset is free, with ample parking and a fully accessible venue.</p> <p>The workshops are specifically designed for professionals working in health and social care, topics include 'The Equality Act 2010 - What it means for health and social care provision', 'Dementia Awareness', Assistive Technology and 'Personalisation and the future of health and social care'</p>	<p>10th May 2012 – 10am to 5pm</p> <p>Sedgemoor Auction Centre, Jct 24, North Petherton, Somerset, TA6 6DF</p>	<p>For information on how to reserve a free place on any of the workshops please visit: <a href="http://www.compassdisability.org.uk/index.php?page=workshops-for-professionals">http://www.compassdisability.org.uk/index.php?page=workshops-for-professionals</a></p> <p>For general information and to find out who is exhibiting please visit: <a href="http://www.compassdisability.org.uk/index.php?page=disability-somerset">http://www.compassdisability.org.uk/index.php?page=disability-somerset</a> or call 0330 3330089 or email <a href="mailto:michelle@compassdisability.org.uk">michelle@compassdisability.org.uk</a></p>
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Skills for Health and Skills for Care have been commissioned by the Department of Health to deliver a series of one day workshops to provide an introduction to the Common Core Principles for Dementia. The principles provide a framework for learning and development and form the foundation for good practice for staff working with people with dementia. These integrated 'train the trainer' workshops are aimed at workforce and training leads from health and social care. Places will be allocated on a first-come, first-served basis so to be sure of your place

## **Workshops for managers and training leads working in a healthcare setting**

These workshops are aimed at healthcare care managers and training leads who want to support their teams to deliver high quality care to people with dementia.

### **April**

- Monday - 2 - Southampton
- Wednesday - 4 - Plymouth
- Thursday - 5 - Exeter
- Tuesday - 10 - Newcastle
- Wednesday - 11 - Leeds
- Thursday - 12 - Sheffield
- Wednesday - 18 - Peterborough
- Friday - 20 - Bristol
- Monday - 23 - Basingstoke
- Tuesday - 24 - London
- Tuesday - 24 - Norwich
- Wednesday - 25 - Croydon

### **May**

- Tuesday - 1 - Manchester
- Wednesday - 2 - Birmingham
- Thursday - 3 - Oxford

## **Workshops for health and social care managers who are working in integrated settings**

The integrated workshops are aimed at health and social care professionals who are working across both health and social care settings. Attendees would benefit from both health and social care perspectives of other workshop attendees.

### **February**

- Tuesday - 28 - Manchester
- Wednesday - 29 - Liverpool

### **March**

- Tuesday - 6 - Bristol
- Wednesday - 7 - Birmingham
- Tuesday - 13 - Derby
- Thursday - 15 - Cambridge
- Tuesday - 20 - London
- Wednesday - 21 - Plymouth
- Tuesday - 27 - Maidstone
- Wednesday - 28 - Brighton

To sign up for your place on this free training click on the link below to access booking form:

[http://www.skillsforhealth.org.uk/option.com\\_ckforms/view\\_ckforms/id,7/Itemid,399/](http://www.skillsforhealth.org.uk/option.com_ckforms/view_ckforms/id,7/Itemid,399/)

## Somerset County Council Training



### February

#### **Epilepsy (One Day)**

1 February 2012

Glanville House, Bridgwater

Contact: Kirsty Brown, 01823 355125 or [KBBrown@somerset.gov.uk](mailto:KBBrown@somerset.gov.uk)

- Definition of Epilepsy
- Medication
- Issues around the support of individuals with epilepsy

This course is open to all staff supporting people with epilepsy.

#### **Visual Impairment Awareness (One Day)**

7 February 2012

Somerset Sight, Taunton

Contact: Contact: Joe Horton, 01823 355216 or [JHorton@somerset.gov.uk](mailto:JHorton@somerset.gov.uk)

- To raise the understanding of some of the problems and emotions experienced by Visually Impaired People while carrying out everyday tasks
- To demonstrate the solutions that will help to overcome the difficulties and frustrations of carrying out everyday tasks if you are visually impaired

This course is open to all staff.

#### **Diversity for Supervisors (Two Days)**

7 February & 6 March 2012

Ring O'Bells, Ashcott

Contact: Kirsty Brown, 01823 355125 or [KBBrown@somerset.gov.uk](mailto:KBBrown@somerset.gov.uk)

This course is aimed at staff who have some knowledge of Equal Opportunities and will enable them to understand the relationship between Equality and Diversity in relation to service delivery.

This course is open to all staff in a supervisory role.

#### **Supervision Skills (Three Days)**

8, 9 February & 15 March 2012

Pilton Village Hall

Contact: Kirsty Brown, 01823 355125 or [KBBrown@somerset.gov.uk](mailto:KBBrown@somerset.gov.uk)

- Awareness of own leadership style
- Understanding of different learning styles
- Building and maintaining productive working relationships
- Preparation and the supervision sessions
- Developing and managing performance
- Action focussed writing for supervision plans

This course is open to all staff who currently supervise or are about to become a supervisor.

### **Epilepsy (One Day)**

15 February 2012

Glanville House, Bridgwater

Contact: Kirsty Brown, 01823 355125 or [KBBrown@somerset.gov.uk](mailto:KBBrown@somerset.gov.uk)

- Definition of Epilepsy
- Medication
- Issues around the support of individuals with epilepsy

This course is open to all staff supporting people with epilepsy.

### **Positive Intervention for Challenging Behaviour**

21 February 2012

Ring O'Bells, Ashcott

Contact: Kirsty Brown, 01823 355125 or [KBBrown@somerset.gov.uk](mailto:KBBrown@somerset.gov.uk)

- The definition of Positive Intervention
- Factors that influence behaviour
- Strategies for reducing challenging behaviour and managing incidents safely
- Legal and ethical aspects of Physical Intervention
- A practical session in the use of breakaway techniques

This course is suitable for all staff working within adult social care settings, with a particular focus on supporting individuals who may present challenging behaviour.

### **Deaf Awareness**

22 February 2012

St. Margaret's Hospice, Taunton

Contact: Joe Horton, 01823 355216 or [JHorton@somerset.gov.uk](mailto:JHorton@somerset.gov.uk)

- Describing Deaf and Hard of Hearing People,
- Finger spelling,
- Recognising Hearing Loss,
- Hearing Aids,
- Clear Communication Tactics
- British Sign Language – some practical signs
- Lip-reading

This course is open to all staff.

### **Epilepsy (One Day)**

22 February 2012

Glanville House, Bridgwater

Contact: Kirsty Brown, 01823 355125 or [KBBrown@somerset.gov.uk](mailto:KBBrown@somerset.gov.uk)

- Definition of Epilepsy
- Medication
- Issues around the support of individuals with epilepsy

This course is open to all staff supporting people with epilepsy.

## March

### **Empathic Being (Profound & Multiple Learning Difficulties)**

2 March 2012

Pilton Village Hall

Contact: Kirsty Brown, 01823 355125 or [KBBrown@somerset.gov.uk](mailto:KBBrown@somerset.gov.uk)

- To explore and evaluate the performance of day to day contact and care of service users
- To consider how carer's feelings, attitudes and behaviours impact upon job performance and the overall experience of the service user

This course is open to all staff supporting people with PMLD.

### **Positive Risk Management**

7 March 2012

Pilton Village Hall

Contact: Kirsty Brown, 01823 355125 or [KBBrown@somerset.gov.uk](mailto:KBBrown@somerset.gov.uk)

- Understanding risk
- Balancing risks and benefits
- Assessing activities
- Personal/Professional values and risk
- Relevant policy and legislation

This course is open to all staff.

### **Epilepsy (One Day)**

7 March 2012

Glanville House, Bridgwater

Contact: Kirsty Brown, 01823 355125 or [KBBrown@somerset.gov.uk](mailto:KBBrown@somerset.gov.uk)

- Definition of Epilepsy
- Medication
- Issues around the support of individuals with epilepsy

This course is open to all staff supporting people with epilepsy.

### **Autistic Spectrum Condition (One Day)**

8 March 2012

The Albemarle Centre, Taunton

Contact: Kirsty Brown, 01823 355125 or [KBBrown@somerset.gov.uk](mailto:KBBrown@somerset.gov.uk)

- Use of visualisation exercise and other pragmatic tools
- Consideration of triad of impairments, cognitive theories, Arousal Cycle, understanding behaviour and communication
- Sensory processing and perceptual styles in autism, including what this looks like with an overview of what to do
- Ourselves as a tool considering the purpose of our role, target and goal setting using case examples
- Strategies when working with those who have autism linked with the triad of impairments

This course is open to all staff that support people with autism.

**Epilepsy (One Day)**

21 March 2012

Glanville House, Bridgwater

Contact: Kirsty Brown, 01823 355125 or [KBBrown@somerset.gov.uk](mailto:KBBrown@somerset.gov.uk)

- Definition of Epilepsy
- Medication
- Issues around the support of individuals with epilepsy

This course is open to all staff supporting people with epilepsy.