



Valid from April 2011 – March 2012

Social Care Learning & Development Programme for Private, Voluntary and Independent Providers



Introduction

The training in this programme is broken down into Themes:

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We have also graded the training into Levels, as indicated by the coloured background in the course title:

	Level 1 Training – Introductory Level or basic awareness raising
	Level 2 Training – Intermediate Level often targeted at Supervisors or above
	Level 3 Training – Advanced Level often for Senior Managers

All training requests must be accompanied by a completed application form that has been signed off by a line manager.

Mission Statement for Adult Social Care Learning and Development Team

We believe that knowledgeable and skilled workers, who take pride in their practice, are key to providing excellent standards of service

We strive to:

- Provide a quality learning and development service that is timely and relevant
- Respect the dignity and independence of those who use social care services and place people at the heart of what we do
- Work in partnership with others to share good practice and develop a learning culture

Cancellation Policy – Revised April 2011

Any cancellations **within 3 weeks of the course date** will incur a £50 per day charge (£25 for a half-day course). Charges will not apply if we are notified prior to or on the morning of the training day that a delegate is off work sick, any notifications of sickness after this time will still incur the charge.

Charges will also apply if the delegate is unable to attend part or the entire course due to work commitments or if they are more than an hour late for the course or if they did not sign the attendance sheet.

Please note that no charge will be made if a colleague attends in place of the original delegate but we do need to be sent an application form for the replacement (if short notice, application can be e-mailed by a manager / senior worker).

If a delegate has transferred establishments/offices or left , then it is the responsibility of the establishment/office receiving the joining instructions to notify us of this. Failure to do so will result in that establishment/office being charged the non-attendance fee.

Cancellations should be sent to the Learning & Development mailbox (AdultSocialCareLearning&Development@somerset.gov.uk).

Invoices for cancellation fees will be sent to The Manager, at the address provided on the application form.

Eligibility Statement

Please note this training is only open to establishments and their employees, whose work bases are in Somerset. It does not include North Somerset or any other county. If you are from another county we suggest you contact your local authority to see if they offer anything similar.

Legislation

Deprivation of Liberty Safeguards (DoLS) E-Learning Package	Mental Capacity Act (MCA) E-Learning Package
Target Group All social care workers	Target Group All social care workers
Duration N/A	Duration N/A
Content <ul style="list-style-type: none"> • Provides a useful free web-based overview and information on the Mental Capacity Act (MCA) and DoLS • Essential information on the Safeguards, giving practice examples of how and why people should be supported in their best interests and with least restrictions • Managers and Deputies are also provided with guidance in relation to when they should contact the local authority regarding practice and the support of residents 	Content <ul style="list-style-type: none"> • Provides an essential overview of the mental capacity act • Guided on-line assistance • User friendly way of covering the essentials while providing a valuable resource for keeping knowledge and practice up to date • Built-in tests • Certification for successful completion of course
Provider Kwango	Provider Kwango
Delivery Via Internet	Delivery Via Internet
Booking Contact For access instructions contact Joe Horton – 01823 355216 (JHorton@somerset.gov.uk)	Booking Contact For access instructions contact Joe Horton – 01823 355216 (JHorton@somerset.gov.uk)

Legislation

Personalisation E-Learning Package	Safeguarding E-Learning Package
Target Group All social care workers	Target Group All social care workers
Duration N/A	Duration N/A
Content <ul style="list-style-type: none"> • A comprehensive step-by-step process for professionals and service users to develop and test their knowledge of Self Directed Support (SDS) • An overview of SDS, the legislation and the elements that combine to provide a personalised service • Explains the motivation for personalisation and shifting of professional focus from service inputs to desired outcomes • Considers the role of support planning and the risks that personalisation can pose for the service user and the organisation/professionals involved 	Content <ul style="list-style-type: none"> • Introduction to Safeguarding Adults • Awareness raising • Outline of types of abuse • Outline of legislation • Quizzes & case studies
Provider Kwango	Provider Kwango
Delivery Via Internet	Delivery Via Internet
Booking Contact For access instructions contact Joe Horton – 01823 355216 (JHorton@somerset.gov.uk)	Booking Contact For access instructions contact Joe Horton – 01823 355216 (JHorton@somerset.gov.uk)

Legislation

Safeguarding Adults Level A	Course Dates
Target Group All social care workers	
Duration Half-day	13 July 2011 at Yeovil Court Hotel
Content <ul style="list-style-type: none"> • Recognition of vulnerability and types of abuse • Assessing vulnerability and seriousness • Recognition of risk situations • How to report adult protection disclosures or concerns • Recording incidents <p>Please note that if you complete the Safeguarding Adults e-learning package then it is not necessary to attend this training</p>	13 September 2011 at The Albemarle Centre, Taunton 4 November 2011 at Pilton Village Hall 9 January 2012 at Junction 24, Bridgwater
Provider Externally commissioned	
Delivery 4 times a year	
Booking Contact Joe Horton – 01823 355216 (JHorton@somerset.gov.uk)	

Legislation

Managing a Safeguarding Incident	Course Dates
<p>Target Group All managers and deputy managers</p>	<p>15 June 2011 at The Albemarle Centre, Taunton</p>
<p>Duration 1 day</p>	<p>26 July 2011 at Ring O'Bells, Ashcott</p>
<p>Content This course aims to provide managers with a clear understanding of their responsibilities within the Somerset Safeguarding Adults Policy and an opportunity to explore some key practice issues.</p> <p>Please note that places on this course are limited to one person per establishment</p>	<p>9 September 2011 at Pilton Village Hall</p> <p>6 October 2011 at Pilton Village Hall</p> <p>9 November 2011 at The Albemarle Centre, Taunton</p> <p>18 January 2012 at the Ring O'Bells, Ashcott</p>
<p>Provider Internally commissioned</p>	
<p>Delivery 4 times a year</p>	
<p>Booking Contact Joe Horton – 01823 355216 (JHorton@somerset.gov.uk)</p>	

Legislation

Managing Challenging Behaviour through Positive Intervention	Course Dates
Target Group 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.	To be confirmed
Duration 1 day	
Content Participants will be able to explore the possible reasons and meanings behind such behaviour and will be offered practical ways to work with service users to minimise risk and promote wellbeing. The course involves both theory and a practical element, both emphasising our commitment to reduce the use of unnecessary physical interventions in care settings. <ul style="list-style-type: none">• 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	
Provider Internally Commissioned	
Delivery 2 times a year	
Booking Contact Kirsty Brown – 01823 355125 (KBBrown@somerset.gov.uk)	

Legislation

Positive Risk Management	Course Dates
Target Group All care providers	To be confirmed
Duration 1 day	
Content This course aims to provide support staff with the skills to overcome this barrier to independence by providing an understanding of Positive Risk Management in social care. Areas covered include: <ul style="list-style-type: none"> • Understanding risk • Balancing risks and benefits • Assessing activities • Personal/Professional values and risk • Relevant policy and legislation 	
Provider Internally commissioned	
Delivery 2 times a year	
Booking Contact Kirsty Brown – 01823 355125 (KBBrown@somerset.gov.uk)	

Diversity

Diversity – Training the Trainer	Course Dates
Target Group All social care workers who wish to become Diversity Leads	22, 23, 29, 30 September & 6 October 2011 at The Albemarle Centre, Taunton
Duration 5 days	
Content The course will enable staff to train on diversity and equality issues in their place of work by equipping participants to design and deliver an effective and motivational 'Diversity and Equality' training course based on sound working knowledge and principles	
Provider Externally commissioned	
Delivery Once a year	
Booking Contact Kirsty Brown – 01823 355125 (KBBrown@somerset.gov.uk)	

Health and Well Being

Autistic Spectrum Condition	Course Dates
Target Group All social care workers who support people with autism	25 May 2011 at Yeovil Court Hotel
Duration 1 day	11 July 2011 at The Albemarle Centre, Taunton
Content <ul style="list-style-type: none"> • From a different perspective: an exercise • Clarifying Autism Spectrum Conditions • Processing: communication, timing and sensory and the way we work • From a different perspective: a DVD • Know me as I am: person centred practice • Ourselves as a tool • How we can support ourselves • Next steps 	10 November 2011 at Pilton Village Hall
Provider Externally commissioned	27 January 2012 at the Ring O'Bells, Ashcott
Delivery 4 times a year	
Booking Contact Kirsty Brown – 01823 355125 (KBBrown@somerset.gov.uk)	

Health and Well Being

Care Planning for Managers	Course Dates
<p>Target Group Residential homes and Nursing homes for Adults</p>	<p>19 May 2011 (Cancelled) at The Albemarle Centre, Taunton</p>
<p>Duration One day</p>	
<p>Content This course is divided into two half day sessions:</p> <ul style="list-style-type: none"> • Session one examines issues which are/will be impacting on Managers which can often prevent a true person centred approach for individuals being created. The course then begins to suggest steps that can be taken from the initial contact with an individual which will greatly facilitate Care planning that is more person centred • Session two builds on session one and draws from theory relating to age, behaviour, communication and capacity. The course then provides practical methods of supporting the individual as well as Staff Members • While drawing from theory the practical exercises are designed to assist those using them. They are therefore user friendly, creative and enjoyable. Essentially the course aims to provide tools to assist users of the service and staff supporting them 	
<p>Provider Externally commissioned</p>	
<p>Delivery Once a year</p>	
<p>Booking Contact Kirsty Brown – 01823 355125 (KBBrown@somerset.gov.uk)</p>	

Health and Well Being

Deaf Awareness	Course Dates
Target Group All social care workers	To be confirmed
Duration 1 day	
Content <ul style="list-style-type: none">• 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	
Provider Internally commissioned	
Delivery 2 times a year	
Booking Contact Joe Horton – 01823 355216 (JHorton@somerset.gov.uk)	

Health and Well Being

Dementia E-Learning Package	Reablement E-Learning Package
Target Group All social care workers	Target Group All social care workers
Duration N/A	Duration N/A
Content <ul style="list-style-type: none"> • Provides an essential overview of dementia including • Understanding dementia, its causes and types • Likely effects on the individual and those who support them • The course is a valuable resource for all staff. It provides essential information and can be used as a refresher or to complement more in-depth training which is available 	Content <p>This e-learning package is intended as an introduction to the concept of Reablement and the purpose of this approach. The programme outlines the key roles provided by people involved with an individual's programme of Reablement. It introduces some of the changes to conversations and traditional ways of working that are required towards providing integrated an service of care.</p> <p>The programme will take approximately 1 to 1.5 hours to complete. It is recommended that this is either through supported or paired learning, to stimulate discussions towards deeper levels of understanding. The accompanying Learning Leads Booklet provides further questions and suggestions to help support the transfer of learning into workplace practice.</p>
Provider Kwango	Provider Kwango
Delivery Via Internet	Delivery Via Internet
Booking Contact For access instructions contact Joe Horton – 01823 355216 (JHorton@somerset.gov.uk)	Booking Contact For access instructions contact Joe Horton – 01823 355216 (JHorton@somerset.gov.uk)

SCILS E-Learning

Social Care Information and Learning Services (SCILS) is an online learning resource/community dedicated to the Health and Social Care Sector.

A wide range of social care materials are available either for online or group learning along with other services that support social care professionals in furthering their knowledge.

The Learning and Development Team pays the subscription to SCILS, so the registration number is free, to any Somerset resident/worker.

How can I access SCILS?

Please [click here](#)

<http://www.scils.co.uk/index.php?task=register> to find out how to register. All staff have been given access to the SCILS website and **all** staff should use the same registration number – **247SOSE**. When you register for the first time you will be asked to indicate whether you work mainly in children's or adult's services. & You can select whether to complete learning materials online or print off hard copy versions.

Health and Well Being

Dementia Awareness Raising	Course Dates
Target Group All social care workers who support people with Dementia	14 June 2011 at Taunton Vale Sports Club 14 September 2011 at the Ring O'Bells, Ashcott
Duration Half-day	
Content <ul style="list-style-type: none"> • An essential overview of dementia, including types of dementia, causes and indicators • Provide understanding of specific issues relating to dementia and people with learning disabilities • Support of the individual and good practice • Policies and procedures staff should adopt • How to use the new E-Learning training package on dementia 	
Provider Externally commissioned	
Delivery 2 times a year	
Booking Contact Kirsty Brown – 01823 355125 (KBBrown@somerset.gov.uk)	

Health and Well Being

Eating & Drinking – PMLD*	Course Dates
Target Group Care workers supporting people with PMLD	22 June 2011 Venue TBC (East Somerset) 26 January 2012 at The Albemarle Centre, Taunton
Duration Half-day	
Content <ul style="list-style-type: none"> To gain an understanding of dysphagia and its impact 	
Provider Externally commissioned	
Delivery 2 times a year	
Booking Contact Kirsty Brown – 01823 355125 (KBBrown@somerset.gov.uk)	

* PMLD – Profound & Multiple Learning Difficulties

Health and Well Being

Empathic Being - PMLD*	Course Dates
Target Group Care workers supporting people with PMLD	17 June 2011 at the Ring O'Bells, Ashcott 4 November 2011 at Oaktree Arena, Highbridge 2 March 2012 at Pilton Village Hall
Duration 1 day	
Content <ul style="list-style-type: none"> • 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 	
Provider Externally commissioned	
Delivery 3 times a year	
Booking Contact Kirsty Brown – 01823 355125 (KBBrown@somerset.gov.uk)	

* PMLD – Profound & Multiple Learning Difficulties

Health and Well Being

Epilepsy	Course Dates
Target Group Care workers supporting people with epilepsy	20 April 2011
Duration 1 day	11 May 2011
Content <ul style="list-style-type: none"> • Definition of Epilepsy • Medication • Issues around the support of individuals with epilepsy <p>Please note that we are limited to 5 places per session</p>	13 June 2011
Provider Externally commissioned	15 June 2011
Delivery 11 times a year	6 July 2011
Booking Contact Kirsty Brown – 01823 355125 (KBBrown@somerset.gov.uk)	27 July 2011
	24 August 2011
	28 September 2011
	26 October 2011
	9 November 2011
	7 December 2011
	All sessions are held at Glanville House, Bridgwater

Health and Well Being

Person Centred Planning Awareness Raising	Course Dates
Target Group All social care workers	28 April 2011 at The Albemarle Centre, Taunton 12 July 2011 Venue TBC 25 November 2011 at Pilton Village Hall 4 January 2012 Venue TBC
Duration Half day	
Content This half day course explores the concept of Person Centred Planning and identifies how traditional care planning has failed to work in partnership with the individual. The course examines issues which prevent or impact on the ability of services to work in a personalised proactive way. Issues such as the communication, capacity and behaviour are all explored. Building on this work the course then provides strategies to assist partnership working which facilitate the Person to better shape the package of care they receive. The course is ideally suited to those supporting individuals at all levels. However Managers may find that the course Care Planning for Managers is more suitable as it explores both how to support the person and other staff to work in a more person centred way over a two half days of training	
Provider Externally commissioned	
Delivery 4 times a year	
Booking Contact Kirsty Brown – 01823 355125 (KBBrown@somerset.gov.uk)	

Health and Well Being

Physiotherapy – PMLD*	Course Dates
Target Group Care workers supporting people with PMLD	To be confirmed
Duration 1 day	
Content <ul style="list-style-type: none"> • An understanding of the role of the Physiotherapist • Consolidated and expanded their knowledge of PMLD • An understanding of the basics of human anatomy and movement • An understanding of the purpose of assisted and passive movements • An understanding of the need for postural management 	
Provider Externally commissioned	
Delivery Once a year	
Booking Contact Kirsty Brown – 01823 355125 (KBBrown@somerset.gov.uk)	

* PMLD – Profound & Multiple Learning Difficulties

Health & Well Being

Speech & Language – PMLD*	Course Dates
Target Group Care workers supporting people with PMLD	17 November 2011 at Yeovil Court Hotel
Duration 1 day	
Content <ul style="list-style-type: none"> • To gain an understanding of what is meant by PMLD • An understanding of informal/formal communication assessment of this service user group • An understanding about developing communication at an appropriate level for the individual • Knowledge of specific tools/approaches for working with this service user group 	
Provider Externally commissioned	
Delivery Once a year	
Booking Contact Kirsty Brown – 01823 355125 (KBBrown@somerset.gov.uk)	

* PMLD – Profound & Multiple Learning Difficulties

Health and Well Being

Visual Impairment Awareness	Course Dates
Target Group All social care workers	16 June 2011 at Somerset Sight, Taunton
Duration 1 day	13 September 2011 at Yeovil Court Hotel
Content <ul style="list-style-type: none">• 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	7 February 2012 at Somerset Sight, Taunton
Provider Externally commissioned	
Delivery 3 times a year	
Booking Contact Joe Horton – 01823 355216 (JHorton@somerset.gov.uk)	

Professional Development

Assertiveness	Course Dates
<p>Target Group All administrative support service & social care staff</p>	<p>1 April 2011 at Yeovil Court Hotel</p> <p>15 September 2011 at the Ring O'Bells, Ashcott</p> <p>5 December 2011 at The Albemarle Centre, Taunton</p> <p>25 January 2012 at the Ring O'Bells, Ashcott</p>
<p>Duration 1 day</p>	
<p>Content This course is designed to help staff identify their own development areas and introduce some techniques to apply back in the workplace. The course requires active learning and staff will be expected to participate in group activities and exercises.</p> <p>The programme will cover:</p> <ul style="list-style-type: none"> • Options for behaving • Using assertiveness to manage tricky situations • Staying assertive 	
<p>Provider Externally commissioned</p>	
<p>Delivery 4 times a year</p>	
<p>Booking Contact Joe Horton - 01823 355216 (JHorton@somerset.gov.uk)</p>	

Professional Development

Managing Performance at Work	Course Dates
Target Group Awaiting information	3 October 2011 Venue TBC
Duration 1 day	
Content <ul style="list-style-type: none">• What is performance management?• The manager's role in managing performance• What are the tools available to help me?• How does my management/leadership style contribute to the way I manage individual performance?• Managing different working styles• Using outcomes to manage individual performance• Developing performance• Managing difficult conversations• Giving/Receiving feedback	
Provider Externally commissioned	
Delivery 2 times a year	
Booking Contact Joe Horton – 01823 355216 (JHorton@somerset.gov.uk)	

Professional Development

Managing Practice Learning (1 day)	Course Dates
<p>Target Group For staff in the PVI sector who wish to be Practice Assessors for Level 1 Social Work students only</p>	<p>To be confirmed</p>
<p>Duration 1 day</p>	
<p>Content</p> <ul style="list-style-type: none"> • Introduction to taking a level 1 student • Student/placement timeline • Learning opportunities in the workplace • Introduction to the National Occupational Standards • Students in difficulties • Social work values • Direct observations • Review meetings • Supervision requirements 	
<p>Provider Externally commissioned with internal tutors</p>	
<p>Delivery Once a year</p>	
<p>Booking Contact Joe Horton – 01823 355216 (JHorton@somerset.gov.uk)</p>	

Professional Development

Managing Practice Learning (5 Days)	Course Dates
Target Group For staff who wish to be Practice Assessors	To be confirmed
Duration 5 days	
Content The Social Work Taskforce has recommended a new framework for assessing social work placements. This course is therefore designed to provide educators with the knowledge and skills to assess a student whilst on placement. For further information regarding the course content please contact Sarah Gray on 01823 355158.	
Provider Internal commissioned with external tutor	
Delivery Once a year	
Booking Contact Joe Horton – 01823 355216 (JHorton@somerset.gov.uk)	

Professional Development

Supervision Skills	Course Dates
<p>Target Group This course is open to all social care staff who currently supervise or are about to become a supervisor</p>	<p>11, 12 July & 13 September 2011 at Pilton Village Hall</p>
<p>Duration 3 days – initial 2 day course with a follow up day six weeks later</p>	<p>18, 19 July & 19 September 2011 at the Ring O’Bells, Ashcott</p>
<p>Content</p> <ul style="list-style-type: none"> • 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 	<p>7, 8 September & 5 October 2011 at The Albemarle Centre, Taunton</p> <p>7, 8 November & 6 December 2011 at The Albemarle Centre, Taunton</p> <p>9 & 10 January & 6 February 2012 at the Ring O’Bells, Ashcott</p> <p>8, 9 February & 15 March 2012 at Pilton Village Hall</p>
<p>Provider Externally commissioned</p>	
<p>Delivery 6 times a year</p>	
<p>Booking Contact Kirsty Brown – 01823 355125 (KBBrown@somerset.gov.uk)</p>	

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Tutor (if known)		Preferred Date(s)	
Submission of an application form does not guarantee a place on a course. Successful candidates will be notified by letter			
Delegate Details			
Full Name			
Tel. No.		E-mail	
Job Title		Service Area	<i>e.g. LD, Adults</i>
Agency			
Work base & Address			
Individual Requirements	<i>e.g. access, large print, loop</i> <i>If you would like to discuss your needs prior to the course please tick here</i> <input type="checkbox"/>		
Line Manager Details			
Name		Tel. No.	
Job Title		E-mail	
Workbase & Address			
Training Confirmation			
Please note that by agreeing to this delegate attending this course, you are agreeing to release them on the training date offered, unless there are unavoidable circumstances.			
Managers Signature		Date	

Please return this form to: Learning & Development Team, A2, County Hall, Taunton, Somerset TA1 4DY