

Organisational Development and Learning
HEALTH and SOCIAL CARE

DIRECTORY OF TRAINING

2008 - 2009

development and
learning opportunities
for care workers in
health and social care

EQUALITY

As a responsible organisation, Cambridgeshire County Council recognises equality issues and it is appropriate that our communications reflect this philosophy.

if you would like a copy of the text of this leaflet in large print, Braille, audio tape or in another language, please call:

Krystyna Bennett
01223 699315

INTRODUCTION

Cambridgeshire County Council Organisational Development & Learning (Health & Social Care) established at Cambridge Professional Development Centre in Trumpington (moving to Shire Hall on 6 May 2008) is the prime leader in the provision of Health and Social Care courses.

As providers of high quality development and learning opportunities we ensure that the Social Care and Health workforce are equipped with the necessary competencies to deliver high quality care; and that users of care services can have confidence in those delivering their care.

A diverse range of learning opportunities are provided in partnership with colleagues in Health, Police, Private/Independent and Voluntary sectors*. In addition to the more traditional 'training' programme we offer a bespoke service where Learning & Development Managers can discuss your team's developmental needs and devise an individualised programme of learning. Whenever appropriate we actively involve service users and carers in our training. For the benefit of participants and employers we also offer venues across the county, including the use of your own premises if suitable.

Sponsorship opportunities for employees are available to access the Degree in Social Work open to those in working in the private and voluntary sector as well as those in the public sector. For further information see page 52.

Also holding the Skills for Care contract for Cambridgeshire, Peterborough and Learning Disability Services we administer the funding to enable health and social care staff to achieve NVQ qualifications. For further information see page 66.



Di Fossey
Social Care Development Manager

* mental health trust
primary care trusts
acute care trust (Addenbrookes)
allied professionals (e.g. paramedics)
general practitioners
district/community nurses

course charges

Due to grant funding we receive, some courses may be free or otherwise subject to a minimal charge depending on which sector you work in.

Please use the contact details detailed at the foot of each page for further information.

Please note:

From 6 May we will be based at Shire Hall and new telephone numbers have been allocated. The new numbers have been updated in this Directory. General office number 01223 699299

Produced by:

Krystyna Bennett
Organisational Development & Learning (Health & Social Care)
Box No SS1017, Room 224
Shire Hall, Castle Hill
Cambridge CB3 0AP

Tel: 01223 699315
General Tel No: 01223 699299

Note: new address and telephone numbers 6 May 2008 (see above)

INDEX

GENERAL

Drinksense Training Plus	8
in-House and Bespoke Training	9
Introduction to Time Management	10
Mental Capacity Act 2005 Awareness Session (half-day)	11
Mental Capacity Act Awareness Session (2-day)	12
Prevention of Infection	13
Raising Awareness	14
Responding to Health Emergencies	15
Safeguarding Children From Harm	16
The Art of Assertiveness	17
Understanding and Discovering Personalities	18
Understanding Mental Health and Dementia Care	19

CARE MANAGEMENT

Bespoke Care Management Sessions	20
Carers' Issues and Assessment	21
Case File Recording	22
Developing Care Management Skills	23
Direct Payments	24
Diversity and Anti-Discriminatory Practice	25
Legislation	26
Needs-Led Assessment	27
Overview for Managers	28
An Introduction Time Management	29
Training for Care Managers	30

MEDICATION

Administration of Ear, Nose, Eye Drops and Inhaled Medicines	31
Key Medication Trainer Scheme	32
Medication Competency Assessments	33
Medication Competency Framework - an introduction	34
Pills 'n' Potions	35

MOVING AND HANDLING

Assisting People to Move	36
Key Movers Training and Scheme	37
Risk Assessment for Assisting People to Move	38

PROTECTION OF VULNERABLE ADULTS

Domestic Abuse Awareness Training	39
In-House and Tailored Courses	40
Initial Investigation Course	41
Intermediate Training	42
Lead Practitioner's Adult Protection Training	43-4
Management Responsibilities in Adult Protection	45
Participating in Strategy Meetings	46
Raising Awareness Training	47

INDEX (cont)

WELFARE BENEFITS

Moving from Benefits Into Work	48
Benefits for Older People	49

SOCIAL WORK AWARDS

Post Qualifying in Social Work Studies	50
Practice Based Learning	51
Social Work Sponsorship Programme	52

LEARNING DISABILITY PARTNERSHIP

Age Discrimination	53
An Introduction to Supporting Adults with a Learning Disability to Meet Their Health Needs	53
Autism - What Is It? An Introduction to Working It Out	53
Autism: An Integrated Approach - furthering your understanding and applying learning	53
Challenging Needs	53
Diversity Training - briefing sessions	53
Diversity Training - basic awareness	53
Gender Dysphoria	54
Diversity Champions	54
Epilepsy Awareness	54
Epilepsy Refresher	54
Meeting People's Needs: working with people with profound, complex needs	54
Mental Health and Learning Disability	54
Oral Hygiene	54
Person Centred Planning - an introduction	54
Person Centred Planning - moving forwards	54
Principles of Supported Living and Meaningful Activities	54
Supporting Service Users to Eat and Drink Safely	55
Total Communication Approach (TCA)	55
Total Communication Approach - specialist day	55
Total Communication Approach - a visual approach	55
Welfare Benefits for People With Learning Disabilities	55
Working with Gypsies and Travellers	55

PHYSICAL DISABILITY, SENSORY IMPAIRMENT & HIV/AIDS TRAINING CONSORTIUM

Introduction to Training Consortium	56
Deaf Awareness	57
Deaf Awareness	57
Introduction to British Sign Language (BSL)	57
Communication Tactics Training	57
Good Communication Skills	57
Visual Impairment Awareness	57
DeafBlind Awareness and Communication	57-8
HIV and Hepatitis at Work	58
Understanding Brain Injury	58
Sexual Health Awareness	58
Disability Benefits Training	58
Disability Equality	59
Disability Awareness	59
Developing Skills in Working With People Who Have Disabilities	59
Complex Needs	59
Direct Payments	59

INDEX (cont)

PHYSICAL DISABILITY, SENSORY IMPAIRMENT & HIV/AIDS TRAINING CONSORTIUM

Basic Awareness for Diversity	59
What Is Advocacy?	60
Working with Vulnerable Adults	60
Conflict Management and Personal Safety	60

SOCIAL WORK AWARDS

Practice Based Learning	61
Social Work Sponsorship Programme	62

EMPLOYEE DEVELOPMENT

Cambs County Council NVQ Assessment Centre	63
Certificate in Management - an introduction	64
Certificate in Management	65
Diploma in Management	66
Women in Management	67

SCILS

Social Care Information & Learning Services	68
---	----

MENTAL HEALTH TRUST

Library and Knowledge Services	69
--------------------------------	----

DRINKSENSE TRAINING PLUS

target audience:

Anyone who works with Young People (up to the age of 25) and comes across situations of alcohol misuse, its wider impacts and related issues such as risk-taking behaviour. This may be around Young People's own drinking or the effects of someone else's drinking.

content:

Alcohol Misuse in Young People and Related Issues.

This training has been commissioned by the Children's Workforce Development Council for People up to the age of 25; and will be facilitated by a member of the Drinksense Team.

learning outcomes:

By the end of the session you will have an enhanced understanding of:

- key factual information on units and measures, strengths and the legal picture re. Young People and alcohol
- Risk and Harm - is it just the alcohol?
- the function and impact of alcohol misuse including parental alcohol misuse
- the motivation for drinking

links to national occupational standards and awards:

The session maps to a variety of Drugs and Alcohol National Occupational Standards (DANOS) - participants will receive a certificate for their development records.

charges - see page 4

training manager
tel no.
eMail

Jo Jakeman (Drinksense)

training administrator
tel no.
eMail

temp
01223 699313

IN-HOUSE AND BESPOKE TRAINING

need a different course?

For organisations who need a more flexible approach to training. Save on travel time and host the training small groups of your staff/employees at the same time, on your own premises. Times to suit your workplace needs and by agreement with the trainer.

Content to be discussed with the trainer as to suitability for this type of training.

how do I arrange this type of training?

If you wish to have a tailor-made course around NVQ Level 2 or 3, a bespoke course to suit your individual needs or to arrange in-house training, see contact details below.

charges - see ipage 4

training manager
tel no.
eMail

Sue Owen
01223 699320
sue.owen@cambridgeshire.gov.uk

training administrator
tel no.
eMail

INTRODUCTION TO TIME MANAGEMENT

target audience:

All Care Managers and relevant professionals who work in the care management field and are required to manage their own time and workload.

content:

The programme content, supported by exercises and discussion, course handbooks and related documents, will include:

- IMPORTANT versus URGENT
- workload management
- coping with interruptions
- effective meetings
- beat procrastination - grasp the nettle
- telephones
- e-mails
- stress and the link with time management
- practical systems for time management

The course will:

- consider and explore issues around prioritising work
- workload management
- effective meetings
- managing telephones and practical assistance
- tips with course topics linked to relevant departmental policies

learning outcomes:

The course will:

- provide practitioners with practical and effective tools to be able to manage their

workload and time

- raise awareness of effective strategies for prioritisation of work, managing workflow, information, meetings and ultimately, time
- provide information about departmental policies and procedures, related to workload management and work/life balance issues

links to national occupational standards and awards:

Provides underpinning knowledge for:

- NVQ Level 3 - HSC33
- NVQ Level 4 - HSC43

charges - see page 4

training manager
tel no.
eMail

Helen Berrey
01223 699309
helen.berrey@cambridgeshire.gov.uk

training administrator
tel no.
eMail

temp
01223 699313
n/a

MENTAL CAPACITY ACT 2005 AWARENESS SESSION

target audience:

All interested staff across health and social care sectors.

content:

A half-day awareness session on the Mental Capacity Act 2005.

learning outcomes:

- awareness of the five principles of the Mental Capacity Act
- ability to understand the principles of assessing capacity and best interests
- awareness of overlaps with legislation (Children & Young People and Mental Health)
- information about LPA and Advance decisions

charges - see ipage 4



<p>training manager tel no. eMail</p>	<p>John Leighton 01223 699312 john.leighton@cambridgeshire.gov.uk</p>
<p>training administrator tel no. eMail</p>	<p>Aji Pappachen 01223 699302 aji.pappachen@cambridgeshire.gov.uk</p>

MENTAL CAPACITY ACT 2005 AWARENESS SESSION

target audience:

For front line staff who will make formal assessments of capacity and their line managers.

content:

A two-day course for participants who have attended the Basic Awareness Session or have prior understanding of the Mental Capacity Act.

Day 1

Explores the Statutory Capacity Assessment Framework and its application in practice.

Day 2

Mostly given to an assessment workshop intended for practitioners to bring 'live' case studies from their own work with a view to identifying where and how to apply the Mental Capacity Act.

learning outcomes:

- awareness of Statutory Capacity Assessment Framework
- able to identify situations when a capacity assessment might be necessary
- able to apply best practices checklist
- able to consider the role of families and carers in best interests and consideration
- awareness of the role of the Independent Mental Capacity Advocates
- able to consider issues around multi-disciplinary team work

charges - see page 4

training manager
tel no.
eMail

John Leighton
01223 699312
john.leighton@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Aji Pappachen
01223 699302
aji.pappachen@cambridgeshire.gov.uk

target audience:

All employees who work within an environment that delivers care to individuals.

content:

A two-hour course covering:

- the nature of infection
- how infection is spread
- risks to service users
- risks to employees and responsibilities to Line Managers
- strategies for preventing the spread of infection
- application to the workplace

learning outcomes:

- to have a knowledge of the term micro-organisms
- to explain the effects of micro-organisms on the body
- to outline the risk to service users from the risk of acquiring an infection
- how to protect service users from the risk of acquiring an infection
- to describe current good practice in preventing the spread of infection
- to apply these principles to the job and the workplace

charges - see ipage 4



training manager
tel no.
eMail

training administrator
tel no.
eMail

Jennifer Rogers
01223 699310
jennifer.rogers@cambridgeshire.gov.uk

Hannah Lee
01223 699308
hannah.lee@cambridgeshire.gov.uk

RAISING AWARENESS OF LONE WORKING

target audience:

For all staff.

content:

To introduce all staff to the concept of personal safety.

learning outcomes:

By the end of the workshop participants will be expected to:

- define personal safety
- define aggression
- identify particular risks associated with their everyday work role
- begin to explore ways in which we can lessen those risks
- explore the legal responsibilities of both the employer and employee
- consider Time / Choice model

links to national occupational standards and awards:

Every Child Matters Outcomes:

- Stay Safe (SS)

Common Core Skills and Knowledge:

- Effective Communication and Engagement (CC1)
- Child and Young Person Development (CC2)
- Safeguarding and Promoting the Welfare of the Child (CC3)
- Multi-agency (CC5)
- Sharing Information (CC6)

charges - see page 4

training manager
tel no.
eMail

Ashley Hinson
01223 699303
ashley.hinson@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Marcus Gynn
01223 699316
marcus.gynn@cambridgeshire.gov.uk

RESPONDING TO HEALTH EMERGENCIES

target audience:

Anyone who may have to deal with health and environmental emergencies and incidents.

content:

A half-day course on how to take appropriate and immediate action to deal with:

- health and environmental emergencies and incidents
- summoning assistance immediately, when this is necessary

It will cover:

- observation and assessment of the situation - 999 as the highest priority, immediate dangers and need for any other help
- rectify any dangers surrounding Health and Safety e.g. moving a person away from a fire
- observe A, B, C rule for immediate action, checking:
 - **A** - Airway
 - **B** - Breathing
 - **C** - Circulation

learning outcomes:

- to know when to take appropriate and immediate action summoning assistance immediately when it is required
- to identify risks/hazards and make informed decisions when risk factors/hazards may cause an emergency
- to describe the support and assistance

needed prior to the arrival of someone who is qualified to deal with the emergency

- to explain the importance of ensuring the area around the person is as safe and private as possible
- to list the correct Health and Safety procedures
- to explain the support given to others involved in the incident/emergency situation
- to record and report incidents/emergencies accurately and according to organisational and legal requirements
- to describe the appropriate actions to deal with the emergency situations and summon assistance immediately when this is necessary

links to national occupational standards and awards:

The course workbook links to the underpinning knowledge for:

- NVQ Level 2 - HSC22c (Take Actions to Deal with Emergencies)
- NVQ Level 3 - HSC323c (Minimise the Risks Arising from Emergencies)
- Common Induction Standards 3.4 (Emergency First Aid)
 - 3.4.1 (I know what to do in response to illness or accident)
 - 3.4.2 (Understand basic emergency first aid)
 - 3.4.3 (Understand what you are not allowed to do in relation to first aid at this stage of your training)

charges - see ipage 4

training manager
tel no.
eMail

Jennifer Rogers / Kerry Connelly
01223 699310 / 01223 399314
jennifer.rogers@cambridgeshire.gov.uk
kerry.connelly@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Andy Nash
01223 699301
andy.nash@cambridgeshire.gov.uk

SAFEGUARDING CHILDREN FROM HARM

target audience:

Care Managers, Social Workers and Occupational Therapists working with Older People and Adult Disability Services.

content:

This one-day course provides a basic knowledge of child protection issues.

learning outcomes:

By the end of the course participants should have an awareness of:

- the signs and indicators of possible abuse and neglect
- what to do if there are concerns about children, in order to safeguard and promote the welfare of children
- what will happen once they have informed someone of their concerns
- the further contribution they may be asked or expected to make, including how to share information
- some basic information about the legislative framework
- their roles and responsibilities and those of others

charges - see page 4

training manager
tel no.
eMail

Nicky O'Connell (Independent Trainer)
nicky.o'connell@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Patrick Sheil
01223 699317
patrick.sheil@cambridgeshire.gov.uk

THE ART OF ASSERTIVENESS

target audience:

All staff working in teams.

content:

This course is for everyone who may have wondered:

- how can I overcome my shyness?
- why is it that I can't express myself well - it always comes out like a command!
- how can I become more able to resist the pressure and dominance of excessively dominant people?
- why do I say 'Yes' when I really mean 'No'!

learning outcomes:

- being clear about what you feel, and knowing what you need and how it can be achieved
- being able to communicate calmly without attacking another person
- knowing when you are harmonising and saying 'Yes' when perhaps you should have said 'No'
- understanding boundaries and making decisions that you can stick to confidently
- handling conflict without being defensive
- knowing how to negotiate especially when you have a different outcome than someone else
- being able to talk about yourself and being able to listen to others
- having confident, open body language and being able to talk about yourself without going red and stammering
- being able to give and receive positive and negative feedback

- establishing a 'new you', as you engage in a positive and optimistic outlook on life

charges - see ipage 4

training manager
tel no.
eMail

Sue Owen
01223 699320
sue.owen@cambridgeshire.gov.uk

training administrator
tel no.
eMail

temp
01223 699313
n/a

UNDERSTANDING AND DISCOVERING PERSONALITIES

target audience:

All staff working in Social Care or PCT

content:

A half-day course on understanding personality types and understanding behavioural styles.

learning outcomes:

By the end of the course participants will understand:

- the DISC Personality model
- individual behaviour based on personality
- appreciate the tool of DISC as a non-judgemental assessment which has been developed through research
- recognise behavioural styles and personality types in themselves as well as others

charges - see page 4

training manager
tel no.
eMail

Sue Owen
01223 699320
sue.owen@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Andy Nash
01223 699301
andy.nash@cambridgeshire.gov.uk

UNDERSTANDING MENTAL HEALTH AND DEMENTIA CARE

target audience:

All staff who require knowledge of mental health and dementia care.

content:

A two-day course covering a range of topics to help participants gain knowledge and insight into mental health and dementia care.

learning outcomes:

Day 1

- revitalising care values
- schizophrenia
- myths of mental health
- supporting people in distress

Day 2

- dementia care
- gaining new insights
- practical understanding and insights
- assessment process for carers

charges - see ipage 4

training manager
tel no.
eMail

Sue Owen
01223 699320
sue.owen@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Andy Nash
01223 699301
andy.nash@cambridgeshire.gov.uk

BESPOKE CARE MANAGEMENT SESSIONS

target audience:

Any manager requiring bespoke training for their team/workforce.

content:

Care Management courses can be adapted to meet the individual needs of your team.

Bespoke training sessions can be developed and provided on request

These bespoke sessions may be offered in your place of work on:

- agreement of number attending
- adequate space
- adequate facilities

charges - see page 4

training manager
tel no.
eMail

Helen Berrey
01223 699309
helen.berrey@cambridgeshire.gov.uk

training administrator
tel no.
eMail

temp
01223 699313
n/a

CARERS' ISSUES AND ASSESSMENT

target audience:

All Care Managers, Social Workers, Occupational Therapists, Community Nurses, Physiotherapists and Care Co-ordinators, who are required to support Carers and provide Carers' Assessments as part of their daily tasks and responsibilities.

content:

A one-day course for staff members who have a responsibility to offer a full assessment and subsequent services to Carers; and to have a better understanding of how to follow procedures and guidance. To provide a full service to Carers and achieve the occupational requirement by considering and exploring Carers issues using:

- experiences
- exercises
- discussion
- occasional guest speakers
- course books and related documents

To consider and explore Carers' issues and assessments through the following programme:

- a carer's perspective
- legislative background
- local policy and procedures
- how to identify a Carer
- the meaning of caring 'substantially and regularly'
- risks to maintaining the caring role
- carer's assessment - local format

- consideration of the outcome of the local Carers Service Development Plan 'Carers Consultation'

learning outcomes:

- to provide information on legislation that has led to the identification of the needs of the Carer
- to look at local policies and procedures and how to use them
- how to raise awareness of what it means to be a Carer
- how to identify a Carer
- how to provide Carer's Assessments
- how to empower Carers to enable them to access services to meet their needs

links to national occupational standards and awards:

This course provides links and underpinning knowledge for:

- NVQ Level 3 - HSC31, HSC3, HSC35, HSC348
- NVQ Level 4 - HSC41, HSC42, HSC45, HSC421, HSC426, HSC427, HSC428, HSC432

charges - see ipage 4

training manager
tel no.
eMail

Helen Berrey
01223 699309
helen.berrey@cambridgeshire.gov.uk

training administrator
tel no.
eMail

temp
01223 699313
n/a

CASE FILE RECORDING

target audience:

For staff/employees, who have a responsibility to record Service User Information, to have a better understanding of why good standards are important and how to achieve this occupational requirement, such as:

- Care Managers
- Social Workers
- Occupational Therapists
- Community Nurses
- Care Co-Ordinators
- Support Workers

content:

This course considers and explores case file recording issues through the following programme content:

- experiences of recording - discussion
- consider recording requirements from Operational Instructions
- exercises on what and how to record, to learn how to record well
- file summaries - how to complete; and sharing of information with colleagues
- case file security
- confidentiality issues
- information on Data Protection Act and Freedom of Information Act

learning outcomes:

- to gain an understanding of the importance of good case file recording - the clarity, range and depth of recording

- to learn about the different methods of recording
- to learn about Operational Instructions and procedure requirements (CCC), forms and paper filing
- to be aware of the implications of the Data Protection Act and Freedom of Information Act
- to gain an understanding of, and be able to fulfil, the requirements for:
 - accurate and timely case file recording
 - data protection
 - confidentiality issues - including ICT and e-mail formats

links to national occupational standards and awards:

This course links to and provides underpinning knowledge for:

- NVQ Level 3 - HSC31
- NVQ Level 4 - HSC41, 434

charges - see page 4

training manager
tel no.
eMail

Helen Berrey
01223 699699309
helen.berrey@ambridgeshire.gov.uk

training administrator
tel no.
eMail

temp
01223 699313
n/a

DEVELOPING CARE MANAGEMENT SKILLS

target audience:

All Care Managers and Social Workers working within adult support services, who would like an opportunity to refresh their current practice and skills.

content:

This two-day course provides an opportunity for care managers to further develop their skills and knowledge; and to provide current information regarding legislation; and the modernisation agenda.

DAY 1

- dealing with change
- the role of the care manager within multi-disciplinary working
- health/social care 'jargon' and differences
- reflective practice - linked to the use of, and getting the best out, of supervision

DAY 2

- case conferences and multi-disciplinary meetings - advantages and practicalities
- service user/care conflict; crisis intervention; complaints
- legislation update

learning outcomes:

Practitioners have an opportunity to:

- consider their current care management skills

- develop their skills around working in conflict or crisis situations
- recognise their role and the responsibilities of their employer and how that fits into integrated service provision
- have an opportunity to consider new legislation and the current service developments

links to national occupational standards and awards:

Provides underpinning knowledge for NVQ's in Health & Social Care, Level 3 and 4. Also, providing underpinning knowledge for social workers undertaking professional development.

charges - see ipage 4



training manager
tel no.
eMail

training administrator
tel no.
eMail

Helen Berrey
01223 699309
helen.berrey@cambridgeshire.gov.uk

temp
01223 699313
n/a

DIRECT PAYMENTS

target audience:

All Care Managers, Social Workers, Occupational Therapists, Community Nurses, Physiotherapists and Care Co-Ordinators, who are required to provide Direct Payments to Service Users and Carers.

content:

These half-day sessions are arranged on a service/locality basis and allow practitioners to have a better understanding and knowledge of how to provide Direct Payments for Service Users and Carers.

To access the appropriate training sessions, which are arranged on a Service/Locality basis, participants should contact their line manager/ area manager for details.

learning outcomes:

By the end of the session, participants should have an understanding of:

- Direct Payments legislation
- service users and carers who may benefit from Direct Payments
- services that may be accessed via Direct Payments
- how to complete a Direct Payments application
- the role of the support organisation Cambridgeshire PASS

You will also:

- gain an understanding of Direct Payments legislation and how it is applied in Cambridgeshire
- be aware of the impact of Direct Payments for Service Users and Carers, so far, in Cambridgeshire
- learn about Operational Instructions and procedure requirements relating to Direct Payments
- become aware of when and how to offer Direct Payments to Service Users and Carers
- gain knowledge of the role of Cambridgeshire PASS

charges - see page 4

training manager
tel no.
eMail

Helen Berrey
01223 699309
helen.berrey@cambridgeshire.gov.uk

training administrator
tel no.
eMail

temp
01223 699313
n/a

DIVERSITY & ANTI-DISCRIMINATORY PRACTICE

target audience:

All Care Managers and their colleagues who work within Adult Social Care Services.

content:

During this course, participants will consider legislation, good practice, skills, values and knowledge in relation to diversity and anti-discriminatory practice with Service Users.

Participants will look at definitions of discrimination, oppression and assumptions, and explore their own values and beliefs, and the value of the individual.

The day offers the opportunity, within a safe environment, for discussing and developing an awareness of diversity and anti-discriminatory practice, and will provide practitioners with information to help them challenge discrimination at various levels.

The course covers:

- legislation in relation to valuing diversity, anti-discriminatory practice and human rights
- how prejudices develop, and the importance of anti-discriminatory practice within care management
- the skills, values and knowledge needed to challenge discrimination

learning outcomes:

- for practitioners to have the ability to provide an anti-discriminatory, non-judgmental, social care service for all adult Service Users
- be able to challenge discrimination
- be able to offer culturally sensitive support to Service Users

links to national occupational standards and awards:

This module provides underpinning knowledge for

- NVQ Level 3 - HSC35
- NVQ Level 4 - HSC45

charges - see ipage 4

training manager
tel no.
eMail

Helen Berrey
01223 699309
helen.berrey@cambridgeshire.gov.uk

training administrator
tel no.
eMail

temp
01223 699313
n/a

LEGISLATION

target audience:

All Care Managers, Social Workers, Occupational Therapists, Community Nurses, Physiotherapists and Care Co-Ordinators, who are required to have a general knowledge of Adult Community Care Legislation.

content:

Participants will consider past and current legislation in relation to community care, care management and adult care services, including relevant legislation for particular issues and service user groups.

As adult social care legislation is so extensive, this day will provide a general overview, plus a summary of the most pertinent legislation, and additional information on how to locate further information on specific topics.

The programme will include legislation related to:

- Community Care and Care Management
- Diversity and Anti-Discriminatory Practice
- Disability and Human Rights
- Mental Health
- Informal Carers
- NSF's, DoH guidance, the modernisation agenda and related White Papers
- Employment and Data Protection

learning outcomes:

To understand information of:

- legislation that has led to the current community care adult services structure
- legislation and guidance related to the rights of adult service users and their carers
- legislation and guidance related to the responsibilities of community care service providers

links to national occupational standards and awards:

This course links and provides underpinning knowledge for:

- NVQ Level 3 - HSC31, HSC32, HSC35
- NVQ Level 4 - HSC41, HSC42, HSC45

charges - see page 4

training manager
tel no.
eMail

Helen Berrey
01223 699309
helen.berrey@cambridgeshire.gov.uk

training administrator
tel no.
eMail

temp
01223 699313
n/a

NEEDS-LED ASSESSMENT

target audience:

All Care Managers, Social Workers, Occupational Therapists, Community Nurses, Physiotherapists and Care Co-Ordinators who are required to provide a Care Management social care assessment service for adult service users as part of their daily tasks and responsibilities.

content:

A two-day course to consider and explore assessment issues through a programme using exercises and discussion, experiences, input from guest speakers, course books and related documents:

- defining need
- legislative background
- person-centred - what does it mean?
- advocacy
- communication issues to consider during an assessment
- local procedures
- local assessment formats, tools (i.e. SOC311) and guidance
- assessment exercises
- management of risk
- eligibility criteria for services

learning outcomes:

- consider and discuss the meaning of 'needs-led'
- raise awareness of 'person-centred' practice and consider how it can be demonstrated within the assessment process

- consider communication issues within the assessment process
- complete an assessment within an anti-discriminatory framework
- consider alternative intervention options i.e. advocacy
- look at and discuss local policies and procedures, assessments formats (SOC311) and guidance
- consider the linking of assessment outcomes within eligibility criteria for services
- discuss the management of risk within the assessment process
- service users rights

links to national occupational standards and awards:

This course provides underpinning knowledge for:

- **NVQ Level 3** - HSC31, HSC32, HSC35, HSC330, HSC331, HSC332, HSC339, HSC343, HSC350, HSC353, HSC356
- **NVQ Level 4** - HSC41, HSC42, HSC45, HSC410, HSC411, HSC412, HSC414, HSC417, HSC418, HSC420, HSC422, HSC450

charges - see ipage 4



training manager
tel no.
eMail

training administrator
tel no.
eMail

Helen Berrey
01223 699309
helen.berrey@cambridgeshire.gov.uk

temp
01223 699313
n/a

OVERVIEW FOR MANAGERS

target audience:

Primarily for Assistant Locality Managers, Assistant Team Managers, Managers in Older People's Services, who find they need to know more about social care and care management issues and may have a different professional background from field work social care e.g. health, home care.

content:

This course provides an opportunity for Managers who are directly involved in providing Older People's Services, to gain a greater understanding and knowledge of:

- the background to community care
- how local policies have been shaped by legislation
- the practical use of the local procedures and forms, the role and responsibilities of the Care Manager
- the rights of Service Users - and the services available to them

The full Care Management course is ten sessions covering all these issues in depth. The course is open to Care Managers and others who need to know in more detail about the care management role; therefore it is also open to Managers within the Social Care field. This may be preferred option for those who attend this first day.

This is a busy day, with some topics summarised only by pertinent points, therefore, if required following this session, further sessions may be provided on specific topics identified as being of particular interest to those who attend this first

day.

learning outcomes:

Participants will have an opportunity to consider:

- legislation, community care, anti-discriminatory practice, mental health, data protection
- code of practice for Social Care workers
- knowledge and skills required within care management
- needs-led assessment
- SOC forms, including SOC303
- daily tasks of a Care Manager
- residential/nursing care panel procedures
- carer's issues
- PoVA issues
- fees, charges and benchmarks
- services that can/cannot be provided through local authority funding
- direct payments
- SAP

To raise awareness of:

- underpinning legislation and guidance related to Social Care and Care Management
- the knowledge and skills required of Care Managers, and their tasks and responsibilities, including risk assessment and PoVA issues
- procedures related to care planning, including home-based care packages, residential and nursing care, and direct payments
- support options and services available to service users and carers
- financial issues - fees and charges, and benchmarks

charges - see page 4

training manager
tel no.
eMail

Helen Berrey
01223 699309
helen.berrey@cambridgeshire.gov.uk

training administrator
tel no.
eMail

temp
01223 699313
n/a

AN INTRODUCTION TO TIME MANAGEMENT

target audience:

All Care Managers and relevant professionals who work in the care management field and are required to manage their own time and workload.

content:

The programme content is supported by exercises and discussion, course handbooks and related documents, will include:

- **important** versus **urgent**
- workload management
- coping with interruptions
- effective meetings
- beat procrastination - grasp the nettle
- telephones
- e-mails
- stress and the link with time management
- practical systems for time management

learning outcomes:

To consider and explore issues around prioritising work, workload management, effective meetings, managing telephones and practical assistance and tips with course topics linked to relevant departmental policies.

The course will:

- provide practitioners with practical and effective tools to be able to manage their workload and time
- raise awareness of effective strategies for prioritisation of work, managing workflow,

- information, meetings and ultimately, time
- provide information about departmental policies and procedures, related to workload management and work/life balance issues

links to national occupational standards and awards:

This course provides underpinning knowledge for:

- **NVQ Level 3** - HSC33
- **NVQ Level 4** - HSC43

charges - see ipage 4



training manager
tel no.
eMail

training administrator
tel no.
eMail

Helen Berrey
01223 699309
helen.berrey@cambridgeshire.gov.uk

temp
01223 699313
n/a

TRAINING IN CARE MANAGEMENT FOR CARE MANAGERS

target audience:

All Care Managers

content:

A ten-day course spread over ten weeks designed to provide Care Managers with the underpinning knowledge for professional development.

learning outcomes:

To consider and explore care management issues, through the following programme content:

- legislation related to care management, anti-discriminatory practice, health issues, equal opportunities and human rights issues and data protection
- case file recording and related Operational Instructions
- anti-discriminatory practice
- protection of vulnerable adults (PoVA)
- needs-led, person-centred assessment
- carers' issues and assessment
- care planning and joint working
- care planning - the practicalities
- service user and practitioners relationships
- monitoring and reviewing
- using experiences, exercises and discussion, and the inclusion of the occasional guest speakers, individual session course books and related documents

Also

- to provide Care Managers with an opportunity for developing their knowledge, values, and skills, to enable them to

demonstrate good practice, competently and confidently throughout their work, with adult service users and carers

- to provide Care Managers with information of underpinning legislation, guidance on how to understand and follow the Operational Instructions, and information and guidance in the use of a variety of relevant recording formats
- to enable Care Managers to formulate, reflect on, and use knowledge gained, for their own professional development

links to national occupational standards and awards:

This course links and provides underpinning knowledge for:

- NVQ Level 3 - HSC31, HSC32, HSC33, HSC35
- NVQ Level 4 - HSC41, HSC42, HSC43, HSC45

charges - see page 4

training manager
tel no.
eMail

Helen Berrey
01223 699309
helen.berrey@cambridgeshire.gov.uk

training administrator
tel no.
eMail

temp
01223 699313
n/a

ADMINISTRATION OF EAR, NOSE, EYE DROPS & INHALED MEDICATION

target audience:

All staff (Level 2 and 3, plus Managers) with a responsibility for administering medication.

content:

This half-day course includes:

- assessment
- correct techniques
- storing
- disposal of waste
- reporting and recording
- hand washing

learning outcomes:

To understand methods of best practice related to the application of:

- eye drops / ointments
- nose drops / sprays
- ear drops
- inhaled medicines (including the use of nebulisers)

charges - see ipage 4



training manager tel no. eMail	Kerry Connelly 01223 699314 kerry.connelly@cambridgeshire.gov.uk
training administrator tel no. eMail	Andy Nash 01223 699301 andy.nash:cambridgeshire.gov.uk

KEY MEDICATION TRAINER SCHEME

target audience:

For chosen staff members who will be required to cascade training to their workforce.

content:

Cambridgeshire County Council's Organisational Development and Learning (Health & Social Care) team and Cambridgeshire Primary Care Trust have agreed to work in partnership to deliver the 'Medicines Management in the Domiciliary Care Setting' basic awareness training to health and social care staff.

The 'Train the Trainer' course provides the underpinning knowledge for NVQ Levels 3 and 4 or for the 'Certificate in Learning and Development' and will enable key trainers to plan, deliver and evaluate medication training.

It is recommended that all 'Key Medication Trainers' work towards one of the above qualifications.

To join this scheme each KMT will be asked to sign the 'Partnership Agreement' before attending the 'Pills 'n' Potions' medication training course and the two-day 'Key Medication Train the Trainer' course.

You will be supported by the Training Organiser for Medication Management, who will be able to support you in planning, reviewing and evaluating your Medication Training and Medication Competency Assessments.

There are a series of 'Medication Workshops', organised by the Medication Management

Steering Group, held throughout the year, to which you will be invited to attend *at least* three out of four of the workshops.

Each KMT will be required to sign a 'Partnership Agreement' before attending the 'Pills 'n' Potions' and 'Train the Trainer' courses which enables you to be supported in planning, reviewing and evaluating your Medication Training and Medication Competency Assessments.

charges - see page 4

training manager
tel no.
eMail

Kerry Connelly
01223 699314
kerry.connelly@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Andy Nash
01223 699301
andy.nash@cambridgeshire.gov.uk

MEDICATION COMPETENCY ASSESSMENTS

target audience:

All staff who administer medication.

content:

Managers need to be aware that all staff administering medication require an annual competency assessment.

This incorporates the Competency Framework for the Administration of Medication to Individuals based on HSC375a and b.

This course also refers to the Cambridgeshire PCT documents ' Cambridgeshire Health and Social Care organisations "Assisting People with Prescribed Medication in the Domiciliary Setting"

- 2.0 Responsibilities
- 2.9 Training and Development

It also refers to Cambridgeshire Health and Social Care training:

- Pills 'n' Potions
- Key Medication Training Scheme

For further information see contact details below.

charges - see ipage 4



training manager	Kerry Connelly
tel no.	01223 699314
eMail	kerry.connelly@cambridgeshire.gov.uk
training administrator	
tel no.	
eMail	

target audience:

Line Managers required to assess the competency of care staff.

content:

This short course is designed to give the line manager the knowledge and skills required to assess the competency of care staff to safely assist with the administration of medication to individuals.

learning outcomes:

- levels of assistance
- using a medication administration record (MAR chart)
- practical tips and advice

links to national occupational standards and awards:

Linked to NVQ Level 3 - HSC375a and b and supports the Cambridgeshire Medication Policy 'Assisting People with Prescribed Medication in the Domiciliary Care Setting'.

charges - see page 4

training manager
tel no.
eMail

Kerry Connelly
01223 699314
kerry.connelly@cambridgeshire.gov.uk

training administrator
tel no.
eMail

temp
01223 699313
n/a

target audience:

- PCT staff
- health care staff
- social care assistants/support workers
- care managers and social workers
- managers of the above
- physical disability staff
- independent sector staff who are using PCT Medication Policy

content:

A one-day course covering:

- Medication Policy for PCT teams
- what is a drug and medicine and how they work
- categories of drugs
- prescription drugs and emergency supplies
- ten types of directions for medicines
- methods of administering drugs
- eye, ear, nose medication
- transdermal drugs
- systemic and topical drugs
- storage of medication and record keeping
- a homely remedy?
- giving, taking and refusal of medication
- Medicines Act 1991
- rights and choices

The trainers for this course are either Registered General Nurses or specialist managers in care. They have many years experience working in their specialist fields; with training qualifications; and are working in partnership with the PCT's.

learning outcomes:

To understand the importance of:

- the Medication Management Policy for Domiciliary Workers and their Managers
- medication storage
- administration of medication
- doses and instructions
- legal administration
- the way drugs work
- problem solving in medication

links to national occupational standards and awards:

Related to NVQ knowledge evidence of Level 3.

charges - see ipage 4



training manager
tel no.
eMail

training administrator
tel no.
eMail

Sue Owen
01223 699319
sue.owen@cambridgeshire.gov.uk

Andy Nash
01223 699301
andy.nash@cambrdgeshire.gov.uk



ASSISTING PEOPLE TO MOVE

target audience:

All staff who are required to assist people to move in the workplace.

content:

Course content is specifically tailored to your requirements with a support scheme and training can be delivered at your site or at our training centre.

learning outcomes:

- basic anatomy of the spine
- general back care and posture
- safe principles and techniques of Moving and Handling
- equipment to help you in the workplace
- manual handling regulations
- reducing risks in the workplace

charges - see page 4



training manager
tel no.
eMail

training administrator
tel no.
eMail

Jennifer Rogers
01223 699309
jenniferrogers@cambridgeshire.gov.uk

Hannah Lee
01223 699308
hannah.lee@cambridgeshire.gov.uk

KEY MOVERS TRAINING AND SCHEME

target audience:

- experienced care workers
- key workers

content:

A two-day programme where candidates will gain a higher level of skills in practice and theory; and then attend termly half-day meetings with their trainers for ongoing support.

On completion of the course candidates should be able to help new staff in their induction programme.

learning outcomes:

Key Movers are selected by their managers as staff who are seen to have high standards of care and experiences in their work.

They should be respected by peers and be willing to promote Moving and Handling support within the workplace.

charges - see ipage 4



training manager
tel no.
eMail

training administrator
tel no.
eMail

Jennifer Rogers
01223 699310
jennifer.rogers@ambridgeshire.gov.uk

Hannah Lee
01223 699308
hannah.lee@cambridgeshire.gov.uk

RISK ASSESSMENT FOR ASSISTING PEOPLE TO MOVE

target audience:

Staff with a responsibility for assisting people to move.

content:

A programme to cover the assessment of risk when assisting people to move in the workplace.

learning outcomes:

- understand the need for assessing risks when handling people
- recognise the importance of including the service user and other interested parties in the decision making process
- decide the level of risk when undertaking assessments
- accurately document the risks
- develop a plan to:
 - reduce the level of risk
 - document the results
 - put into practice a workable review process

charges - see page 4

training manager
tel no.
eMail

Jennifer Rogers
01223 699310
jennifer.rogers@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Hannah Lee
01223 699308
hannah.lee@cambridgeshire.gov.uk

DOMESTIC ABUSE AWARENESS TRAINING

target audience:

Practitioners working with vulnerable adults from:

- Health
- Social Care
- Mental Health
- Housing
- Voluntary agencies

content:

Cambridgeshire and Peterborough Adult Protection Partnership offers a two-day, multi-agency introductory course examining the nature, scale and consequences of domestic violence, particularly focusing on vulnerable adults; and how to take appropriate action, where possible.

The course is both practical and experiential. Participants will experience an enjoyable and productive workshop involving group discussion and participation exercises. A range of guest speakers from Police and Women's Aid participate in the training.

learning outcomes:

By the conclusion of the course, participants will be able to:

- demonstrate an understanding of the extent of domestic violence within our society
- demonstrate an understanding of the impact of domestic violence on vulnerable adults and children

- explore personal strategies and practices to protect and safeguard those experiencing domestic violence
- explore appropriate interventions

CHARGES

Free of charge to staff from:

- Cambridgeshire County Council
- Primary Care Trust
- Mental Health Trust
- voluntary and independent health and social care sector

Charges apply to staff from:

- independent housing providers - £20 per person
- voluntary housing providers - £16 per person

charges - see ipage 4

training manager
tel no.
eMail

Christine Jones
01223 699305
christine.jones@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Elly Eyers
01223 699307
elly.eyers@cambridgeshire.gov.uk

IN-HOUSE & TAILORED COURSES

target audience:

For organisations/teams with a number of staff with the same training needs.

content:

Cambridgeshire & Peterborough Adult Protection Partnership is already meeting the evolving training needs of health and social care practitioners by providing a programme of top quality workshops, run by specialist trainers.

Many of our current courses are now available in-house, or can be tailored to provide training to suit your organisation's requirements.

We appreciate that training represents a significant investment for your organisation, which is why PoVA Tailored Training has been designed. It offers a range of flexible options to suit your training needs and your budget.

the benefits:

- a dynamic programme specifically tailored for your requirements
- your choice of time and place - if you hold it on your own premises you can save valuable time and travel costs
- Tailored Training provides a cost effective solution if you have a number of people with the same training needs
- the programme will fit within your organisation's culture and enhances working relationships and team working between colleagues

CHARGES

Free of charge to staff from:

- Cambridgeshire County Council
- Primary Care Trust
- Mental Health Trust
- voluntary and independent health and social care sector

Charges apply to staff from:

- independent housing providers - £20 per person
- voluntary housing providers - £16 per person

charges - see page 4

training manager
tel no.
eMail

Jenny Moran
07766 368 655
jenny.moran@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Elly Eyers
01223 699307
elly.eyers@cambridgeshire.gov.uk

INITIAL INVESTIGATION COURSE

target audience:

Aimed primarily at senior practitioners who require an understanding of investigating adult protection concerns and actual abuse cases.

content:

This two-day course enables staff to have an understanding of the issues relating to the investigative process and to adopt best practice into investigations and making enquiries in adult protection work.

The training will be a mixture of scenarios, trainer presentations, group exercises and discussions.

learning outcomes:

By the end of the course participants will have:

- an understanding of the common issues across agencies for working effectively in adult protection investigations, including awareness of shared policies and procedures
- an appreciation of respective roles and responsibilities of the different professionals and agencies involved in adult protection investigations and how to work together effectively
- increased knowledge of policy and practice between health and social services agencies locally and the actions required to help achieve effective inter-agency working and case co-ordination
- an appreciation of the diverse backgrounds and experiences of staff, service users and carers; and how this impacts upon the effectiveness of adult protection investigations

- increased confidence for sharing information between the various interests and the effective management of confidentiality issue
- an awareness of how to manage evidence effectively and how to link this to planning and managing adult protection investigations and interview process
- an appreciation of the potential complexities of adult protection investigations and the roles and responsibilities of the investigating officer
- an appreciation of the roles and responsibilities of the police in criminal investigations and how to work effectively with the police on adult protection cases with a criminal aspect

CHARGES

Free of charge to staff from:

- Cambridgeshire County Council
- Primary Care Trust
- Mental Health Trust
- voluntary and independent health and social care sector

Charges apply to staff from:

- independent housing providers - £20 per person
- voluntary housing providers - £16 per person

charges - see ipage 4

training manager
tel no.
eMail

Christine Jones
01223 699305
christine.jones@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Elly Eyers
01223 699307
elly.eyers@cambridgeshire.gov.uk

INTERMEDIATE TRAINING

target audience:

For staff who are in need of an enhanced level of information and who would benefit from group learning and participation.

please note: the Raising Awareness course is primarily aimed at social care workers undertaking common induction standards. If you want more than an introduction to PoVA, this more advanced course will be ideal for skills development and as a refresher.

content:

Providing an advanced introduction to the issues inherent within keeping service users protected from abusive behaviour and practice. This will include:

- risk assessment
- professional's duties and responsibilities
- ethics and boundaries
- interviewing skills
- adult abuse referral process

As well as giving a shared understanding of the tasks, processes and principle's roles and responsibilities outlined in Cambridgeshire's Protection of Vulnerable Adults Policy & Procedures. This will ensure continued improved communications between professionals including common understanding of key term definitions and thresholds for action.

CHARGES

Free of charge to staff from:

- Cambridgeshire County Council
- Primary Care Trust
- Mental Health Trust
- voluntary and independent health and social care sector

Charges apply to staff from:

- independent housing providers - £20 per person
- voluntary housing providers - £16 per person

charges - see page 4

training manager
tel no.
eMail

Jenny Moran
07766 368 655
jenny.moran@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Elly Eyers
01223 699307
elly.eyers@cambridgeshire.gov.uk

LEAD PRACTITIONER'S ADULT PROTECTION TRAINING

target audience:

This course is designed for:

- senior staff who will be required to undertake the role of interviewing victim and witnesses of alleged abuse as part of an investigation
- anyone in a senior and/or supervisory role who will be responsible for the management and supervision of staff who work with service users who may have been abused or who may have been the perpetrator of abuse

The 'No Secrets' Guidance (Department of Health 2000) creates a framework for action in which all agencies working with vulnerable adults living within a local authority boundary must work together to protect them from abuse. It gives Local Authority Adult Social Services departments the lead role in co-ordinating this work.

Cambridgeshire County Council's Multi-Agency Protection of Vulnerable Adults Practice Guidance and Procedures sets out the strategy and process in Cambridgeshire for investigating allegations of abuse and safeguarding vulnerable adults who are at risk of abuse.

content:

A five-day course for delegates who will be familiar with the Cambridgeshire County Council's Multi-Agency Protection of Vulnerable Adults Practice Guidance and Procedures and this course will develop that knowledge in a practice setting.

Applicants must have attended a Raising Awareness course as a foundation.

The course will enable senior health and social care workers to take a lead responsibility, and be aware of their own responsibilities within local and national guidelines and policies, when managing and investigating cases of adult abuse, using a multi-agency approach.

The training will be a mixture of scenarios, trainer presentations, group exercises and discussions.

learning outcomes:

- understand the definitions and agreed working principles and values, clarify individual roles and responsibilities
 - develop an awareness of when it is appropriate to involve colleagues from a range of agencies when there are allegations involving vulnerable adults
 - gain knowledge of how multi-agency adult protection policies and practices interact with police and criminal procedures within the investigative process
 - understand how to plan and prepare for an interview strategy in accordance with legislation, policy and other guidance using appropriate interviewing techniques and communications skills
 - understand the investigative process and take further action in relation to the investigation
 - understand how to chair strategy meetings and identify the means and resources for effective partnership working particularly during an investigative process
 - develop a clearer appreciation of how diverse backgrounds and experience of professional groups and vulnerable adults can alter the effectiveness of collaborative inter-professional working
- charges - see ipage 4

see next page ►►

training manager
tel no.
eMail

training administrator
tel no.
eMail

see next page for details

LEAD PRACTITIONER'S ADULT PROTECTION TRAINING (cont)

- develop an awareness and sensitivity around risk assessment, issues of evidence gathering and risk of contamination
- explore issues that relate to risk, autonomy, accountability and decision making in the joint investigative process
- explore issues relating to the impact of investigation upon vulnerable adults and those who support them
- encourage the development of the Protection of Vulnerable Adults/Safeguarding Standards on protecting vulnerable adults from abuse whilst retaining responsibility for implementing such standards at a local level
- raise the profile of the Protection of Vulnerable Adults/Safeguarding Standards work at a local level
- identify the national framework for adult protection and the underpinning legislation, guidance, policies and procedures as a means of decreasing risks and improving working links with individual services within and between organisations
- describe how Protection of Vulnerable Adults/Safeguarding Standards work can be embedded into your organisation's day-to-day business
- describe how a referral progresses through local procedures, including stages of an investigation process, recording and reporting procedures
- understand the importance of integrating disciplinary procedures with adult protection procedures
- outline management responses to safeguarding adults
- identify appropriate approaches to decision making, recording and reporting, and information sharing

- develop an awareness of decision making within multi-agency adult protection and other relevant policies and procedures, including Mental Capacity Act, Best Interests, Information Sharing, Consent and Capacity issues
- identify good management practice and preventative measure which can be put in place to promote the protection of vulnerable adults from abuse

CHARGES

Free of charge to staff from:

- Cambridgeshire County Council
- Primary Care Trust
- Mental Health Trust
- voluntary and independent health and social care sector

Charges apply to staff from:

- independent housing providers - £20 per person
- voluntary housing providers - £16 per person

charges - see page 4

training manager
tel no.
eMail

Jenny Moran
07766 368 655
jenny.moran@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Elly Eyers
01223 712091
elly.eyers@cambridgeshire.gov.uk

MANAGEMENT RESPONSIBILITIES IN ADULT PROTECTION

target audience:

Managers and senior staff who need further skills and knowledge in managing suspected and actual cases of adult abuse. Also anyone in a supervisory role responsible for the management and supervision of staff working with service users who may have abused or who may have been the perpetrator of abuse.

content:

No Secrets emphasises that an effective response to abuse of vulnerable adults requires an interagency collaboration approach to ensure that all agencies and individuals work together to prevent abuse and deal sensitively and effectively with incidents of abuse.

This two-day course will have a mixture of scenarios, trainer presentations, group exercises and discussions. Participants **MUST** have attended the **Raising Awareness** course prior to attending this course.

learning outcomes:

By the end of the course participants should be able to:

- list organisational features which can lead to abuse going undetected and unaddressed
- identify the national framework for adult protection and the underpinning legislation, guidance, policies and procedures
- describe how a referral progresses through local procedures
- critique the effectiveness of the current system

and identify areas for development

- describe how and when to use PoVA and CRB checks and how to strike the balance when considering the referral of a worker to the PoVA list
- understand the importance of integrating disciplinary procedures with adult protection procedures
- outline management responsibilities to whistleblowing and how to support staff who 'blow the whistle'
- explain professional approaches to decision-making, recording and reporting, and information sharing
- develop an awareness of decision making within multi-agency protection and other relevant policies and procedures
- identify good management practice and preventative measures which can be put in place to promote the protection of vulnerable adults from abuse.

CHARGES

Free of charge to staff from:

- Cambridgeshire County Council
- Primary Care Trust
- Mental Health Trust
- voluntary and independent health and social care sector

Charges apply to staff from:

- independent housing providers - £20 per person
- voluntary housing providers - £16 per person

charges - see ipage 4

training manager
tel no.
eMail

Jenny Moran
07766 368 655
jenny.moran@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Elly Eyers
01223 699307
elly.eyers@cambridgeshire.gov.uk

PARTICIPATING IN STRATEGY MEETINGS

target audience:

For professionals who may be required to undertake a lead responsibility in strategy meetings on behalf of their agency - mental health manager, CPN's, district nurses, senior social workers and care care manager, housing and voluntary agency workers are welcomed.

content:

A half-day course to improve agencies' understanding of the overall purpose of strategy meetings, how to work effectively with both adult protection, practitioners and multi-agency representatives.

The training uses a combination facilitator-led discussion, handouts, group discussion and interactive learning opportunities.

learning outcomes:

- provide participants with the necessary information to be able to effectively contribute to an adult protection strategy meeting
- assist agencies to understand the risk assessment and risk management framework used in safeguarding adults
- assist agencies to understand the guiding principles of strategy meetings and roles and responsibilities of multi-agency working

CHARGES

Free of charge to staff from:

- Cambridgeshire County Council
- Primary Care Trust
- Mental Health Trust
- voluntary and independent health and social care sector

Charges apply to staff from:

- independent housing providers - £20 per person
- voluntary housing providers - £16 per person

charges - see page 4

training manager
tel no.
eMail

Jenny Moran
07766 368 655
jenny.moran@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Elly Eyers
01223 699307
elly.eyers@cambridgeshire.gov.uk

target audience:

Staff and volunteers who require PoVA training as part of Skills for Care Common Induction Standards, working in any social care or health service e.g. care homes, domiciliary care, day centres. Suitable for people who work with groups such as: older people, people with learning difficulties, people with mental health problems, people with physical disabilities.

content:

A half-day course to promote an understanding of the protection of vulnerable adults to workers who require a basic knowledge of Protection of Vulnerable Adults.

Participants will gain an understanding of:

- definitions of 'abuse' and 'vulnerable adult'
- risk factors for abuse and reducing risk factors
- types of abuse
- who abuses and why
- indicators
- reporting suspected abuse
- **'No Secrets'** guidance and other relevant legislation
- policies and procedures
- inter-agency co-operation

links to national occupational standards and awards:

This training provides knowledge towards NVQ HSC35 and aspects of KSF Core dimensions 6 and HWB 3 Levels 1 & 2.

able to:

- demonstrate knowledge of abuse categories, signs and symptoms
- outline the procedures for reporting abuse, internally and externally
- identify potential abusive situations and ways of minimising the risks of abuse occurring in these situations
- discuss issues of accountability in relation to protection of vulnerable adults
- suggest ways in which risk of abuse may be reduced
- explain the process of 'whistle blowing' and reporting and describe the differences between the two
- suggest ways to prevent and detect abuse
- demonstrate a knowledge of relevant policies and procedures, relating to adult protection
- outline what to do to preserve and protect evidence
- outline good practice procedures if someone discloses abuse

CHARGES

Free of charge to staff from:

- Cambridgeshire County Council
- Primary Care Trust
- Mental Health Trust
- voluntary and independent health and social care sector

Charges apply to staff from:

- independent housing providers - £13.50 per person
- voluntary housing providers - £13.50 per person

charges - see ipage 4

training manager
tel no.
eMail

Jenny Moran
07766 368 655
jenny.moran@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Elly Eyers
01223 699307
elly.eyers@cambridgeshire.gov.uk

MOVING FROM BENEFITS INTO WORK

target audience:

Suitable for staff working with people who are claiming benefits because they are 'incapable of work' but who may want to do some work.

content:

This one-day course is designed for those who already have a basic understanding of benefits.

People on long-term sickness benefits are being encouraged to come off benefits and move into work. Unfortunately the rules affecting this area are confusing and this causes difficulties both for claimants and for the social care professionals who work with them.

The course covers:

- disability benefits
- sickness benefits
- means tested benefits
- doing part-time work, known as 'Exempt Work' and 'Permitted Work'
- how full-time work affects the other benefits
- extra help available to people who start to work full time

There is NO CHARGE for this course

training manager
tel no.
eMail

Ian Collins
01223 717603
ian.collins@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Merel Davies
01223 717602
merel.davies@cambridgeshire.gov.uk

BENEFITS FOR OLDER PEOPLE

target audience:

Care Managers with little or no knowledge of benefits and for those with more experience who want to refresh their knowledge.

content:

A one-day course covering:

- attendance allowance
- benefits for carers
- retirement pension
- pension credit
- housing benefit and council tax benefit
- how to use the 'Quick Guide to Benefits'

It will explain the law for the benefits listed above to help identify who would be eligible for them, give tips on claiming the benefits and show how getting one benefit can increase entitlement to others.

training manager
tel no.
eMail

Anjela Davis
01223 718142
anjela.davis@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Merel Davies
01223 717602
merel.davies@cambridgeshire.gov.uk

POST QUALIFYING IN SOCIAL WORK STUDIES

target audience:

For qualified Social Workers within the Private, Voluntary and Independent sector who wish to undertake Post Qualifying studies.

content:

For further information on programmes available and potential funding resources please see contact details below.

The Skills for Care website is also a useful resource for information see address below.

www.skillsforcare.org.uk

training manager
tel no.
eMail

Pippa Bourne
01223 699318
pippa.bourne@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Hannah Lee
01223 699308
hannah.lee@cambridgeshire.gov.uk

target audience:

Social Work students who undertake a work based placement as part of their Masters or Degree programme.

content:

The Social Work Awards team supports social work students to undertake a work based placement as part of their Masters or Degree programme.

Private, Voluntary and Independent sector agencies are in a position to give students an excellent and enriching range of learning opportunities. In turn, the sector benefits as the placement students bring a fresh perspective and enthusiasm.

Training and support is provided to on-site supervisors.

learning outcomes:

Benefits to the PVI sector by taking on a social work student include:

- students can assist by focusing their energy and work on a project or piece of work that the agency does not have the resources to respond to
- PVI staff can develop their skills by becoming an on-site supervisor for a student on placement
- there is a financial payment made to their host agency for having a student



<p>training manager tel no. eMail</p>	<p>Virajo Hall 01223 699323 virajo.hall@cambridgeshire.gov.uk</p>
<p>training administrator tel no. eMail</p>	<p>Hannah Lee 01223 699308 hannah.lee@cambridgeshire.gov.uk</p>

SOCIAL WORK SPONSORSHIP PROGRAMME

target audience:

Support is available from Cambridgeshire County Council for two people who work in the private and voluntary sector.

content:

To undertake the Degree in Social Work on a part-time basis, via the Open University.

The Sponsorship Programme will pay the fees of the course and provide some financial assistance to the employing organisation in order to support their employee during their studies.

If you are interested in finding out more about this opportunity and how to apply, see contact details below.

training manager
tel no.
eMail

Trisha Farrow
01223 699322
trisha.farrow@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Hannah Lee
01223 699308
hannah.lee@cambridgeshire.gov.uk

AGE DISCRIMINATION: a view from the ground

A participatory event exploring diversity and growing older which considers the issues involved when working with older people as colleagues and service users; also, consider the discrimination experienced by older people.

AN INTRODUCTION TO SUPPORTING ADULTS WITH A LEARNING DISABILITY TO MEET THEIR HEALTH NEEDS

A half-day course for all staff working with supported adults with learning disabilities.

AUTISM - WHAT IS IT? an introduction to working it out

A half-day course for those without any previous experience or knowledge of Autism.

AUTISM: AN INTEGRATED APPROACH - furthering your understanding and applying learning

A two-day course for those who support people with autism, who need a more in-depth understanding of the topic.

CHALLENGING NEEDS

A two-day course for any professional working with service users who challenge our systems.

DIVERSITY TRAINING - briefing sessions

Visits to team meetings by Diversity Trainer to refresh staff on Diversity Principles and to update and refresh their knowledge of Diversity Legislation.

DIVERSITY TRAINING - basic awareness

To raise awareness of issues relating to Diversity; and also raise awareness of legislation relating to Diversity and Equal Opportunities.

GENDER DYSPHORIA

To explore the clarification of terms in general use e.g. transsexual/transgender and ways in which discrimination manifests itself within this group. Also, considerations when working with someone who has a gender dysphoria.



training manager
tel no.
eMail

Di Buddery
01223 712473
di.buddery@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Jacky Barlow
01223 712465
jacky.barlow@cambridgeshire.gov.uk

DIVERSITY CHAMPIONS

A one-day course to help equip staff with the knowledge necessary to advise on and champion Diversity in the workplace.

EPILEPSY AWARENESS

A one-day course for staff who directly support service users with epilepsy.

EPILEPSY REFRESHER

For staff who wish to refresh their knowledge of working with people with epilepsy.

MEETING PEOPLE'S NEEDS: working with people with profound and complex needs

A two-day course for professionals at any level, who work with service users with multiple and complex physical and learning disabilities.

MENTAL HEALTH AND LEARNING DISABILITY

For staff working with service users with learning disabilities.

ORAL HYGIENE

A half-day course for staff supporting people with their oral hygiene.

PERSON CENTRED PLANNING - an introduction

A two-day course for all staff working with adults with learning disabilities.

PERSON CENTRED PLANNING - moving forwards

Workshops as a follow-on from the Introduction to Person Centred Planning course. - Working with Groups (2 half-days), Working with Individuals (2 half-days). These workshops are also open to carers and families.

PRINCIPLES OF SUPPORTED LIVING AND MEANINGFUL ACTIVITIES

A one-day course for anyone working in a supported living environment.

training manager
tel no.
eMail

Di Buddery
01223 712473
di.buddery@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Jacky Barlow
01223 712465
jacky.barlow@cambridgeshire.gov.uk

SUPPORTING SERVICE USERS TO EAT AND DRINK SAFELY

A one-day course for staff working with service users who need support to eat and drink safely.

TOTAL COMMUNICATION APPROACH (TCA)

A three-day course for anyone working directly with people who have learning disabilities or who come into contact with them. The course is divided into introduction and foundation units to suit both groups.

TOTAL COMMUNICATION APPROACH - specialist day - people with multiple learning disabilities

A one-day course for staff working with service users with multiple learning disabilities.

TOTAL COMMUNICATION APPROACH - visual approach

A one-day course on providing visual support to service users with learning disabilities.

WELFARE BENEFITS FOR PEOPLE WITH LEARNING DISABILITIES

For those who assist with welfare benefits on behalf of those with a learning disability. Also, for those who need an overview of the current welfare system.

WORKING WITH GYPSIES AND TRAVELLERS

To help understand the culture of Gypsy and Travellers and Best Practice when working with this group.

	training manager tel no. eMail	Di Buddery 01223 712473 di.buddery@cambridgeshire.gov.uk
	training administrator tel no. eMail	Jacky Barlow 01223 712465 jacky.barlow@cambridgeshire.gov.uk

INTRODUCTION TO TRAINING CONSORTIUM

who are we?

Organisations that support people with physical disabilities, sensory impairments and HIV/AIDS have joined together to form PDSI, HIV&AIDS Training Consortium. The Consortium consists of representatives of Cambridgeshire County Council Disability Service and a number of its commissioned organisations.

One of the objectives of the group is to develop a cost effective and easily accessible programme of training relevant to the needs of staff, service users and carers. A list of participatory organisations are below with the programme detailing some of the courses offered.

charges

Unless there is a previous contractual arrangements all Training Consortium courses are charged at £25 per person per course. Please note that lunches are NOT included as part of the course.

list of participatory organisations

- Cambridge CAMTAD
- Cambridge Association for the Deaf (CAD)
- Camsight
- CCC Learning Disability Partnership Workforce Development team
- CCC Organisational Development & Learning (Health & Social Care) team
- DHIVERSE
- Disability Cambridgeshire (formerly Directions Plus)
- Headway
- Our Voice
- Sense East

training manager
tel no.
eMail

training administrator
tel no.
eMail

for additional details on any of the programmes
please contact:
Disability Service Workforce Development Team
01223 717367

DEAF AWARENESS

This course considers how to communicate with people with acquired deafness. It focuses on communication with people who use hearing aids.

Contact: Sue Hempstead, Cambridge CAMTAD

Tel: 01223 416141

DEAF AWARENESS

This course looks at the needs of deaf people and best practice when communicating with the deaf community.

Contact: Jamie Billam, CAD

Tel: 01223 246237

INTRODUCTION TO BRITISH SIGN LANGUAGE (BSL)

A beginner course which includes BSL and Deaf Awareness.

Contact: Jamie Billam, CAD

Tel: 01223 246237

COMMUNICATION TACTICS TRAINING

This course considers how to communicate with people with a wide range of hearing loss.

Contact: Jamie Billam, CAD

Tel: 01223 246237

GOOD COMMUNICATION SKILLS

To help participants gain confidence when communicating with hard of hearing people.

Contact: Sue Hempstead, CAMTAD

Tel: 01223 416141

VISUAL IMPAIRMENT AWARENESS

A course designed to:

- increase awareness of issues affecting people living with a visual impairment
- increase understanding of how to communicate effectively with a visually impaired person
- share knowledge of support and services available to those affected by sight loss

Contact: Anne Streather, Camsight

Tel: 01223 420033



training manager tel no. eMail	for additional details on any of the programmes please contact: Disability Service Workforce Development Team 01223 717367
training administrator tel no. eMail	

A - Z OF COURSES

DEAFBLIND AWARENESS AND COMMUNICATION

Participants will:

- consider the definition, causes and types of deafblindness, engage in some experiences aimed at developing an understanding of the issues associated with deafblindness
- be able to explore, understand and demonstrate correctly the methods of communication available
- be able to develop a knowledge of equipment and organisations that can support deafblind people

Contact: Linda Upson

Tel: 01778 382241

HIV AND HEPATITIS AT WORK

Course covers:

- the risk of blood born infections in the workplace
- preventing and tackling stigma around HIV in the workplace
- involving people with HIV - what skills might someone living with HIV contribute in the workplace

Contact: Grant Chambers, DHIVERSE

Tel: 01223 508805

UNDERSTANDING BRAIN INJURY

Participants will learn how and why brain injuries occur and the effect this has on the brain injury survivor at the neural, psychological and social levels. It is a multi-media presentation making use of slides, discussions, video and cognitive and physical simulations of aspects of brain injury.

Contact: Andrew Gardner, Headway Cambridgeshire

Tel: 01223 576550

SEXUAL HEALTH AWARENESS

This course covers:

- what is sexual health?
- sexual health in the UK - interventions around promoting sexual health
- sexual health, stigma and discrimination

Contact: Grant Chambers, DHIVERSE

Tel: 01223 508805

DISABILITY BENEFITS TRAINING

This course gives:

- an overview of the benefits system in general and disability benefits in particular out of work disability benefits
- benefits you can take with you into work in work benefits

training manager
tel no.
eMail

training administrator
tel no.
eMail

for additional details on any of the programmes
please contact:
Disability Service Workforce Development Team
01223 717367

Contact: Linda Pergande, The Papworth Trust
Tel: 01480 357200

DISABILITY EQUALITY

Participants will understand what is meant by 'The Social Model of Disability'. The course considers ways in which power and control impacts on how 'users' are involved in the way their services are delivered, the importance of involving service users and the DDA and its role in changing policy and support with people with disabilities.

Contact: Linda Pergande, The Papworth trust
Tel: 01480 357200

DISABILITY AWARENESS

To help participants develop a clear understanding of the variety and different needs of people with disabilities.

Contact: Our Voice
Tel: 01223 240065

DEVELOPING SKILLS IN WORKING WITH PEOPLE WHO HAVE DISABILITIES

The course considers definitions, causes and factors related to disability and the requirements of people with disabilities from the services they receive.

Contact: Linda Pergande, The Papworth Trust
Tel: 01480 357200

COMPLEX NEEDS

Using a person centred approach, participants will examine what life may be like for people with profound needs. It also covers the impact of sensory loss and the importance of environment and examine different methods of communication.

Contact: Diane Buddery/Jacky Wilson
Tel: 01223 712465

DIRECT PAYMENTS

Looking at Direct Payments and how they can be used by both service users and carers.

Contact: Lynn Wallis, Independent Living
Tel: 07795 603486

	training manager tel no. eMail	for additional details on any of the programmes please contact: Disability Service Workforce Development Team 01223 717367
	training administrator tel no. eMail	

A -Z OF COURSES

BASIC AWARENESS FOR DIVERSITY

An introduction to diversity. Participants will explore commonly used terms that relate to Diversity and be introduced to the legislation relating to Diversity.

Contact: Diane Buddery/Jacky Wilson

Tel: 01223 712465

WHAT IS ADVOCACY?

Develop a clear understanding of the role of professional Advocates in the lives of people with disabilities.

Contact: Our Voice

Tel: 01223 240065

WORKING WITH VULNERABLE ADULTS

Course participants will be able to understand the term 'vulnerable adult' and be able to work within professional boundaries.

Contact: Our Voice

Tel: 01223 240065

CONFLICT MANAGEMENT AND PERSONAL SAFETY

Participants will:

- be able to assess situations they face in the workplace more accurately
- consider how to assess a workplace situation, identify safer working practices and interventions that will help defuse and resolve conflict
- recognise the value of proactive working and understand the relevant aspects of health and safety requirements

Contact: Linda Pergande, The Papworth Trust

Tel: 01480 357200

training manager

tel no.

eMail

training administrator

tel no.

eMail

for additional details on any of the programmes
please contact:

Disability Service Workforce Development Team
01223 717367

target audience:

Social Work students who undertake a work based placement as part of their Masters or Degree programme.

content:

The Social Work Awards team supports social work students to undertake a work based placement as part of their Masters or Degree programme. Private, Voluntary and Independent (PVI) sector agencies are in a position to give students an excellent and enriching range of learning opportunities.

In turn, the sector benefits as the placement students bring a fresh perspective and enthusiasm.

Training and support is provided to on-site supervisors.

learning outcomes:

Benefits to the PVI sector by taking on a social work student include:

- students can assist by focusing their energy and work on a project or piece of work that the agency does not have the resources to respond to
- PVI staff can develop their skills by becoming an on-site supervisor for a student on placement
- there is a financial payment made to the host agency for having a student.



training manager
tel no.
eMail

training administrator
tel no.
eMail

Virajo Hall (Practice Learning Development Officer)
01223 699323
virajo.hall@cambridgeshire.gov.uk

Hannah Lee
01223 699308
hannah.lee@cambridgeshire.gov.uk

SOCIAL WORK SPONSORSHIP PROGRAMME

target audience:

Support is available from Cambridgeshire County Council for people who work in the private and voluntary sector.

content:

To undertake the Degree in Social Work on a part-time basis, via the Open University or the Anglia Ruskin University.

The Sponsorship Programme will pay the fees of the course and provide some financial assistance to the employing organisation in order to support their employee during their studies.

If you are interested in finding out more about this opportunity and how to apply, see contact below.

training manager
tel no.
eMail

Trisha Farrow
01223 699322
trisha.farrow@cambridgeshire.gov.uk

training administrator
tel no.
eMail

Hannah Lee
01223 699308
hannah.lee@cambridgeshire.gov.uk

target audience:

There are no age limits or special entry requirements. Full or part-time employees who wish to improve their knowledge, skills and competence in their area of work can undertake an NVQ qualification in their chosen occupational area.

content:

Cambridge County Council NVQ Assessment Centre was established in 1992 and has been approved by City & Guilds to offer the following awards:

- Health & Social Care Levels 2, 3 and 4 (Adults and Children and Young People pathways)
- Registered Managers Level 4
- Certificate in Community Mental Health
- Certificate in Working with People who have Learning Disabilities
- Learning and Development Levels 3 and 4
- Learning and Development Assessor and Verifier awards
- Certificate awards in Learning and Development
- Business Administration
- Customer Service
- Management

learning outcomes:

NVQ's are based on national occupational standards, these are statements of performance that describe how competent people in a particular occupation are expected to do their job. They cover all the main aspects of an occupation, including best practice, the ability to adapt to future requirements and the knowledge and understanding that underpin competent performance.

A qualified workplace assessor will undertake assessment and support.

If you are interested in any of the occupational areas listed and would like further information see contact details below.

training manager
tel no.
eMail

training administrator
tel no.
eMail

Rachel Winton (Office Manager)
01223 699326
rachel.winton@cambridgeshire.gov.uk

CERTIFICATE IN MANAGEMENT - an introduction

target audience:

Participants will normally be aspiring or first line managers.

content:

There are no formal educational requirements; participants should have a background that will enable them to benefit from the programme. This is likely to be Level 2 Key Skills Literacy and Numeracy or other equivalent.

what does it cover?

The course will consist of an induction and 8 days of formal tuition, all of which you are expected to attend. There will be one tutorial during the course with the lead tutor. Also:

- 1 work-based assessed assignment
- 4 segment reviews

Related to Institute of Leadership and Management - Level 3

learning outcomes:

Participants who successfully complete the course will be awarded the Introductory Certificate in First Line Management.

There are two main objectives:

- to assist participants in gaining the basic knowledge required by a manager
- to develop basic management skills

training manager
tel no.
eMail

training administrator
tel no.
eMail

Rachel Winton (Office Manager)
01223 699326
rachel.winton@cambridgeshire.gov.uk

target audience:

Participants will normally be practising first line managers.

There are no formal educational requirements; participants should have a background that will enable them to benefit from the programme. This is likely to be Level 2 Key Skills Literacy and Numeracy or their equivalent.

content:

The course will consist of an induction and 25 days of formal tutoring, all of which you are expected to attend. There will be 7 hours of tutorial sessions during the course with the lead tutor.

Each participant must complete to a satisfactory national standard:

- 5 work-based assignments based on a pair of units OR 10 shorter work-based assignments
- a set project of not less than 2000 words
- summative personal development record
- a group meeting with the External Verifier

learning outcomes:

Participants who successfully complete the course will be awarded the Certificate in First Line Management – Level 3.

There are two main objectives:

- to assist participants in gaining the basic knowledge required by a manager
- to develop basic management skills

Participants who successfully complete the Certificate can progress to the Diploma in Management.

If you enrol on a Diploma course within 1 year of completing the Certificate you will be eligible for a discounted price.

training manager
tel no.
eMail

training administrator
tel no.
eMail

Rachel Winton (Office Manager)
01223 699326
rachel.winton@cambridgeshire.gov.uk


 DIPLOMA IN MANAGEMENT

who is it for?

Participants will normally be practising or aspiring middle managers. They will derive most benefit from the programme if they have some prior experience and are currently working in a management role – possibly at team leader or first line manager level.

There are no formal educational requirements; participants should have a background that will enable them to benefit from the programme. This is likely to be Level 2 Key Skills Literacy and Numeracy or their equivalent.

what does it cover?

The course will consist of an induction and 37 days of formal tutoring, all of which you are expected to attend. In addition, there will be tutorials during the course with the lead tutor.

Each participant must complete to a national standard:





- 7 work-based assignments based on single units
- a management report (4000-5000 words)
- a summative CPD Plan
- An individual External Verifier interview (assessed by the EV) Principle

learning outcomes:

Participants who successfully complete the course will be awarded the Diploma in Management – Level 5.

There are two learning outcomes:

- to assist participants in gaining the knowledge required by a middle manager
- to develop middle management skills related to Institute of Leadership and Management – Level 5

training manager
tel no.
eMail

training administrator
tel no.
eMail

Rachel Winton (Office Manager)
01223 699326
rachel.winton@cambridgeshire.gov.uk

target audience:

A programme aimed at female managers/ professionals with the potential to develop into senior managers who have some managerial responsibility already or may be in a post that has a high technical or advisory element.

content:

The course will be of the greatest benefit to those who have the capacity for self-reflection and are open to personal development.

One of the purposes of the course is to help develop a supportive network of women managers, we are therefore looking for women who have an interest and commitment in developing and supporting other women managers.

MODULE 1 – Taking up a managerial role

MODULE 2 – Building a career

learning outcomes:

- To explore the issues facing women managers/ professionals and how participants may address them
- To understand whether there are differences between male and female leadership styles
- To appreciate how politics influences the work environment and how women can develop more powerful networks in their jobs

- To clarify personal meanings of career success and how to achieve them in a gendered organisational culture
- To recognise the importance of and how to develop more effective impression management strategies for achieving it
- To establish a women's support network

training manager
tel no.
eMail

training administrator
tel no.
eMail

Rachel Winton (Office Manager)
01223 699326
rachel.winton@cambridgeshire.gov.uk

target audience:

For all staff working throughout health and social care services within Cambridgeshire County Council and Peterborough City Council areas.

content:

Scils bridges the gap between learning and work practice. They have produced a directory of organisations which supply services to health and social care providers as well as information on many NVQ Awards such as:

- Common Induction Standards
- Foundation Standards Care Level 2, 3 & 4
- Health & Social Care
- Registered Managers Award Level 4
- LDAF Level 2 & 3
- Promoting Independence Level 3
- Induction Standards (2001)

do your own training:

Training materials are available to enable organisations to conduct their own courses by providing a detailed programme of training which includes:

- sequence of topics
- timing
- downloadable handouts
- etc.

THESE ARE ALL FREE OF CHARGE

On-line courses can be downloaded for

completion or completed on-line, saved and sent to the relevant line/training manager.

The website also provides:

- a user guide
- a Newsdesk (updated regularly)
- a Discussion Board

For limited access to the website go to:
www.scils.co.uk

The CCDA website also shows all the updates relevant to Older People's Services in Cambridgeshire - see:
www.ccdassoc.co.uk

However, to access ALL the facilities on Scils/Eils website you will need a registration number which will give you free access to all the resources.

Cambridgeshire County Council's Social Care Development & Learning (Health & Social Care) team have renewed a 'Geographic Subscription' for Cambridgeshire, within this Local Authority which enables all staff in:

- Social Care Services
- Private/Independent Care Providers who provide a service for adults and children/young people

Contact for Registration Number is below.

If you wish to have a briefing showing all the resources on this website it can be arranged by contacting Krystyna.

training manager
tel no.
eMail

training administrator
tel no.
eMail

Krystyna Bennett
01223 699315
krystyna.bennett@cambridgeshire.gov.uk

LIBRARY AND KNOWLEDGE SERVICES

target audience:

For all healthcare and social care staff working for the Cambridgeshire and Peterborough Mental Health Trust, and its partners, as well as students on clinical placement.

content:

The Library at Ida Darwin, Fulbourn holds over 1,500 books on mental health and other health care subjects plus 41 journal titles.

registration:

All library users must complete the registration form before using the library

borrowing books:

Library users can borrow up to four books at a time. The loan period is four weeks.

Books may be renewed (by telephone, e-mail or in person) ONCE after which books must go back to the shelves for a week. If no-one borrows the books, the same user may borrow the books again.

Overdue charge - £1 per book per week

Journals are for reference only.

inter-library loans

Material not held in the library can be obtained from elsewhere.

Photocopies of articles may be obtained from other libraries.

computer/internet

There are five computer work stations in the library which provide access to internet, Microsoft Word, Excel, PowerPoint and SPSS. these computers are password protected, you may obtain the guest password from the Librarian if you do not have one of your own.

information services

A range of electronic information services is available. The NHS has chosen Dialog DataStar as the primary interface for accessing the National Core Collection of key medical databases and full text electronic journals. You will need to register for an ATHENS username and password for this service at - www.athens.nhs.uk/region/nhseas. Please ask the Librarian for assistance.

training:

Training sessions on basic computer skills, including literature searching can be arranged.

photocopying:

A self-service photocopier may be used in accordance with the requirements of the Copyright Act.

other facilities:

Printing and scanning facilities are available at the library.



librarian:
tel no
eMail address

postal address:
website address:

Janet Chow
01223 884204
janet.chow@cambsmh.nhs.uk

Block 14, Ida Darwin, Cambridge CB21 5EE
<http://www.cambsmh.nhs.uk/default.asp?id=417>



2006-2007
*Delivery of Quality Services Through Procurement
Waste and Recycling*
2005-2006
Asset Management
2004-2005
Better Local Public Transport



INVESTOR IN PEOPLE

