

Training Solutions

*Delivering **Excellence** in Health & Social Care Training*



How to book a course

To enrol on one of our courses just phone or email a member of the training team who will be happy to discuss your needs and how we can support you.

Phone:

01905 740 950

E: training@ageukhw.org.uk

www.ageuk.org.uk/herefordshireandworcestershire/training

Age UK Herefordshire & Worcestershire

Malvern Gate Business Park, Bromwich Road, Worcester WR2 4BN

If you cannot see what you need in this brochure, please ring us on the number above as we can deliver bespoke courses, directly to your staff, suited to your specific needs.

The Training Team

Age UK Herefordshire and Worcestershire Training Solutions is a specialist health and social care training provider.



Our training team provides skills training, tailored to suit your individual needs. We specialise in dementia care and manual handling training and offer virtually all mandatory and recommended health and social care courses.

Age UK Herefordshire & Worcestershire is an Open College Network accredited centre and a member of the

approved trainer provider list for Worcestershire County Council. We also deliver training for NHS Health Education West Midlands and Clinical Commissioning Groups across Herefordshire, Worcestershire and Warwickshire. We are a not-for-profit organisation and all income generated through training helps to support our work with older people in local communities.

Our courses are suitable for health care professionals and care workers based in nursing or residential homes, domiciliary care agencies, support settings or managed accommodation. We also provide specialist training for the Voluntary, Independent and Private sectors.

Teaching Approach

Age UK H&W Training Solutions delivers training that will raise and maintain standards in care in order to improve the quality of life of all people receiving support. All of our courses promote person-centred care, choice control and dignity for adults with care and support needs.

All of our courses are delivered by highly qualified and experienced professionals who hold teaching qualifications and that have experience in providing care in the community or hospital settings. Our courses are continuously updated in line with national quality standards. Our training references Government, NHS and County Council standards, policies and procedures.

All sessions are taught in a style that allows everyone to take part. These can include classroom settings for groups of staff, open courses for individual staff members to join or one-to-one support and mentoring for staff needing extra support. Typically sessions include taught input, small and whole group discussion, case study examples to apply learnt knowledge and practical demonstrations and activities where appropriate. We also use video tutoring via Skype and Apple FaceTime.

All courses are supported by a course booklet for further reference and an interactive activity book for use throughout the session. We provide certificates as evidence of attendance on training courses.

Courses can be held either at our training rooms in Worcester, at your workplace, or another venue of your choice. We will arrange a time and date to suit your needs. This can be mornings, afternoons or evenings to suit your staff's shift patterns. We can also deliver training on weekends.

Course Listings

Our courses are grouped below into different areas for ease of reference. They are also colour coded to make them easier to find later in the brochure.

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Clinical Skills

Nurses in Care Homes often feel isolated from the rest of the NHS. Our Nurse trainer has practised in hospital and acute trust situations. She can train your Nurses from a shared background and common technical language.

We can help you build on and extend your previous staff development. We offer a range of courses to update, up-skill and inform your care staff, explaining new legislation, policy developments and best practice.

Our courses are all highly person-centred in focus and include:

- **Diabetes Care** **3 hours**
- **Infection Control** **3 hours**
- **Medication Management** **3 hours**
- **Nutrition and Hydration** **3 hours**
- **Oral Healthcare** **3 hours**
- **Sepsis** **3 hours**

Diabetes Care

3 hours

This course aims to raise awareness of diabetes and its management. It is suitable for health care professionals and care workers based in nursing, residential homes and domiciliary care settings.

By the end of this session delegates will be able to:

- Explain what diabetes is and the types of diabetes
- List the signs and symptoms of diabetes
- Describe treatment, including dietary needs
- Detail how to monitor diabetes
- Explain acute and long-term complications
- Talk through the options of minimising personal risk of developing Type 2 diabetes



Infection Control

3 hours

The effective control of infection is essential in all health care environments. This course identifies the latest good practice and is suitable for health care professionals and care workers based in nursing, residential homes and domiciliary care settings.

By the end of this session delegates will be able to:

- Explain the roles and responsibilities of staff
- Describe how infections are spread
- Detail the chain of infection
- Demonstrate effective infection control practices
- Explain how to deal with outbreaks of infection



Medication Management Refresher

3 hours

This course looks at the safe handling and administration of medication in care sector settings, and outlines legal and professional responsibilities. It is suitable for health care professionals and care workers based in nursing, residential homes and domiciliary care settings.

By the end of this session delegates will be able to:

- Detail current regulations, policies and procedures
- List common side effects and reactions
- Explain the safe storage and disposal of medication
- Describe how to report errors and incidents
- Explain the procedures for consent or refusal
- List drug types and dosage
- Demonstrate person-centred approaches when administering medication



Nutrition & Hydration

3 hours

This course aims to raise awareness of the nutrition and hydration requirements of older people. It is suitable for health care professionals and care workers based in nursing, residential homes and domiciliary care settings.

By the end of this session delegates will be able to:

- Describe what makes a healthy diet
- Explain health problems related to poor diet and dehydration
- Describe the importance of nutrition in older people
- Explain Nutritional Screening
- Describe the effects of Hydration and Dehydration
- Detail a 'Food First' approach versus use of nutritional supplements
- Explain how to support eating and drinking
- Describe factors affecting eating and drinking, swallowing difficulties, oral health status, dementia and possible solutions

Oral Health & Hygiene

3 hours

This course aims to raise awareness of the oral health and hygiene of older people. It is suitable for health care professionals and care workers based in nursing, residential homes and domiciliary care settings.

By the end of this session delegates will be able to:

- Promote the importance of person centred oral healthcare
- Provide and support good personal oral health care for residents & clients
- Train others to provide good oral health care
- Communicate confidently with dental professionals
- Undertake an oral health assessment and make recommendations for person centred oral care planning



Sepsis

3 hours

This course aims to raise awareness of the signs and symptoms of sepsis in older people. It is suitable for health care professionals and care workers based in nursing, residential homes and domiciliary care settings.

By the end of this session delegates will be able to:

- Explain what Sepsis is
- Describe what causes Sepsis and the basic physiology surrounding Sepsis and Septic shock
- List the signs, symptoms & warning signs of Sepsis
- List what can be done to prevent Sepsis and improve Sepsis care
- Signpost to where to get help and advice



Dementia Care

The number of people predicted to develop a form of dementia is rapidly rising and set to increase from 850,000 in 2017, to 1.14 million by 2025, and 2.09 million by 2050. (Alzheimer's Society, 2014).

We can help you build on and extend your previous staff development. We offer a range of courses to update, up-skill and inform your care staff, including new developments in the care of adults with a Learning Disability who are also living with dementia.

Our courses are all highly person-centred in focus and include:

- Dementia Awareness 3 hours
- Dementia Care Advanced Full day
- Dementia & Activity Co-ordinators' Day Full day

Dementia Care Awareness

3 Hours

This course offers an introduction to caring for people experiencing dementia. It raises awareness of the causes of dementia and offers person-centred approaches to care.

By the end of this session delegates will be able to:

- Describe the nature of the differing types of dementia
- Explain possible ways to prevent dementia
- Detail how the differing types of dementia may shape behaviour and experience, and deal with behaviour that might challenge carers
- Demonstrate how to improve communication
- Explain person-centred ways in which clients with dementia can be assisted to lead more fulfilling daily lives, including the development of meaningful activity in care settings

“Thank you. I have attended other dementia courses before, but today I really understand.”



Dementia Care Advanced

Full day

This course gives a more in-depth understanding of how to work effectively with those experiencing dementia. This course is for managers, team leaders, volunteers, paid carers and informal carers who are looking after people on a day-to-day basis. The emphasis of this course is on person-centred approaches throughout. It is suitable for health care professionals and care workers based in nursing and residential homes, domiciliary care settings and the Voluntary, Independent and Private sector.

By the end of this session delegates will be able to:

- Describe the nature of the differing types of dementia and how these may shape behaviour and experience
- Detail dementia prevention
- Demonstrate how to deal with behaviour that may challenge carers
- List the ways in which clients with dementia can be assisted to lead more fulfilling daily lives
- Explain the development of meaningful activity in care settings
- Describe reminiscence and life history work with older people including people with dementia
- Explain ideas for helping individuals to share their memories and different ways of recording these such as memory boxes and life history books

Dementia and Activity Co-ordinators' Day

Full day

This course considers the development of engaging programmes of activity for residents and clients in care settings. It is suitable for health care professionals and care workers based in nursing, residential homes and domiciliary care settings.

By the end of this session delegates will be able to:

- Assess clients' needs (particularly the needs of those experiencing dementia)
- Identify strategies to develop programmes of meaningful activity
- Promote meaningful occupation
- Take part in activity workshops offering a chance to view and experience a range of activities and evaluate their use. This includes art therapies, memory boxes, cognitive stimulation therapies and therapeutic activities such as hand massage and simple chair-based exercise

First Aid

First Aid training is vital to keep your workforce, clients and visitors safe. There is a legal obligation to train your staff to be able to respond in emergencies and manage situations until other support arrives.

We can help you build on and extend your previous staff development. We offer a range of courses to update, up-skill and inform your care staff, explaining new legislation, policy developments and best practice.

Our courses are all highly person-centred in focus and include:

- Essential First Aid Basic Awareness 3 hours



First Aid Basic Awareness

3 Hours

This course aims to introduce and increase an understanding of basic first aid procedures in the workplace and particularly in care settings. It is suitable for health care professionals and care workers based in nursing, residential homes and domiciliary care settings.

By the end of this session delegates will be able to:

- Identify the key priorities of first aid and how to manage first aid incidents, including getting support
- Carry out a top to toe survey
- Demonstrate how to deal with choking, bleeding, burns and scalds, fractures, nose bleeds and shock
- Detail necessary infection control procedures
- Explain how to deal with an unconscious casualty
- Indicate how to report incidents in the care plan

*“I am much more confident now,
and I feel that my knowledge
has been consolidated”*

Health and Safety

Health and Safety is a core component of Health and Social Care. There is a legal requirement for employers to provide risk assessments to protect their workforce and for employees to comply with policies and regulations.

Health and Safety regulations are regularly updated and you need to stay abreast of the changes in order to ensure the safety of clients, staff and the public.

We can help you build on and extend your previous staff development. We offer a range of courses to update, up-skill and inform your care staff, explaining new legislation, policy developments and best practice.

Our courses are all highly person-centred in focus and include:

- Food Hygiene Level 1 3 hours
- Health and Safety, including Fire Awareness 3 hours
- Lone Working 3 hours

Food Hygiene Level 1

3 hours

This course is intended for staff who are not routinely involved with food preparation, but who need to be aware of good practice in food hygiene. It is suitable for health care professionals and care workers based in nursing, residential homes and domiciliary care settings.

By the end of this session delegates will be able to:

- Explain the consequences of poor food hygiene
- Describe the nature of food-borne illnesses and essential client care
- Detail safe food handling and prevention of cross contamination
- Explain safe food storage processes and effective temperature control
- Identify effective cooking and cleaning processes
- Explain the need for good personal hygiene
- Describe the procedure for dealing with pests

Health and Safety

3 hours

This course aims to raise awareness of health and safety legislation and its application in the workplace. It will include a look at fire awareness. It is suitable for health care professionals and care workers based in nursing, residential homes and domiciliary care settings.

By the end of this session delegates will be able to:

- List current legislation, policies and procedures
- Describe employer and employee responsibilities
- List the common causes of workplace accidents
- Demonstrate accident reporting including RIDDOR
- Explain health & safety guidance including PPE, COSHH, electrical safety etc.
- Describe how fires start
- Explain how to respond to fires and evacuate safely
- Explain safe working practices
- List the process for risk assessment

Lone Working

3 hours

Lone working is a frequent occurrence in many voluntary and care sector organisations. Lone working might occur when people provide services to the public in their own homes, in offices, in day centres or shops, or when carrying out sleep-ins or other support services. It is suitable for health care professionals and care workers based in nursing and residential homes, domiciliary care settings and the Voluntary, Independent and Private sector.

By the end of this session delegates will be able to:

- Describe how to promote personal safety and security
- Explain safe working practices and strategies that enhance personal safety
- Detail how to manage difficult situations and potential challenges from others
- Demonstrate good practice by examining a range of case studies

***“Good course and very informative.
I needed to undertake this to
support my co-workers and colleagues.”***

Manual Handling

Manual Handling includes the safe repositioning and movement of people and objects. Handling injuries are still the number one cause of workplace accidents and can lead to physical and emotional distress, litigation and increased insurance premiums.

Moving and assisting your clients safely is crucial to their and your staff's wellbeing.

Our courses are all delivered by a specialist manual handling trainer and include:

- **Manual Handling, including hoist – People** Full day
- **Manual Handling, refresher - People** 3 hours
- **Manual Handling - Load** 3 hours



Manual Handling – People

Full Day

This full-day course will give your staff the practical solutions for daily support activities. It will also give them an understanding of the legislation that protects them, the way their bodies work most efficiently and how to gain the co-operation of the clients through person-centred communication.

This course is suitable for new starters in care and as an update in best practice for more experienced members of staff.



By the end of this session delegates will be able to:

- Explain the law and regulations for the safe moving and handling of clients
- Explain how the human body can become damaged and practical tips for 24-hour back care
- Practically take part in current techniques, moves and transfers to ensure they are following best practice
- Demonstrate how to use equipment for chair, bed and hoist transfers

The trainer is a specialist Manual Handling professional with a RoSPA qualification, delivering best practice on behalf of the Local Authority to the VIP sector and for Housing Association trades people.

Manual Handling Refresher - People **Half Day**

Half-day refresher course designed to bring all your staff up-to-date in current best practice, legislation and equipment. Also ideal for Seniors and Team Leaders to ensure they are cascading the right knowledge down to front-line care workers.

Please see the Full Day course for a schedule of the training provided on this essential update.

***“I will include everything I have learned
in my daily practice at work”***

Manual Handling - Loads

Half Day

Half-day refresher course designed to bring all your staff up-to-date in current best practice, legislation and equipment. Ideal for housekeeping, catering staff, handy-persons and tradespeople.

By the end of this session delegates will be able to:

- Explain the Law and Regulations for the safe moving and handling of loads
- Describe how the human body can become damaged and practical tips for 24-hour back care
- Practically take part in current techniques, moves and transfers to ensure they are following best practice
- Demonstrate how to use equipment, including hand trolleys and step ladders.

The trainer is a specialist Manual Handling professional with a RoSPA qualification, delivering best practice on behalf of the Local Authority to the VIP sector and for Housing Association trades people.

“This course provided me with an excellent introduction to a variety of important practical sides to manual handling and health and safety”

Essential Care Skills

This core set of training sessions will ensure that your staff are fully trained in a range of courses designed to update, up-skill and inform your care staff, explaining new legislation, policy developments and best practice.

- Adult Safeguarding Level 1 3 hours
- Challenging or Distressed Behaviour 3 hours
- Customer Care & Communication Skills 3 hours
- Dignity in Care 3 hours
- Equality and Diversity 3 hours
- Falls and Frailty 3 hours
- Food Hygiene Level 1 3 hours
- Mental Capacity Act, DoLS and Best Interest Decisions 3 hours
- Person Centred Care & Risk Enablement 3 hours

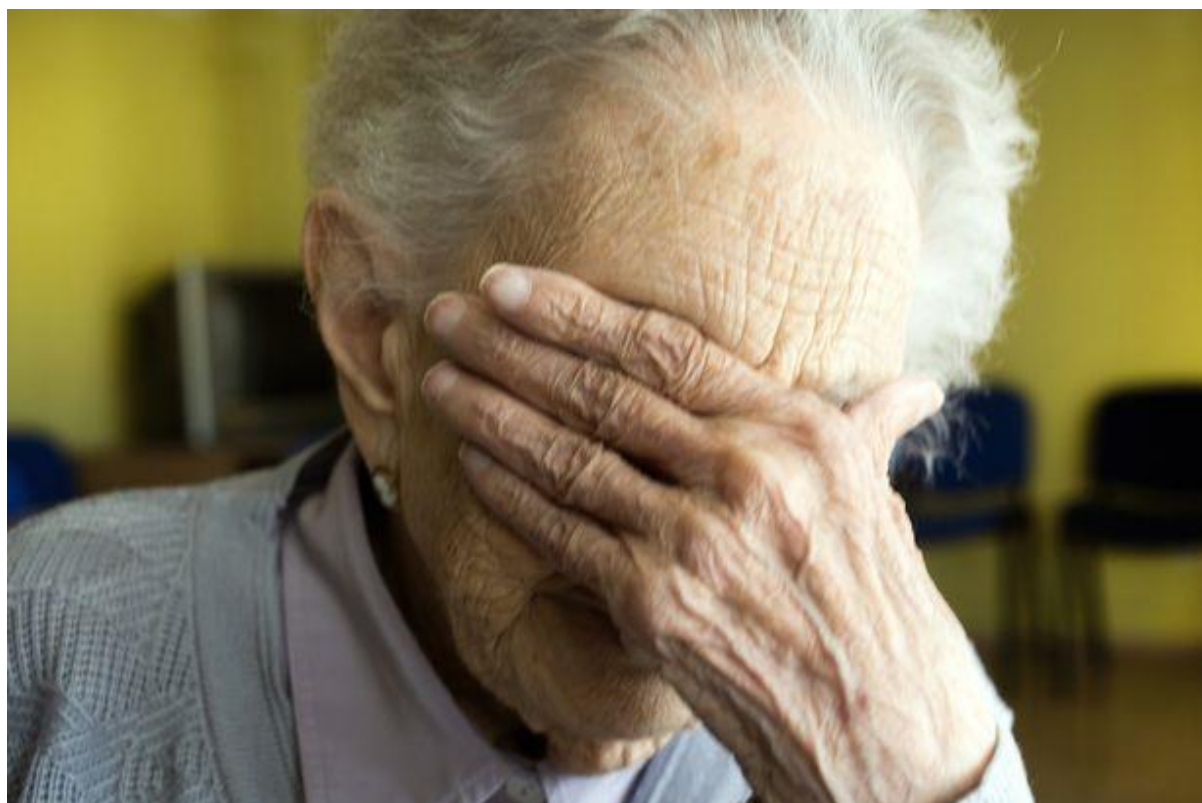
*“It covers almost everything!
I’ve learned so many things.”*

Adult Safeguarding – Level 1

Half Day

Every Care Worker's Duty of Care is 'to cause no harm'. Training in Adult Safeguarding is a legal requirement under the Care Act 2014. Ensure your compliance with CQC and ensure all of your staff are trained in this most fundamental way of protecting someone with care and support needs. It is suitable for health care professionals and care workers based in nursing, residential homes and domiciliary care settings.

This course offers the knowledge and skills care workers need in order to safeguard adults at risk of abuse or neglect in their care.



By the end of this session delegates will be able to:

- List indicators and patterns of abuse
- Describe how to respond to abuse including issues of confidentiality and disclosure
- Explain reporting and recording abuse including ‘whistle-blowing’
- Detail how to reduce the incidence of abuse
- Identify relevant legislation, policies and procedures, including the changes brought about by the Care Act 2014.



*“The course has really helped me.
If I ever saw anything, I would
know what to do.”*

Challenging or 'Distressed' Behaviour

3 Hours

This course aims to raise awareness of behaviours that carers may find challenging. Delegates will have the opportunity to consider the ways in which personal and environmental factors impact upon a client's distressed behaviour. A range of person-centred approaches will be explored to assist carers in challenging situations. The course is suitable for health care professionals and care workers based in nursing, residential homes and domiciliary care settings.

By the end of this session delegates will be able to:

- Explain why distressed behaviours occur and how they may challenge care workers
- List a range of potential triggers
- Describe what actions to take when faced with challenging situations
- Explain how staff might identify positive ways of engaging with clients to alleviate distress
- Demonstrate the ability to risk assess, plan and implement to prevent and defuse potentially challenging situations

Customer Care & Communication Skills

3 hours

This course encourages staff to recognise the need for excellent client service. It demonstrates techniques that will enable your staff to carry out a quality service that will exceed your clients' needs and expectations. It is suitable for health care professionals and care workers based in nursing and residential homes, domiciliary care settings and the Voluntary, Independent and Private sector.

By the end of this session delegates will be able to:

- Describe the benefits of excellent client service
- Explain the importance of attitude
- List key concepts of communication
- Describe how to promote signposting
- Explain how to handle angry clients and deal with complaints



Dignity in Care Settings

3 hours

This course promotes dignity at the heart of person-centred care. Dignity is valuing every individual and the contribution that they make. It focusses on the core values of respect, choice and making informed decisions.

This practical course places delegates in the position of being cared for by their colleagues in order to empathise with the experiences of a cared-for client. It is suitable for health care professionals and care workers based in nursing, residential homes and domiciliary care settings.

By the end of this session delegates will be able to:

- Describe how to respect and value individuals who are vulnerable and require support
- List how to offer informed choice and control to maintain independence over care needs
- Explain how to maintain dignity when taking best interest decisions for an individual who lacks mental capacity, as identified in their care plan
- List ways of communicating effectively and how to maintain confidentiality
- Describe how to promote privacy and independence when performing personal care tasks
- Describe how to challenge poor practice, including whistleblowing policies

Equality and Diversity for Care Settings

3 hours

This course promotes an understanding of how issues of equality and diversity impact upon care provision. It is suitable for health care professionals and care workers based in nursing, residential homes and domiciliary care settings.

By the end of this session delegates will be able to:

- Define the concepts of 'Equality' and 'Diversity'
- Outline current legislation, including the Equality Act and the nine protected characteristics
- Explain how the Mental Capacity Act and the Deprivation of Liberty Safeguards protect individuals who may lack capacity
- Explain how different groups may be affected or disadvantaged by direct and indirect discrimination
- Describe how delegates can demonstrate their understanding of equality and diversity issues in person-centred planning
- Apply their knowledge to a range of mini care-based case studies and practical examples person-centred planning

Falls and Frailty

3 hours

This course looks at the causes of falls in older people, in particular the links to frailty. There are physical and psychological impacts from falls and the course identifies relevant treatment and rehabilitation pathways that can be followed. There will be a focus on practical steps to reduce the risks that a person faces in their environment and changes that can be made to keep themselves healthy and safe. It is suitable for health care professionals and care workers based in nursing and residential homes, domiciliary care settings and the Voluntary, Independent and Private sector.

By the end of this session delegates will be able to:

- Identify risk factors commonly leading to falls and the increased risk for people who are assessed as frail
- Explain the physical and psychological consequences of falls and fractures
- Detail current falls 'pathways' and procedures including completing a falls referral
- Show the ability to identify a range of potential hazards that might lead to a fall in both home or other environments and offer practical solutions to reduce risk
- Demonstrate the 'get up off the floor' plan

***"A great trainer – excellent personality –
and very thorough training."***

The Mental Capacity Act & the Deprivation of Liberty Safeguards

3 hours

This course examines the Mental Capacity Act (2005) and the Deprivation of Liberty Safeguards (2007) and considers the implications for the care and voluntary sector. It is suitable for health care professionals and care workers based in nursing and residential homes, domiciliary care settings and the Voluntary, Independent and Private sector.

By the end of this session delegates will be able to:

- Explain the MCA 2005, its five core principles and its updates
- Describe how decisions about capacity are judged and documented
- Explain the Deprivation of Liberty Safeguards and its relevance to the care sector
- Demonstrate a knowledge of gaining consent and carrying out Best Interest Decisions
- Apply knowledge gained to a range of case studies relevant to care settings

Person-Centred Care and risk enablement

3 hours

This course demonstrates how to encourage individuals to be involved in their care planning. It supports people requiring care to make choices for themselves to improve their independence and achieve their own outcomes. Risk enablement involves balancing the positive benefits from taking risks against the possible negative effects of trying to avoid all risks. It is about managing risk and not letting risk manage care workers and cared-for individuals. It is suitable for health care professionals and care workers based in nursing and residential homes, domiciliary care settings and the Voluntary, Independent and Private sector.

By the end of this session delegates will be able to:

- List government guidance and policies relating to person centred care
- Describe the skills essential to delivering care in a person-centred way, including the importance of attitude, communication, problem solving and gaining consent
- Explain the importance of confidentiality whilst sensitively gathering personal information
- List the process for positive risk enablement with an individual
- Apply knowledge gained to a range of mini case studies, suggesting ways in which delegates could offer effective and person centred care practices.

Age UK & Voluntary Sector Specific Skills

Age UK H&W has supported Age UKs across the West Midlands and provided specific and specialist skill development training.

A popular choice is provided through our Bitesize training programme where your staff and volunteers can develop skills in a number of key areas in a tailored and bespoke course:

- Bite-sized Training Programmes Full day
- Induction and Refresher training Full day



Bite-sized Training Programmes

Full day

Bite-sized training days are a popular part of our training courses. It offers you the opportunity to build your own training day to suit the specific needs of your staff and volunteers. They make great induction packages too! These sessions work best with a minimum of six delegates.

Simply pick and mix up to 4 sessions from the list below:

- Dementia Awareness
- Low-level moving and positioning of clients
- Health & Safety
- Adult Safeguarding
- Infection Control
- Fire Safety
- Lone Worker
- Customer Care
- Mental Capacity Act
- Behaviour that Challenges
- Risk Assessment
- Confidentiality
- Promoting Equality & Diversity
- Dignity and Person-Centred Care

** More sessions are available, please call for details*

Induction or Refresher Training

Full day

This training provides the essential skills required to work effectively with older people in a home or office setting. It is ideal for the initial Induction training for your staff and volunteers. It also covers all of the essential training needed for a refresher for existing members of staff.

By the end of this session delegates will be able to:

- Work effectively with older people in an office or client's home
- Describe equality & diversity issues
- List Health and Safety processes (*inc. Risk Assessments, Fire Awareness and Manual Handling*)
- Explain their duties in Food Hygiene
- List Lone Working safety procedures
- Describe the Adult Safeguarding process
- Explain the importance of Client Confidentiality & Signposting

How to book a course

To enrol on one of our courses just phone or email a member of the training team who will be happy to discuss your needs and how we can support you.

Phone:

01905 740 950

E: training@ageukhw.org.uk

www.ageuk.org.uk/herefordshireandworcestershire/training

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