

Training Solutions

Delivering excellence in Health and Social Care Training



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About Age UK Herefordshire & Worcestershire

Age UK Herefordshire & Worcestershire is an independent, local charity and brand partner of Age UK, working in the two counties and striving to make Herefordshire and Worcestershire a great place to grow older. We aim to improve the quality of life for all older people across the two counties by promoting choice, opportunity and independence, by providing direct services to older people, supporting others who provide services, liaison, awareness raising and campaigning.

The Training Team

Age UK Herefordshire and Worcestershire (Age UK H&W) Training Solutions is a specialist health and social care training provider.

Our training team provides skills training, tailored to suit the individual needs of customers. We specialise in Moving & Positioning, Dementia care and First Aid training and offer virtually all mandatory and recommended health and social care courses.

Age UK Herefordshire & Worcestershire is an Open College Network accredited centre. We have also delivered training for Worcestershire County Council, 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.

Our team of professional trainers have all worked in health and social care as Nurses, Care Workers and Teachers. All carry enhanced DBS certificates and are all qualified Trainers.



Our 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 have experience in providing care in the community or hospital settings. Our courses are regularly 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 face-to-face training, 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 the customers' workplace, or another venue of their choice. We arrange times and dates to suit the needs of our clients. This can be mornings, afternoons or evenings to suit staff's shift patterns. We can also deliver training on weekends.

We collect evaluations at the end of our courses and this provides the statistical data to update our Business Plan.

How to Book:



To enrol on one of our courses you can phone or email a member of the training team who will be happy to discuss your needs and how we can support you. Alternatively you can book onto any of our courses [online](#).

T: 0800 008 6077 E: training@ageukhw.org.uk

[Book online](#)

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 needs.



Scan me to book

The benefits of our work

The health and social care business is extremely competitive, and organisations need to be at the top of their game to be in the game. This is why training health and social care staff is so important in developing and maintaining a competitive edge and achieving business goals in the healthcare environment.

Training staff improves the quality of care that organisations offer their clients

People are becoming more aware of CQC ratings as a method of determining the standard of care provided. When the CQC conducts an inspection, they will want to know that you 'deploy enough suitably qualified, competent and experienced staff' to enable you to meet all your obligations under the Health and Social Care Act 2008.

People today consider care as a consumer choice. They will consider the attitude and engagement of employees, and care provided by staff, before cost. To help them make the choice you want them to make, training your staff is simply essential.

Training increases loyalty

Training staff is a key strategy to improving loyalty. Organisations who are committed to helping employees develop their careers will discover that those staff feel more engaged.

When employees feel valued, appreciated, and part of a successful team, an organisation will benefit from lower staff turnover, lower absenteeism, fewer safety incidents, better quality of work.

With improved employee engagement, the organisation's image improves, recruitment costs fall, and it becomes easier to attract talented people to work for us.

Training staff increases business opportunities

With more highly qualified staff, and with employees qualified in a wider range of related disciplines, the organisation will have the opportunity to offer new services to clients. This increases business opportunities attracting new and different clients in higher-margin care offerings.



Who we work with

We work in partnership with many organisations and individuals

The Organisation's Trustees

- We provide accurate and timely information about the progress and development of our Business Plan

Our staff and volunteers

- We provide training to staff and volunteers to increase skills and promote development and retention.

Our customers

- We provide high-quality, cost effective solutions to the training needs of our clients. These include: Nursing and Residential Care Homes, Domiciliary Care Agencies, Support Agencies, Housing Associations, Local Authorities, Clinical Commissioning Groups, other VCS organisations and local businesses.

Older People

- We offer places on our training courses to informal carers and to members of the public who may be interested in a career in care.

People who need care and support

- We provide training directly into the community for family members and Personal Assistants supporting individuals with care and support needs.

Courses:

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.

(Full day = 6 hours Half day = 3 hours)

MANUAL HANDLING

Manual Handling induction
Manual Handling annual update
Manual Handling – Loads
Manual Handling Train The Trainer
Manual Handling TTT annual update
Manual Handling Risk Assessor
Manual Handling Risk Assessor annual update

Pg. 8-9

Full day
Half day
Half day
Two days
Full day
Two days
Full day

DEMENTIA AWARENESS

Dementia Awareness
Dementia Practical Skills Level 2 accredited

Pg. 10

Half day
Full day

FIRST AID

First Aid Basic Life Support
Emergency First Aider at Work Level 3 accredited

Pg. 11

Half day
Full day

FOOD HYGIENE

Food Hygiene Level 1 accredited

Pg. 12

Half day

OTHER COURSES

Activity Co-ordinators Day
Adult Safeguarding
Autism Awareness
Challenging or Distressed Behaviour
Customer Care & Communication
Dignity in Care
End of Life Care & Bereavement
Equality & Diversity – LGBT+
Falls Prevention
Frailty
Infection Control
Health and Safety
Leadership Skills & Managing Volunteers
Lone working
Medication Management
Oral Healthcare
Person Centred Care
Pressure Ulcers & Skin Integrity
Mental Capacity Act and LPS (DoLS)
Mental Health First Aid
Risk Assessments

Pg. 12-19

Full day
Half day
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MANUAL HANDLING

Moving & Handling annual update

Half day

Mandatory for all staff who are physically assisting clients.

M&H Induction full days are for staff who have never had M&H training or who have not had the full-day M&H training for at least three years.

- By the end of the course, you will be able to:
- Describe the structure of the spine and the risk of damage
- List factors that can help you to protect your back
- Explain how the law guides and protects you
- Describe the risk assessment process for manual handling tasks
- Demonstrate efficient movement principles
- Demonstrate practical techniques of moving & handling loads and people

Moving & Handling annual update

Half day

Annual updates are for staff who have had the full-day M&H training within the last three years.

Moving & Handling – Loads

Half day

Mandatory for all staff who are physically moving objects as a part of their job role.

By the end of the course, you will be able to:

- Explain why it is important to protect your back
- Describe the structure of the spine and the risk of damage
- List factors that can help you to protect your back
- Explain how the law guides and protects you
- Describe the risk assessment process for manual handling tasks
- Demonstrate efficient movement principles
- Demonstrate practical techniques of moving & handling loads

Moving & Handling Train The Trainer Two-day

Two days

Recommended for Managers and Seniors who wish to start training their own staff in Moving and Handling.

By the end of the course, you will be able to:

- Describe the structure of the spine and the risk of damage
- List factors that can help you to protect your back
- Explain how the law guides and protects you
- Describe the risk assessment process for manual handling tasks
- Demonstrate efficient movement principles
- Demonstrate practical techniques of moving & handling loads and people
- Day 2 is a totally practical day where you deliver sections of both theory and practical

Moving & Handling Train The Trainer annual update

Full day

Recommended for Managers and Seniors who already train their own staff in Moving and Handling.

Moving & Handling Risk Assessor Two-day

Two days

Recommended for Managers and Seniors wishing to start carrying out Moving & Handling risk assessments involving clients and equipment.

By the end of this course, delegates will be able to:

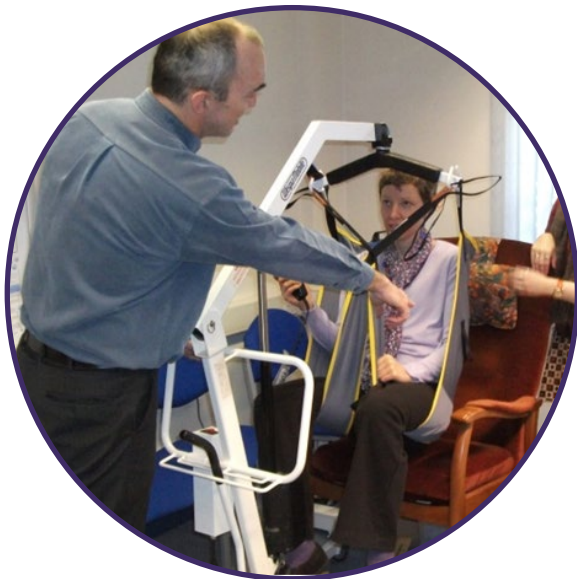
- Identify issues that can increase the risk of injury
- Explain how the Law guides your work as a Risk Assessor
- Demonstrate best practice manual handling of clients
- Explain the factors involved in a risk assessment
- Demonstrate how to record a manual handling risk assessment

Manual Handling Risk Assessor annual update

Full day

Recommended for Managers and Seniors already carrying out Moving & Handling risk assessments involving clients and equipment.

*“Very informative and fantastic instructor.
Straight to the point. Honest and relatable
and very inclusive to everyone.”*



DEMENTIA AWARENESS

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).

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.

Dementia Wareness

Half day

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.

Dementia Practical Skills Level 2 accredited

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

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

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.

First Aid Basic Life Support

Half day

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

Emergency First Aider at Work Level 3 accredited

Full day

Qualification for those wishing to be the Nominated First Aider in their workplace.

By the end of the course you will be able to:

- Understand the role and responsibilities of a first aider
- Be able to assess an incident
- Be able to provide first aid to an unresponsive casualty
- Be able to provide first aid to a casualty who is choking
- Be able to provide first aid to a casualty with external bleeding
- Know how to provide first aid to a casualty who is in shock
- Know how to provide first aid to a casualty with minor injuries

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



FOOD HYGIENE

Food Hygiene Level 1 Accredited

Half day

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 you 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



OTHER COURSES

Activity Co-ordinators Day

Half 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 you 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.



Adult Safeguarding

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 you 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.

Austism Awareness

Half day

Recommended for all staff who support individuals living with Autism.

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

- Define what autism means, and to learn about the range of behaviours and symptoms associated with the condition.
- To differentiate between Classic autism, Asperger's Syndrome and conditions which are frequently co-morbid with these.
- To understand how it feels to live with an Autistic Spectrum Disorder.
- To know about various approaches to managing ASD, and learn the implications of each.

Challenging or Distressed Behaviour

Half day

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 you 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

Half day

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 you 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

Half day

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 you 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

End of Life Care & Bereavement

Half day

Recommended for all staff who support clients towards the end of their lives.

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

- Have awareness of when residents are entering the dying phase
- List symptoms that are common at the end of life
- Discuss how to provide terminal care
- Have knowledge of Advanced Care planning to support the preferences of residents in EOLC
- Communicate effectively and sensitively with dying residents and their families.
- Care after death
- Recognise how to look after yourself and each other while caring for the dying

Equality & Diversity – LGBT+

Half day

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 you 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 studies and practical examples of person centered planning

Falls Prevention

Half day

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 you 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



Frailty

Half day

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 you 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

Infection Control

Half day

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 you 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

Health and Safety

Half day

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 you 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

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

Leadership Skills & Managing Volunteers

Half day

Recommended for all Managers and Team Leaders who are responsible for other employees.

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

- Identify the differences between Managers and Leaders
- Describe essential people management skills, including:
- Planning & Delegation
- Communication & conflict management
- Problem Solving and Decision Making Skills
- Decide on your preferred style of Leadership
- Explain what changes you are going to make

Lone working

Half day

Recommended for all staff engaged in 1-2-1 care with clients and for those concerned about how to manage distressed behaviours.

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

- Define lone working and the job roles it includes
- Describe strategies for keeping safe
- Defuse and resolve conflict
- Identify triggers of aggressive behaviours
- Recognise, assess and manage risk
- Explore law and policies relating to aggression in the workplace
- Interpret Health and Safety Executive guidance for lone workers
- Apply safety strategies when travelling by car, bus, train and on foot

Medication Management

Half day

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 you will be able to:

- Demonstrate person-centred approaches when administering medication
- 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



Oral Healthcare

Half day

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 you will be able to:

- Demonstrate person-centred approaches when administering medication
- 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

Person Centred Care

Half day

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 you will be able to:

- List government guidance and policies relating to person centre 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.

Pressure Ulcers & Skin Integrity

Half day

The aim of this course is to familiarise delegates with pressure ulcers; risk factors; prevention strategies; pressure ulcer classification; and the reporting process.

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

- Explain the causes of pressure ulcers
- Recognise patients at risk of pressure ulcers
- State the key pressure ulcer prevention strategies, including equipment options
- Classify pressure ulcers according to latest guidelines
- Know how to report pressure ulcers
- To have an overview of equipment available to support pressure ulcer prevention

Mental Capacity Act and LPS (DoLS)

Half day

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 you 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

Mental Health First Aid

Half day

Recommended for all staff who wish to know how to provide support to colleagues and clients who are experiencing poor mental health.

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

- Describe what is mental health and mental health first aid.
- Explain the causes and effects of stress
- Demonstrate how to reduce stress
- Be able to apply the 5 ways to wellbeing
- Explain the oxygen mask rule!
- Be able to apply mental health first aid

Risk Assessments for care work

Half day

Recommended for all Managers and Team Leaders who carry out risk assessments under legislation to keep their clients and staff safe.

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

- Explain the Health & Safety Law that protects you and your clients
- Demonstrate how to carry out a variety of risk assessments
- Explain why it is important to help clients to take reasonable risks

Please note this information is correct as of July 2020 courses may be subject to alter or change.





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