



Health and social care training for later life.

www.ageukhw.org.uk

Age UK Herefordshire and Worcestershire

is an independent, local charity with a vision to make the two counties great places to grow older by improving the quality of life for all older people.

We do this through promotion of choice, opportunity, and independence by supporting others who provide services, liaison, awareness raising and campaigning.



Why we are the trainer of choice

All our training is specifically tailored to the needs of older people.

We provide quality, up-to-date and industry standard, training courses. Each course has been developed, and refined, through the first-hand experiences our trainers have gained while working, day-to-day, with our older population.

We are a charity and all income generated through training helps to support our work with older people in local communities.

We deliver high-quality, cost effective solutions to suit the training needs of our clients including:

- Nursing and Residential Care Homes
- Domiciliary Care Agencies
- Support Agencies
- Housing Associations
- Local Authorities
- Clinical Commissioning Groups
- Other VCS (Voluntary Community Sector) organisations and local businesses



Our training isn't restricted to professionals and organisations. We can deliver training to families and personal carers that may be paid for via a personal care budget.

Our delivery is flexible. You can join a course at our Worcester office, online, your office, or at a location organised by yourselves.

Our team are qualified, professional trainers. They have all worked in health and social care as Nurses, Care Workers and Teachers, thus assuring the quality, and relevancy of our courses.

We are TQUK accredited and we provide certificates as evidence of attendance on all our training courses.

Course Guide

Manual Handling

Our range of manual handling courses can take someone from never having moved or lifted a person before, right through to the instruction of others in lifting techniques.

Moving & Handling Induction

Full day

For staff who have had never taken part in Moving & Handling before or staff returning to the profession.

Moving & Handling - annual update

Half day

Annual updates are for staff who have had the full-day Moving & Handling 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.

Moving & Handling: Train the Trainer

Two days

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

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

Full day

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

Manual Handling Risk Assessor - Annual update

Full day

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

By the end of these courses, trainees 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

Some of these courses include practical techniques.



**98% of
delegates
said they
would
recommend
our manual
handling
courses.**

Dementia Awareness

We are a key provider of Dementia Services, for mild to moderate conditions, across Herefordshire and Worcestershire. Our knowledge and expertise is reflected in our training for dementia care.

We can help you build on your previous staff development. We offer a range of courses which will update, up-skill and inform your care staff. Such as, instruction in new developments in the care of adults with a learning disability who are also living with dementia.

Dementia Awareness

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, trainees will be able to:

- Describe the nature of the differing types of dementia
- Explore ways of reducing the risk of dementia
- Detail how the differing types of dementia may shape behaviour and experience, and deal with behaviour that might challenge carers
- Demonstrate how to communicate effectively with someone with dementia
- 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.

100% of attendees rate our Trainers knowledge as either good or outstanding.

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.

By the end of this session, trainees can:

- Assess clients' needs
- Identify strategies to develop programmes of meaningful activity
- Promote meaningful occupation and engaging activities
- 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.

Challenging or Distressed Behaviour

Full 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.

By the end of this session, trainees 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

First Aid

We offer a range of courses to update, up-skill and inform your care staff, explain 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, particularly in care settings.

By the end of this session, trainees will be able to:

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



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**The trainer
was really
interactive**

Emergency First Aider at Work: Level 3 accredited

Full day

This is the qualification needed by anyone who wishes to become a Nominated First-Aider in their workplace.

By the end of this session, trainees will:

- 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



Falls and Frailty

Our courses look at the causes of falls in older people, with, in particular the links between falls and frailty. There are physical and psychological impacts from falls and these courses identify 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 them healthy and safe. These courses can be delivered individually, together or in combination with other courses.

Fall Prevention

Half day

By the end of this session, trainees 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

By the end of this session, trainees 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



Wellbeing and Safety

Mental Capacity Act and Liberty Protection Standards (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.

By the end of this session, trainees 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 (2007) and its relevance to the care sector
- Demonstrate a knowledge of 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, trainees 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 "five ways to wellbeing"
- Explain the oxygen mask rule
- Apply mental health first aid

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This course has helped me to change how I look at a situation.

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 compliance with regulatory requirements and that all staff are trained in this most fundamental way of protecting someone with care and support needs. This course is suitable for health care professionals and care workers based in nursing homes, 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, trainees 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).

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, trainees 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

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, trainees 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

Autism Awareness

Half day

Recommended for all staff who support individuals living with Autism. By the end of this session, trainees 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.



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The course was very engaging and as a small group they tailored it to our needs.

Other Courses

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.

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.

Oral Healthcare

Half day

This course looks at the essential care of client's mouths and their oral hygiene. It outlines legal and professional responsibilities and practical techniques for supporting people for whom you provide support.

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.

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.

End of Life Care & Bereavement

Half day

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

Equality & Diversity – LGBT+

Half day

This course promotes an understanding of how issues of equality and diversity impact upon care provision.

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.

Activity Co-ordinators Day

Half day

This course considers the development of engaging programmes of activity for residents and clients in care settings.

Leadership Skills & Managing Volunteers

Half day

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

Lone working

Half day

Recommended for all staff engaged in one-to-one care with clients and for those concerned about how to manage distressed behaviours. It will also explore how to maintain personal safety.



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The trainers were amazing. They made the course fun to be on and helped with learning. We had opportunities to ask and join in.

Secure your place.

You can book onto any of our courses if you visit our website at:

www.ageukhw.org.uk

To discuss group bookings, pricing or anything else, please contact our training team who will be happy to discuss your needs and how we can support you.

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