

‘Adults and children with a sensory impairment should expect seamless provision of assessment, care and support and the same access to employment, education, leisure, healthcare and social care as everyone else’. MICHAEL MATHESON Minister for Public Health, See Hear Strategy, 2014

Many of those with a sensory impairment can be supported effectively through mainstream service provision if these services are accessible and service staff have an awareness of the needs of people with sensory loss and appropriate skills/training to deal with these needs.

The **See Hear Training** is available free of charge to any worker in the health, social care and third sector, or any interested person who may come into contact with people who have sight or hearing loss.

Sensory Awareness Training	Course content/Learning Outcomes
<p>Frontline Staff (Initial Contact) For those who regularly come into contact with members of the public as first point of contact e.g. customer service staff, clerical and administrative staff, receptionists, library staff. Half-day awareness raising session</p>	<p>Course content will vary across the sessions but by attending participants will:</p> <ul style="list-style-type: none"> • Know how people with sensory loss communicate and understand the factors that affect successful communication • Understand how society’ sets up barriers to communication for people with sensory loss, and how these barriers can be overcome • Know a range of technological aids to communication available to people with sensory loss • Understand the work of communication professionals and other communication support roles • Be able to select appropriate communication tactics for use with people with a sensory loss • Know the best environmental conditions for communicating with a person with sensory loss • Know a range of tactics for communicating with people with sensory loss
<p>Mainstream (Service Provision) For those who provide services in health, social care and independent/voluntary sector. Attendees could include nurses, support workers in homecare, residential or day care services. One-day training course</p>	
<p>Children Specific For those working directly with children and young people. Participants could include teachers, classroom assistants, social workers, foster carers, youth workers etc. Half-day training course</p>	
<p>Complex Needs For those who regularly come into contact with people who have more complex needs. Participants could include social workers, nurses, doctors, senior support workers, unit managers, and staff working in specialist units. One-day training course</p>	
<p>Champions For staff working in service provision and who work regularly with people with complex needs. This could include social workers, nurses, doctors, senior support workers, unit managers, and staff working in specialist units. Two-day course</p>	
<p>Please note that attendees must first have completed the Complex Needs course.</p>	
	<p>At the end of this course, the successful learner will build on the knowledge developed at Complex Needs training and be able to:</p> <ul style="list-style-type: none"> • Recognise behaviours that may indicate sensory loss in the people you support • Adapt your service to best meet the individual’s needs • Adapt an individual’s environment to promote independence and minimise risk. • Offer practical advice and support for care strategies that will increase service users’ independence • To identify and implement solutions for situations where people who have a sensory loss face accessibility or communication barriers

Programme

Training Area	Duration	Date	Town	Venue	Room
Champion	2 Day (Day 1)	28/03/2017	Newtown St Boswells	Old School Building, Council HQ	Training Room
Champion	2 Day (Day 2)	29/03/2017	Newtown St Boswells	Old School Building, Council HQ	Training Room
Children Specific	0.5 Day x 4	09/02/2017	TBC	High Schools - TBC	TBC
Complex Needs	1 Day	15/12/2016	Galashiels	Langlee Community Centre	Blue Room
Complex Needs	1 Day	01/02/2017	Newtown St Boswells	Main Building, Council HQ	Comm Room 2
Complex Needs	1 Day	07/02/2017	Duns	Southfield Lodge	Room 2
Complex Needs	1 Day	16/02/2017	Peebles	Burgh Hall	Burgh Hall
Complex Needs	1 Day	21/02/2017	Hawick	Town Hall	Buffet Room
Complex Needs	1 Day	07/03/2017	Galashiels	Langlee Community Centre	Red Room
Frontline Staff	0.5 Day x 2	12/01/2017	Newtown St Boswells	Old School Building, Council HQ	Training Room
Frontline Staff	0.5 Day x 2	08/02/2017	Galashiels	Langlee Community Centre	Red Room
Mainstream	1 Day	30/11/2016	Galashiels	Langlee Community Centre	Red Room
Mainstream	1 Day	18/01/2017	Hawick	Town Hall	Buffet Room
Mainstream	1 Day	24/01/2017	Newtown St Boswells	Old School Building, Council HQ	Training Room
Mainstream	1 Day	26/01/2017	Kelso	Tait Hall	Lesser Room
Mainstream	1 Day	15/02/2017	Peebles	Victoria Park Centre	Meeting Room
Mainstream	1 Day	16/03/2017	Galashiels	Langlee Community Centre	Red Room

Half day sessions will run from 9.30am – 12.30pm or 1.30pm – 4.30pm

Full day courses will run from 9.30am – 4.30pm

Please note that tea/coffee will be available at the sessions but no lunches will be provided.

Bookings - please contact: PeopleInfoMgt@scotborders.gov.uk or telephone **01835 825080** and ask for Siobhan