



Learning Network

# Training Programme

January - June 2020

Free training for care workers, volunteers and unpaid carers in the Scottish Borders



**Borders Care Voice**

Learning Network  
Triest House  
Bridge Street  
Galashiels TD1 1SW

Telephone: 01896 757290 (general enquiries); 01896 802351 (training enquiries)

Email: [training@borderscarevoice.org.uk](mailto:training@borderscarevoice.org.uk)

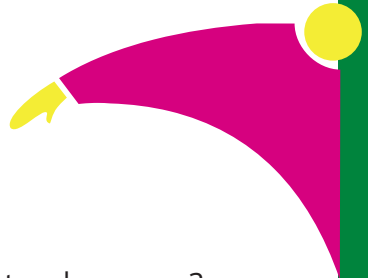
[www.borderscarevoice.org.uk](http://www.borderscarevoice.org.uk)

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Borders Care Voice is a Scottish Charitable Incorporated Organisation (SCIO): SC043731

Please contact us if you would like to receive this booklet in an alternative format.

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# About Borders Care Voice Learning Network



The Learning Network is part of Borders Care Voice. All our training sessions are held in Galashiels, unless otherwise stated. If there is demand for other locations in the Borders we can provide our training elsewhere.

We aim to:

- support training and development needs in partnership across health and social care
- commission training that is tailored and responsive to evolving priorities
- provide free specialist training for those working and volunteering in health and social care, and for unpaid carers in the Scottish Borders
- gather intelligence and data on training needs regularly to help to plan training and to support organisations in sharing resources.

Third sector, statutory and private organisations, and individuals who do not meet these criteria can access training, if places are available, at a cost as follows: **Half day – £30 per person**

**Full day – £60 per person**

**2 days – £120 per person**

## In-house training

Places in our programme are initially limited to two per organisation. If you have more members of staff who would benefit from training, talk to us about bringing our training to you. We can be commissioned to provide courses on a wide range of care topics – those included in

this programme, or others tailor-made for your organisation. This is available at a reduced rate for third sector groups and members of Borders Care Voice.

Please contact us to have a discussion about your training needs.

# About Borders Care Voice



We work with people and providers to promote equality and support change in health and social care.

Borders Care Voice runs several working/user groups that meet throughout the year:

- Service User and Carer Working Group
- Mental Health and Wellbeing Forum
- Parent Carer Action Group
- Borders Dementia Working Group

Membership of Borders Care Voice is open to any third sector organisation with links to health and social care, and to individuals including service users and unpaid carers. Benefits of membership are:

- it is free and ongoing
- it helps our sector to speak with a common voice
- access to the latest information, news and events relevant to the sector
- the opportunity to contribute to the planning and delivery of health and social care
- the chance to influence campaigns.

To find out more about the groups, or for information about becoming a member, please phone our office on **01896 757290** or email **admin@borderscarevoice.org.uk**

## Looking for a venue at a competitive price?

We have a training room and a meeting room available for hire at our premises in Triest House, Galashiels. Costs start from £5 per hour. For more information, please call **01896 757290** or email **admin@borderscarevoice.org.uk** .

# Dementia training

## “Promoting Excellence” Framework

NHS Education for Scotland and the Scottish Social Services Council developed “Promoting Excellence” – a framework for all health and social care staff who work with people with dementia, their families and carers. It has been designed across four levels. We will be running the training for the informed practitioner level and the skilled practitioner level.

### Informed Practice Level – 3 hours

This workshop will give you a basic awareness of dementia and how it affects individuals. Discussion and professional reflection will be part of the course.

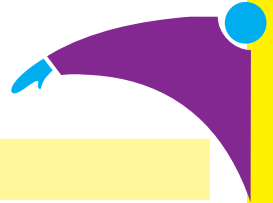
This training provides the baseline knowledge and skills required by all workers in health and social care settings, including working in a person’s home. It will cover:

- common signs and symptoms of dementia
- individual needs of the person with dementia
- awareness of the relevant legislation.

<b>Date</b>	Tuesday 24th March	Monday 27th April
<b>Time</b>	9.30am-12.30pm	9.30am-12.30pm

This training is delivered in partnership with Scottish Borders Council and NHS Borders.

Those completing the course will receive a certificate and will be registered as having completed training to the relevant framework level.



## Skilled Practice Level - 2 days

**Attendees will need to have completed 'Dementia – Informed Practice Level' to be eligible for this course.**

This two-day course re-visits the themes from the Informed Practice training and will develop and deepen your knowledge and understanding of dementia. Personal reflection and discussion will be an important element of the training.

This training is for people who work directly with people with dementia, their families and carers. It will help you to develop your understanding about dementia and to think differently about the people with dementia you may work with, whether they are living at home, in a care ward, attending a day centre or in a hospital ward.

- **Module 1:** Understanding dementia
- **Module 2:** Promoting person and family centred care and community connections
- **Module 3:** Promoting health and wellbeing
- **Module 4:** Meeting the needs of the person with dementia who is distressed
- **Module 5:** Supporting and protecting people's rights.

<b>Date</b>	Thursday 25th and Friday 26th June
<b>Time</b>	9.30am-4.30pm

This training is delivered in partnership with Scottish Borders Council and NHS Borders.

Those completing the course will receive a certificate, and will be registered as having completed training to the relevant framework level.

*(Dementia training continued overleaf)*

# Dementia training *(contd.)*

## Communication skills for effective dementia care

A half day workshop to look at how good communication can reduce stress for people with dementia, improve carers' skills and enhance their ability to meet the clients' needs.

- Develop active listening skills
- Communication skills to reduce agitation and distress
- Empathy and meeting your client's needs.

<b>Date</b>	Tuesday 23rd June
<b>Time</b>	9.30am-12.30pm





# Adult support and protection

## Essential roles and responsibilities of multi-agency staff

Delivered in partnership with Scottish Borders Council's Public Protection Unit. This was formerly Level 2 Adult Support and Protection. It has now been reformatted to a half day.

Note that multi-agency staff, who have already met their mandatory adult support and protection training requirements via the previous Adult Support and Protection Level 2 and Level 3 training are not required to attend, unless there is an identified learning and development requirement.

### Key objectives:

- Understanding of the Adult Support and Protection (Scotland) Act 2007 and its role in supporting and protecting "adults at risk" of harm and other protective laws
- Understand the 3 point test known or believed for a person to be an "adult at risk" under the Adult Support and Protection (Scotland) Act 2007
- Identify specific vulnerabilities and social or situational factors that may increase risk of harm to adults
- Understand the importance of information-sharing within your professional role in adult support and protection
- Recognise different forms and warning signs / effects of harm.

Date	Time
Tuesday 10th March	9.15am - 1.15pm
Thursday 11th June	12.30pm - 4.30pm

# Condition specific training

Date	Time	Course
Tuesday 18 <sup>th</sup> February	9.30am- 4.30pm	<b>Autism awareness</b> Delivered by The Richmond Fellowship Scotland <ul style="list-style-type: none"> <li>• What is meant by the term “autism”</li> <li>• Understand how having autism affects the lives of people we support</li> <li>• Exploring ways to support people who have autism.</li> </ul>
Monday 9 <sup>th</sup> March	9.15am- 1.15pm	<b>Parkinson’s awareness</b> Delivered by Parkinson’s UK – Scottish Borders Branch <ul style="list-style-type: none"> <li>• Gain knowledge and understanding of Parkinson’s</li> <li>• Awareness of the needs of people living with Parkinson’s</li> <li>• Treatments and the importance of timing for medication</li> <li>• Parkinson’s UK and available resources</li> <li>• Improve the quality of life for people with Parkinson’s and their family carers.</li> </ul>
Wednesday 27 <sup>th</sup> May	9.30am- 12.30pm	<b>Understanding brain injury</b> Delivered by Headway Borders <ul style="list-style-type: none"> <li>• Acquired brain injuries (ABI) – what are they?</li> <li>• Symptoms and awareness of the hidden factors</li> <li>• Headway – what we do</li> <li>• Headway ABI ID card.</li> </ul>

# Learning disabilities

Date	Time	Course
Wednesday 13 <sup>th</sup> and Thursday 14 <sup>th</sup> May	9.30am- 5pm	<b>Dementia and learning disability – 2 day training</b> <ul style="list-style-type: none"> <li>• What is dementia and how does it present itself in those with a learning disability</li> <li>• Identify and understand stress and distress in those with dementia and learning disabilities</li> <li>• Identify and manage swallowing, eating and drinking disabilities</li> <li>• Communicate more effectively with people who have dementia and learning disabilities</li> <li>• Identify hazards and make more dementia friendly environments</li> <li>• The importance of Life Story and reminiscence</li> <li>• The role and value of music in the support of people with dementia and learning disabilities.</li> </ul>

# Mental health and wellbeing

## Scotland's Mental Health First Aid (SMHFA)

### What is Mental Health First Aid?

Mental Health First Aid is the help given to someone experiencing a mental health problem before professional help is obtained. It also helps mental health first aiders to assist those with mental health problems and mental illness, to enable them to get help and to help themselves and to support them in recovery.

### What will I learn on the course?

- How to apply the five steps of SMHFA
- How to respond if you believe someone is at risk of suicide
- How to give immediate help until professional help is available
- What to say and do in a crisis
- The importance of good listening skills
- Practise listening and responding
- Understanding recovery from mental health problems
- Understanding the connection between mental health problems and alcohol and drugs
- Understanding the connection between mental health problems and discrimination
- Some basic information about common mental health problems
- Self-help information.

### The aims of SMHFA are to:

- Preserve life
- Provide help to prevent the mental health problem or crisis developing into a more serious state
- Promote the recovery of good mental health
- Provide comfort to a person experiencing distress
- Promote understanding of mental health issues.

This 2-day course will be held on the following dates:

Date	Time
Monday 27th and Tuesday 28th January	9.30am – 5pm
Thursday 27th and Friday 28th February	9.30am – 5pm

*(Mental health and wellbeing continued overleaf)*

# Mental health and wellbeing *(contd.)*

## Other courses available:

Date	Time	Course
Tuesday 11 <sup>th</sup> February	9.30am- 12.30pm	<b>SafeTALK</b> Training that helps you, regardless of prior experience or training, to become suicide-alert. <ul style="list-style-type: none"><li>• Access to support</li><li>• TALKsteps: tell, ask, listen and KeepSafe</li><li>• Hands-on skills practice and development.</li></ul>
Thursday 19 <sup>th</sup> March	9.30am- 12.30pm	<b>Bereavement awareness</b> <ul style="list-style-type: none"><li>• Models of bereavement</li><li>• The impact of bereavement.</li></ul>

Notes

# Management training

## Introduction to leadership

A 2-day course with an emphasis on improving soft skills, such as communication and empathy, which enable better team work and more progressive relationships with those involved in a care environment.

### Day 1 – Values, boundaries and good communication

- Develop a clear understanding of the care standards and how they underpin your current role
- Improve self awareness and understand its importance for managing boundaries in a care environment
- Develop good communication techniques for managing staff across a variety of situations.

### Day 2 – Leadership and supervision skills

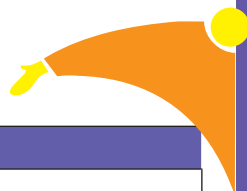
- Understand the key principles for good leadership
- Develop skills to build trust and promote dignity and inclusion
- Understand the purpose of good supervision in a care environment.

This 2 day course will be held on following dates:

<b>Date</b>	Monday 11th and Tuesday 12th May
<b>Time</b>	9.30am - 4.30pm

# General training for care

Date	Time	Course
Monday 3rd February	9am-4.30pm	<b>Emergency first aid at work</b> <ul style="list-style-type: none"> <li>• Responsibilities and reporting</li> <li>• Dealing with an unresponsive casualty</li> <li>• Resuscitation</li> <li>• Bleeding control</li> <li>• Other first aid scenarios.</li> </ul>
Friday 21st February	9am-4pm	<b>Moving and handling – refresher</b> <ul style="list-style-type: none"> <li>• Identify the principles of safe moving and handling</li> <li>• Identify unsafe techniques</li> <li>• Safe techniques relevant to your work setting</li> <li>• Legal and safe back care guidance</li> <li>• Safe use of moving and handling equipment.</li> </ul>
Tuesday 3rd March	1pm-4pm	<b>Information for everyone!</b> <ul style="list-style-type: none"> <li>• What is accessible information?</li> <li>• Who does it benefit?</li> <li>• How do we present information that is accessible?</li> <li>• Practical exercises.</li> </ul>
Tuesday 17th March	9.30am-4.30pm	<b>Health and safety in the workplace</b> <ul style="list-style-type: none"> <li>• The roles and responsibilities for health, safety and welfare in the workplace</li> <li>• The value and process of risk assessments</li> <li>• The identification and control of workplace hazards</li> <li>• How to respond to workplace incidents and accidents.</li> </ul>
Thursday 19th March	9.30am-12.30pm	<b>Bereavement awareness</b> <ul style="list-style-type: none"> <li>• Models of bereavement</li> <li>• The impact of bereavement.</li> </ul>
Wednesday 22nd April	9am-4.30pm	<b>Emergency first aid at work</b> <ul style="list-style-type: none"> <li>• Responsibilities and reporting</li> <li>• Dealing with an unresponsive casualty</li> <li>• Resuscitation</li> <li>• Bleeding control</li> <li>• Other first aid scenarios.</li> </ul>



Date	Time	Course
Friday 24th April	9am-4pm	<b>Moving and handling – refresher</b> <ul style="list-style-type: none"><li>• Identify the principles of safe moving and handling</li><li>• Identify unsafe techniques</li><li>• Safe techniques relevant to your work setting</li><li>• Legal and safe back care guidance</li><li>• Safe use of moving and handling equipment.</li></ul>
Wednesday 29th April	9.30am-4.30pm	<b>Palliative care</b> <ul style="list-style-type: none"><li>• The concept and delivery of palliative care</li><li>• Identify and discuss common symptoms</li><li>• Explore the concept of anticipatory planning</li><li>• Discuss how to care for someone who is dying</li><li>• The emotional impact of caring for someone and how to care for yourself.</li></ul>
Wednesday 6th May	9.30am-4.30pm	<b>Working with distress</b> <ul style="list-style-type: none"><li>• Understanding the triggers for distressed behaviour</li><li>• Approaches to distressed behaviour</li><li>• Best practice for responding to distressed behaviour.</li></ul>
Wednesday 20th May	9.30am-12.30pm	<b>Infection control</b> <ul style="list-style-type: none"><li>• The general principles of infection control</li><li>• How to achieve effective hand hygiene</li><li>• The use of personal protective equipment.</li></ul>
Wednesday 10th June	9am-4.30pm	<b>Emergency first aid at work</b> <ul style="list-style-type: none"><li>• Responsibilities and reporting</li><li>• Dealing with an unresponsive casualty</li><li>• Resuscitation</li><li>• Bleeding control</li><li>• Other first aid scenarios.</li></ul>
Friday 19th June	9am-4pm	<b>Moving and handling – refresher</b> <ul style="list-style-type: none"><li>• Identify the principles of safe moving and handling</li><li>• Identify unsafe techniques</li><li>• Safe techniques relevant to your work setting</li><li>• Legal and safe back care guidance</li><li>• Safe use of moving and handling equipment.</li></ul>

## PLEASE READ BEFORE COMPLETING FORM OPPOSITE

### CONDITIONS OF BOOKING:

- No lunch is provided on all-day training, please bring your own.
- The Learning Network reserves the right to alter the contents or delivery of a course.
- The Learning Network reserves the right to cancel any advertised courses.
- The Learning Network cannot guarantee full accessibility, or the use of special equipment, unless notified of requirements when booking. In some cases it may be your employer's responsibility to meet your access requirements.
- In some cases, places may be limited to two per organisation.
- People who book on training and do not attend will be charged: half day £30, full day £60, 2 days £120 unless the Learning Network has been given at least seven days' notice.
- Until the Learning Network has received a booking form, including attendees' names, the places will be open to others. Places are allocated on first come, first serve basis.
- All our training courses start promptly at the time stated in the confirmation you will receive after signing up. If you are running late, please inform us as soon as possible, otherwise you may be asked to leave, as too much course content will already have been covered to receive your certificate.
- If people attend a course without having booked a place, we may ask them to leave if the training is fully booked. If the trainer agrees there is still space and you can attend, this place will be charged as per the prices on page 2 of this booklet. Please make sure you send us a booking form – including participants' names, so we know who to expect.



## BOOKING FORM

Course Title	Course Date

### YOUR DETAILS

Attendee's name	
Company & Job Title <i>(if appropriate)</i>	
Address:	
Town:	
Postcode:	
Tel No.:	
Attendee's E-mail:	

Please let us know if you have any access or information requirements:

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Signature: _____ Date: _____
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We normally offer two spaces per organisation. Please contact us if you require more, or refer to page 2 for our in house options.

*If you would like to book a place on more courses, please call or e-mail us and we will send you more booking forms.*

Please return this completed form before the course begins to:


Freepost RTZC-JYUB-YCJY Borders Care Voice,  
Triest House, Bridge Street, Galashiels TD1 1SW • Tel: 01896 757290  
Call 01896 802351 (training enquiries) or e-mail [training@borderscarevoice.org.uk](mailto:training@borderscarevoice.org.uk)

Borders Care Voice will use the information provided on this form to be in touch about the course(s) you have booked via email or phone. For further information on our privacy policy, please visit our website: [www.borderscarevoice.org.uk/privacy](http://www.borderscarevoice.org.uk/privacy)









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