



Training Programme

January - June 2016

Free training for care workers, volunteers and unpaid carers



Borders Care Learning Network

Borders Voluntary Care Voice

Roxburgh House Court

Roxburgh Street

Galashiels TD1 1NY

Telephone: 01896 757290

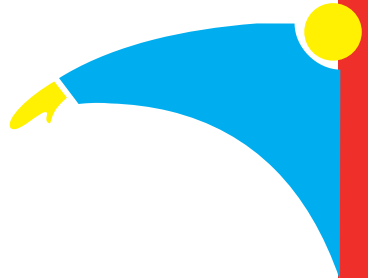
Email: training@borderscarevoice.org.uk

www.borderscarevoice.org.uk

Borders Care Learning Network is part of Borders Voluntary Care Voice - a Scottish Charitable Incorporated Organisation (SCIO): SC043731

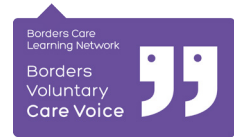
Please contact us if you would like to receive this booklet in an alternative format.

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About Borders Care Learning Network (BCLN)



Borders Care Learning Network is the training arm of Borders Voluntary Care Voice. BCLN aims 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, inclusive training for those working and volunteering in health and social care, and for unpaid carers
- arrange locality network meetings for anyone interested in the care sector
- conduct a training audit regularly to help to plan training and to support organisations in sharing resources.

Courses and workshops are provided by experienced in-house staff or freelance trainers in the statutory and third sectors.

We will be organising other special and one-off training events, in addition to the courses listed in this publication. We are also happy to discuss your own training needs.

For further information, or to be added to our database for regular training updates, contact Meg or Ellen on **01896 757290**, email **training@borderscarevoice.org.uk**, or visit **www.borderscarevoice.org.uk**

About Borders Voluntary Care Voice



Borders Care Learning Network is the training project of Borders Voluntary Care Voice (BVCV). BVCV aims to promote good practice in the planning and provision of health and social care services. It supports the development of local partnerships between users, carers, third sector organisations, Scottish Borders Council, NHS Borders and other relevant organisations.

BVCV runs several working / user groups that meet throughout the year:

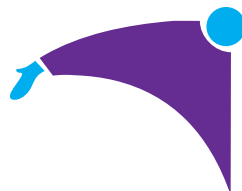
- User Carer Working Group
- Mental Health and Wellbeing Forum
- Carers Planning Group
- Parent Carers Working Group
- Borders Advocacy, Advice and Support Forum.

Membership of BVCV is open to any organisation with links to health and social care, to service users and carers. Benefits of membership:

- 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**

Learning disabilities



| Date | Time | Course | Location |
|------------------------------------|-------------------|---|------------|
| Thursday 11th February | 9.30am- 3.30pm | <p>Learning disability awareness</p> <ul style="list-style-type: none"> • Co-delivered by self advocates who have a learning disability • Person centred working with people who have a learning disability • Hearing from people with learning disabilities about their experiences and some of the key challenges they face • Exploring effective person centred ways to engage with and support people who have a learning disability • Exploring social inclusion and active citizenship. | |
| Thursday 24 th March | 1pm- 4pm | <p>Easy read</p> <ul style="list-style-type: none"> • Who and how does it help? • Using pictures and symbols • Looking at page layout • Practical exercises. | Galashiels |
| Tuesday 31 st May | 9.30am- 3.30pm | <p>Learning disability awareness</p> <ul style="list-style-type: none"> • Co-delivered by self advocates who have a learning disability • Person centred working with people who have a learning disability • Hearing from people with learning disabilities about their experiences and some of the key challenges they face • Exploring effective person centred ways to engage with and support people who have a learning disability • Exploring social inclusion and active citizenship. | Galashiels |

Induction courses for care

This selection of training courses has been put together to build a good foundation for everybody working or volunteering in care and for individuals who need to update their core skills.

The courses are for paid care staff, independent personal assistants, unpaid carers, volunteers and family carers.

| Date | Time | Course | Location |
|------------------------------------|----------------|--|------------|
| Monday 18 th January | 9.30am-4.30pm | General introduction to care <ul style="list-style-type: none"> • The role of the care worker • Equality and diversity • Communication and values. | Galashiels |
| Wednesday 20 th January | 9am-4pm | Moving and handling <ul style="list-style-type: none"> • Identify the principles of safe moving and handling • Identify unsafe techniques • Safe techniques relevant to your work setting • Legal and safe back care guidance • Safe usage of moving and handling equipment. | Galashiels |
| Tuesday 26 th January | 9am-5pm | Emergency first aid at work <ul style="list-style-type: none"> • Health and safety (first aid regulations) • The priorities of first aid • Treatment of an unconscious casualty • Resuscitation • Common workplace injuries. | Galashiels |
| Wednesday 27 th January | 9.30am-12.30pm | Introduction to food hygiene <ul style="list-style-type: none"> • Handling food • Storing food • Basic food hygiene. | Galashiels |
| Thursday 28 th January | 1pm-4pm | Infection control <ul style="list-style-type: none"> • The general principles of infection control • How to achieve effective hand hygiene • The use of personal protective equipment • Dealing with spillages and bodily fluids. | Galashiels |

| Date | Time | Course | Location |
|-------------------------------------|--------------------|--|-----------------|
| Monday 1 st February | 9.30am- 4.30pm | Personal safety <ul style="list-style-type: none"> • Personal safety • Lone working • De-escalation of aggression / violence. | Galashiels |
| Monday 29 th February | 9.30am- 4.30pm | General introduction to care <ul style="list-style-type: none"> • The role of the care worker • Equality and diversity • Communication and values. | Galashiels |
| Monday 7 th March | 9am- 4pm | Moving and handling <ul style="list-style-type: none"> • Identify the principles of safe moving and handling • Identify unsafe techniques • Safe techniques relevant to your work setting • Legal and safe back care guidance • Safe usage of moving and handling equipment. | Galashiels |
| Tuesday 8 th March | 1pm- 4pm | Introduction to food hygiene <ul style="list-style-type: none"> • Handling food • Storing food • Basic food hygiene. | Galashiels |
| Wednesday 9 th March | 9am- 5pm | Emergency first aid at work <ul style="list-style-type: none"> • Health and safety (first aid regulations) • The priorities of first aid • Treatment of an unconscious casualty • Resuscitation • Common workplace injuries. | Galashiels |
| Thursday 10 th March | 9.30am- 12.30pm | Infection control <ul style="list-style-type: none"> • The general principles of infection control • How to achieve effective hand hygiene • The use of personal protective equipment • Dealing with spillages and bodily fluids. | Galashiels |
| Thursday 17 th March | 9.30am- 4.30pm | Personal safety <ul style="list-style-type: none"> • Personal safety • Lone working • De-escalation of aggression / violence. | Galashiels |

| Date | Time | Course | Location |
|--------------------------------|----------------|--|-----------------|
| Tuesday 3 rd May | 9.30am-4.30pm | General introduction to care <ul style="list-style-type: none"> • The role of the care worker • Equality and diversity • Communication and values. | Galashiels |
| Monday 9 th May | 9am-4pm | Moving and handling <ul style="list-style-type: none"> • Identify the principles of safe moving and handling • Identify unsafe techniques • Safe techniques relevant to your work setting • Legal and safe back care guidance • Safe usage of moving and handling equipment. | Galashiels |
| Tuesday 10 th May | 9.30am-12.30pm | Infection control <ul style="list-style-type: none"> • The general principles of infection control • How to achieve effective hand hygiene • The use of personal protective equipment • Dealing with spillages and bodily fluids. | Galashiels |
| Wednesday 11 th May | 1pm-4pm | Introduction to food hygiene <ul style="list-style-type: none"> • Handling food • Storing food • Basic food hygiene. | Galashiels |
| Thursday 12 th May | 9am-5pm | Emergency first aid at work <ul style="list-style-type: none"> • Health and safety (first aid regulations) • The priorities of first aid • Treatment of an unconscious casualty • Resuscitation • Common workplace injuries. | Galashiels |
| Monday 16 th May | 9.30am-4.30pm | Personal safety <ul style="list-style-type: none"> • Personal safety • Lone working • De-escalation of aggression / violence. | Galashiels |

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.

| Date | Time | Location |
|------------------------------------|----------------|------------|
| Tuesday 2 nd February | 9.30am-12.30pm | Galashiels |
| Wednesday 3 rd February | 1pm-4pm | Duns |
| Tuesday 15 th March | 9.30am-12.30pm | Peebles |
| Wednesday 16 th March | 1pm-4pm | Galashiels |
| Tuesday 17 th May | 9.30am-12.30pm | Galashiels |
| Wednesday 18 th May | 1pm-4pm | Hawick |

Skilled Practice Level - 2 days

Attendees will need to have attended the Dementia – Informed Practice course 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 on 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.

| Date | Time | Location |
|--|---------------|-----------------|
| Tuesday 29 th and Wednesday 30 th March | 9.30am-4.30pm | Galashiels |
| Wednesday 27 th and Thursday 28 th April | 9.30am-4.30pm | Galashiels |
| Tuesday 28 th and Wednesday 29 th June | 9.30am-4.30pm | Galashiels |

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

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

SVQ in Social Services and Healthcare Level 2

Knowledge and understanding



Glossary: NOS - National Occupational Standards
NVQ - National Vocational Qualifications
SQA - Scottish Qualifications Authority
SSSC - Scottish Social Services Council
SVQ - Scottish Vocational Qualifications

These sessions cover the knowledge and understanding for the mandatory SVQ Units below, in preparation for workplace assessment at a later date by the person's own employer or training provider linked to an SQA Assessment Centre. BCLN is providing only the knowledge and understanding content.

The target audience for this training is people who are support and care workers in adult services. It is a requirement by the SSSC that everyone employed in this capacity should be working towards achievement of this qualification.

| Date | Time | Course | Location |
|--------------------------------------|-------------------|--|------------|
| Thursday 21 st January | 9.30am- 4.30pm | H5NA 04 Support effective communication Learning outcome: <ul style="list-style-type: none">• Understand the NVQ / NOS requirements for supporting effective communication in settings where individuals are cared for or supported. | Galashiels |

| Date | Time | Course | Location |
|--------------------------------|---------------|--|------------|
| Thursday 3 rd March | 9.30am-4.30pm | H5NB 04 Support the health and safety of yourself and individuals Learning outcome: <ul style="list-style-type: none"> • Understand the SVQ / NOS requirements for keeping yourself and individuals safe and secure within a work setting. | Galashiels |
| Tuesday 22 nd March | 9.30am-4.30pm | H5NC 04 Support the safeguarding of individuals Learning outcome: <ul style="list-style-type: none"> • Understand the SVQ / NOS requirements for safeguarding, which must permeate all your work with individuals • Identify what you must do in cases of actual or potential harm or abuse. | Galashiels |
| Monday 25 th April | 9.30am-4.30pm | H5L5 04 Develop your own knowledge and practice Learning outcome: <ul style="list-style-type: none"> • Understand the requirement for developing your practice within settings where individuals are cared for or supported • Reflect on your skills and knowledge in the workplace and how you apply learning in the workplace. | Galashiels |

General training for care

Eligibility: Open to anyone working or volunteering in the care sector (in statutory, third sector and independent organisations) and unpaid carers.

| Date | Time | Course | Location |
|---------------------------------------|--------------------|--|------------|
| Wednesday 13 th January | 1pm- 4pm | Effective time management <ul style="list-style-type: none"> • Tools for effective time management • Develop strategies for prioritising your work. | Galashiels |
| Thursday 14 th January | 9.30am- 3.30pm | Effective representation at meetings <ul style="list-style-type: none"> • Understanding your role • Keys to good presentation • Skills to communicate and feed back • Self awareness • Self care. | Galashiels |
| Wednesday 20 th January | 9am- 4pm | Moving and handling <ul style="list-style-type: none"> • Identify the principles of safe moving and handling • Identify unsafe techniques • Safe techniques relevant to your work setting • Legal and safe back care guidance • Safe usage of moving and handling equipment. | Galashiels |
| Tuesday 26 th January | 9am- 5pm | Emergency first aid at work <ul style="list-style-type: none"> • Health and safety (first aid regulations) • The priorities of first aid • Treatment of an unconscious casualty • Resuscitation • Common workplace injuries. | Galashiels |
| Wednesday 27 th January | 9.30am- 12.30pm | Introduction to food hygiene <ul style="list-style-type: none"> • Handling food • Storing food • Basic food hygiene. | Galashiels |
| Thursday 28 th January | 1pm- 4pm | Infection control <ul style="list-style-type: none"> • The general principles of infection control • How to achieve effective hand hygiene • The use of personal protective equipment • Dealing with spillages and bodily fluids. | Galashiels |

| Date | Time | Course | Location |
|---|-----------------------|---|-----------------|
| Monday 1 st February | 9.30am- 4.30pm | Personal safety <ul style="list-style-type: none"> • Personal safety • Lone working • De-escalation of aggression / violence. | Galashiels |
| Tuesday 16 th February | 9.30am- 4.30pm | Autism awareness <ul style="list-style-type: none"> • What is meant by the term autism • Understand how having autism affects the lives of people we support • Exploring ways to support people who have autism. | Galashiels |
| Wednesday 17 th February | 9.30am – 4.30pm | Person centred planning <ul style="list-style-type: none"> • Person centred approaches and individualised service delivery • Building the right relationship between service user and service provider • Awareness of theories and skills • Strategies and guidance to help keep the service user at the centre of the planning process. | Galashiels |
| Monday 22 nd February | 9.30am- 4.30pm | Coaching and facilitation skills <ul style="list-style-type: none"> • The definition of coaching and facilitation • Explore the benefits and uses of coaching and facilitation • Practise coaching and facilitation skills. | Galashiels |
| Tuesday 1 st March | 9.30am- 4.30pm | Managing change <ul style="list-style-type: none"> • Explore how to deal with constant change • Explore a model for managing change • Look at the stages of personal and organisational change. | Galashiels |
| Monday 7 th March | 9am- 4pm | Moving and handling <ul style="list-style-type: none"> • Identify the principles of safe moving and handling • Identify unsafe techniques • Safe techniques relevant to your work setting • Legal and safe back care guidance • Safe usage of moving and handling equipment. | Galashiels |
| Tuesday 8 th March | 1pm- 4pm | Introduction to food hygiene <ul style="list-style-type: none"> • Handling food • Storing food • Basic food hygiene. | Galashiels |

(contd.)

| Date | Time | Course | Location |
|------------------------------------|-----------------------|--|------------|
| Wednesday 9 th March | 9am- 5pm | Emergency first aid at work <ul style="list-style-type: none"> • Health and safety (first aid regulations) • The priorities of first aid • Treatment of an unconscious casualty • Resuscitation • Common workplace injuries. | Galashiels |
| Thursday 10 th March | 9.30am- 12.30pm | Infection control <ul style="list-style-type: none"> • The general principles of infection control • How to achieve effective hand hygiene • The use of personal protective equipment • Dealing with spillages and bodily fluids. | Galashiels |
| Thursday 17 th March | 9.30am- 4.30pm | Personal safety <ul style="list-style-type: none"> • Personal safety • Lone working • De-escalation of aggression / violence. | Galashiels |
| Thursday 31 st March | 9.30am- 4.30pm | Supervision skills <ul style="list-style-type: none"> • Purpose of supervision • Roles and responsibilities • Best practice. | Galashiels |
| Tuesday 19 th April | 9.30am – 4.30pm | Develop and lead your team <ul style="list-style-type: none"> • Introduction to team building • How best to support, motivate and lead your team. | Galashiels |
| Tuesday 26 th April | 9.30am- 12.30pm | Object handling <ul style="list-style-type: none"> • Object handling equipment and safe usage • Safer principles of object handling. | Galashiels |
| Monday 9 th May | 9am- 4pm | Moving and handling <ul style="list-style-type: none"> • Identify the principles of safe moving and handling • Identify unsafe techniques • Safe techniques relevant to your work setting • Legal and safe back care guidance • Safe usage of moving and handling equipment. | Galashiels |
| Tuesday 10 th May | 9.30am- 12.30pm | Infection control <ul style="list-style-type: none"> • The general principles of infection control • How to achieve effective hand hygiene • The use of personal protective equipment • Dealing with spillages and bodily fluids. | Galashiels |

| Date | Time | Course | Location |
|-----------------------------------|-----------------------|---|------------|
| Wednesday 11 th May | 1pm- 4pm | Introduction to food hygiene <ul style="list-style-type: none"> • Handling food • Storing food • Basic food hygiene. | Galashiels |
| Thursday 12 th May | 9am- 5pm | Emergency first aid at work <ul style="list-style-type: none"> • Health and safety (first aid regulations) • The priorities of first aid • Treatment of an unconscious casualty • Resuscitation • Common workplace injuries. | Galashiels |
| Monday 16 th May | 9.30am- 4.30pm | Personal safety <ul style="list-style-type: none"> • Personal safety • Lone working • De-escalation of aggression / violence. | Galashiels |
| Tuesday 7 th June | 9.30am- 4.30pm | Autism awareness <ul style="list-style-type: none"> • What is meant by the term autism • Understand how having autism affects the lives of people we support • Exploring ways to support people who have autism. | Galashiels |
| Wednesday 8 th June | 9.30am – 4.30pm | Person centred planning <ul style="list-style-type: none"> • Person centred approaches and individualised service delivery • Building the right relationship between service user and service provider • Awareness of theories and skills • Strategies and guidance to help keep the service user at the centre of the planning process. | Galashiels |



Mental health and wellbeing

| Date | Time | Course | Location |
|---|--------------------|--|------------|
| Tuesday 12 th January | 9.30am- 12.30pm | Introduction to mindfulness <ul style="list-style-type: none"> • Become more aware of what is happening in the present moment • Techniques for developing this awareness • How being more mindful can help how we think, feel and act. | Galashiels |
| Tuesday 19 th January | 9.30am- 4.30pm | Working with distress <ul style="list-style-type: none"> • Understanding the triggers for distressed behaviour • Approaches to distressed behaviour • Best practice for responding to distressed behaviour. | Galashiels |
| Wednesday 10 th February | 1pm- 4pm | Bereavement awareness <ul style="list-style-type: none"> • Models of bereavement • The impact of bereavement. | Galashiels |
| Tuesday 23 rd February | 9.30am- 3.30pm | Palliative care <ul style="list-style-type: none"> • The definition and principles of palliative care • The impact of pain and other common symptoms on patients and families • The impact of loss, grief and bereavement on patients, families and care providers • How communication influences palliative care patients. | Galashiels |
| Wednesday 2 nd March | 9.30am- 12.30pm | Introduction to mindfulness <ul style="list-style-type: none"> • Become more aware of what is happening in the present moment • Techniques for developing this awareness • How being more mindful can help how we think, feel and act. | Galashiels |
| Wednesday 23 rd March | 1pm- 3.30pm | Confidence building for volunteers <ul style="list-style-type: none"> • Understanding confidentiality • Understanding your own boundaries • Communication and team work. | Galashiels |

| Date | Time | Course | Location |
|----------------------------------|-------------------|--|------------|
| Monday 30 th May | 1pm- 4pm | Bereavement awareness <ul style="list-style-type: none"> • Models of bereavement • The impact of bereavement. | Galashiels |
| Tuesday 14 th June | 9.30am- 3.30pm | Palliative care <ul style="list-style-type: none"> • The definition and principles of palliative care • The impact of pain and other common symptoms on patients and families • The impact of loss, grief and bereavement on patients, families and care providers • How communication influences palliative care patients. | Galashiels |



Notes

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
- Practice 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 following dates:

| Date | Time | Location |
|---|--------------|-----------------|
| Monday 8 th and Tuesday 9 th February | 9.30am – 5pm | Galashiels |
| Wednesday 1 st and Thursday 2 nd June | 9.30am – 5pm | Galashiels |

Networking: Training information exchange

BCLN holds regular networking events around the Borders. They offer an opportunity to:

- make new connections with other organisations that specialise in care
- share resources
- find out more about training opportunities.

We invite guest speakers to give updates on initiatives in the care sector. There is also time for attendees to discuss their own organisation's concerns and developments.

The meeting will take place on Thursday 5th May from 10am-1pm in Galashiels (venue to be confirmed).

Key topic is adult protection.

Tea, coffee and lunch will be provided.

Please book in advance by calling **01896 757290** or e-mail **training@borderscarevoice.org.uk**



PLEASE READ BEFORE COMPLETING FORM OPPOSITE

CONDITIONS OF BOOKING:

- No lunch is provided on all-day training, please bring your own.
- Borders Care Learning Network reserves the right to alter the contents or delivery of a course.
- Borders Care Learning Network reserves the right to cancel any advertised courses.
- Borders Care 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 £25 for half day and £50 for full day sessions, unless Borders Care Learning Network has been given at least seven days' notice.

BOOKING FORM

| Course Title | Course Date |
|--------------|-------------|
| | |
| | |
| | |
| | |

YOUR DETAILS

| | |
|------------------------------------|--|
| Contact Name | |
| Company <i>(if appropriate)</i> | |
| Address: | |
| | |
| Town: | |
| Postcode: | |
| Tel No.: | |
| E-mail: | |

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

.....

| |
|------------------------------|
| Signature: _____ Date: _____ |
|------------------------------|

Is there any other training you would like to find out more about, or would like us to develop? *(use overleaf if required)* _____


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 RSYS-ELYZ-CUAG Borders Care Voice,
Roxburgh House Court, Roxburgh Street, Galashiels TD1 1NY

Call 01896 757290 or e-mail training@borderscarevoice.org.uk





Borders Care Learning Network
Borders Voluntary Care Voice
Roxburgh House Court, Roxburgh Street
Galashiels TD1 1NY

Phone: 01896 757290

Email: training@borderscarevoice.org.uk www.borderscarevoice.org.uk

Borders Care Learning Network is part of Borders Voluntary Care Voice – a Scottish
Charitable Incorporated Organisation (SCIO): SC043731