



Borders Care
Learning Network

Borders
Voluntary
Care Voice



Training Programme

August - December 2017

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

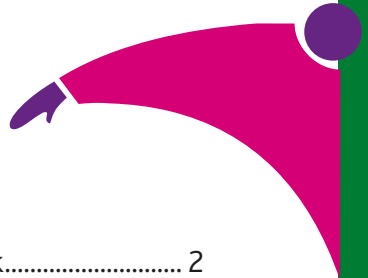
Email: training@borderscarevoice.org.uk

www.borderscarevoice.org.uk

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

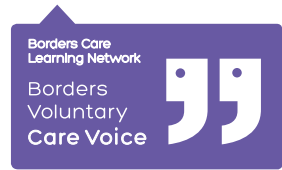
Please contact us if you would like to receive this booklet in an alternative format.

Contents



■ About Borders Care Learning Network.....	2
■ About Borders Voluntary Care Voice.....	3
■ Dementia training	4
■ SVQ in Social Services and Health Care level 2: Knowledge and Understanding courses	6
■ Learning disabilities	8
■ Condition specific training	9
■ Mental health and wellbeing.....	10
■ General training for care	12
■ CareNet.....	17
■ Conditions of booking.....	18
Booking form.....	19

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 improving practice and training in the care sector
- gather intelligence and data on training needs 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 part 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 Advisory Board
- Parent Carers Working Group

Membership of BVCV is open to any organisation with links to health and social care, and to service users and 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**

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
Thursday 17 th August	1pm-4pm	Kelso
Tuesday 5 th September	9.30am-12.30pm	Peebles
Wednesday 13 th September	9.30am-12.30pm	Eyemouth
Thursday 5 th October	1pm-4pm	Hawick
Monday 16 th October	9.30am-12.30pm	Duns
Tuesday 24 th October	9.30am-12.30pm	Galashiels

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 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.

Date	Time	Location
Wednesday 8 th and Friday 10 th November	9.30am-4.30pm	Galashiels
Wednesday 22 nd and Thursday 23 rd November	9.30am-4.30pm	Galashiels
Thursday 7 th and Friday 8 th December	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 achieving these qualifications.



Date	Time	Course	Location
Monday 21 st August	9.30am- 12.30pm	H5NA 04 Support effective communication Understand the NVQ/NOS requirements for supporting effective communication in settings where individuals are cared for and supported.	Galashiels
Monday 21 st August	1pm- 4pm	H5NB 04 Support the health and safety of yourself and individuals Understand the SVQ/NOS requirements for keeping yourself and individuals safe and secure within a work setting.	Galashiels
Tuesday 22 nd August	9.30am- 12.30pm	H5NC 04 Support the safeguarding of individuals 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.	Galashiels
Tuesday 22 nd August	1pm- 4pm	H5L5 04 Develop your own knowledge and practice Understand the SVQ/NOS requirements 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

Learning disabilities

Date	Time	Course	Location
Wednesday 20 th September	9.15am- 4.30pm	Learning disabilities and dementia <ul style="list-style-type: none"> • What is dementia and how is this managed within the learning disabilities population • Communication • Sensory and environment • Nursing role. 	Galashiels
Wednesday 25 th October	9.30am- 3.30pm	Learning disability awareness Co-delivered by self advocates who have a learning disability. <ul style="list-style-type: none"> • Person-centred working with people who have a learning disability • Hearing from people with learning disabilities about their experiences and some of the 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



Condition specific training

Date	Time	Course	Location
Wednesday 6 th September	1pm- 4pm	Arthritis awareness <ul style="list-style-type: none"> • Myth busting – what is fact and what isn't • Living well with arthritis • Working well with arthritis • Support and resources. 	Galashiels
Monday 2 nd October	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
Monday 23 rd October	9.30am- 12.30pm	Parkinson's awareness <ul style="list-style-type: none"> • Gain knowledge and understanding of Parkinson's • Awareness of needs of people living with Parkinson's • Treatments and the importance of timing for medication • Parkinson's UK and resources available • Improve the quality of life for people with Parkinson's and their family carers. 	Galashiels

Mental health and wellbeing

Date	Time	Course	Location
Wednesday 30 th August	1pm- 4pm	SafeTALK Training that helps you, regardless of prior experience or training, to become suicide-alert. <ul style="list-style-type: none"> • Access to support • TALKsteps: tell, ask, listen and KeepSafe • Hands-on skills practice and development. 	Galashiels
Thursday 19 th October	9.30am- 12.30pm	Mental wellbeing in older adults <ul style="list-style-type: none"> • Different views about the nature of mental health and mental illness • Key features of mental health and wellbeing • Factors that can influence the wellbeing and mental health of older people • Individual strategies • Strategies within groups and communities. 	Galashiels
Tuesday 7 th November	1pm- 3.30pm	Bereavement awareness <ul style="list-style-type: none"> • Models of bereavement • The impact of bereavement. 	Galashiels
Thursday 9 th November	9.30am- 12.30pm	SafeTALK Training that helps you, regardless of prior experience or training, to become suicide-alert. <ul style="list-style-type: none"> • Access to support • TALKsteps: tell, ask, listen and KeepSafe • Hands-on skills practice and development. 	Galashiels

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
Wednesday 1 st and Thursday 2 nd November	9.30am – 5pm	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
Thursday 3 rd August	9am-4pm	Moving and handling – refresher <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 use of moving and handling equipment. 	Galashiels
Tuesday 15 th August	9am-5pm	Emergency first aid at work <ul style="list-style-type: none"> Responsibilities and reporting Dealing with an unresponsive casualty Resuscitation Bleeding control Other first aid scenarios. 	Galashiels
Wednesday 23 rd August	9.30am-12.30pm	Introduction to food hygiene <ul style="list-style-type: none"> Handling food Storing food Basic food hygiene. 	Galashiels
Thursday 24 th August	1pm-4pm	Assertiveness <ul style="list-style-type: none"> Distinguish between assertiveness and aggression Practise techniques Group dynamics. 	Eyemouth
Monday 28 th August	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. 	Galashiels
Monday 4 th September	9am-5pm	Emergency first aid at work <ul style="list-style-type: none"> Responsibilities and reporting Dealing with an unresponsive casualty Resuscitation Bleeding control Other first aid scenarios. 	Eyemouth

Date	Time	Course	Location
Monday 11 th September	9.30am-12.30pm	Dealing with difficult situations (colleagues/people) <ul style="list-style-type: none"> • Consider the importance of personality and aggressive / passive / assertive types • Consider ways of not taking things personally • Explore effective strategies for saying “no” • Recognise the impact of your personality • Explore strategies for helping people to moderate their behaviour. <p>See also objectives below for clients.</p>	Galashiels
Monday 11 th September	1pm-4pm	Dealing with difficult situations (clients) <ul style="list-style-type: none"> • Recognise behaviours that cause us difficulties and possible sources • Explore skills for defusing anger and calming others (and yourself) • Recognise the importance of body language • Consider why some people we support challenge us • Raise awareness of legal considerations in relation to clients <p>See also objectives above for colleagues/people.</p>	Galashiels
Friday 15 th September	9am-4pm	Moving and handling – refresher <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 use of moving and handling equipment. 	Galashiels
Tuesday 19 th September	9.30am-4.30pm	Palliative care <ul style="list-style-type: none"> • Understanding palliative and end of life care • Planning for the future • How do you communicate? • What is a symptom in palliative and end of life care? • Grief, loss and bereavement – who looks after who? 	Galashiels
Tuesday 26 th September	1pm-4pm	Exercise for older adults <ul style="list-style-type: none"> • Physical activity guidelines • Effects of ageing • Benefits of exercise to older adults • Use of music • Strength and balance overview. 	Galashiels

(contd.)

Date	Time	Course	Location
Tuesday 3 rd October	1pm- 3.30pm	Health literacies How best to communicate and provide information in a way patients and clients understand. <ul style="list-style-type: none"> • Understand how the use of language affects individuals in a health environment, their treatment and outcomes • Consider best ways to communicate complex information – written, visual and verbal • Skills for passing on complex health information. 	Galashiels
Wednesday 4 th October	9am- 5pm	Emergency first aid at work <ul style="list-style-type: none"> • Responsibilities and reporting • Dealing with an unresponsive casualty • Resuscitation • Bleeding control • Other first aid scenarios. 	Galashiels
Friday 20 th October	9am- 4pm	Moving and handling – refresher <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 use of moving and handling equipment. 	Galashiels
Monday 6 th November	1pm- 4pm	Introduction to food hygiene <ul style="list-style-type: none"> • Handling food • Storing food • Basic food hygiene. 	Galashiels
Tuesday 14 th November	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
Thursday 16 th November	9am- 5pm	Emergency first aid at work <ul style="list-style-type: none"> • Responsibilities and reporting • Dealing with an unresponsive casualty • Resuscitation • Bleeding control • Other first aid scenarios. 	Galashiels

Date	Time	Course	Location
Monday 20 th November	9.30am- 12.30pm	Registration with Scottish Social Services Council; what you need to know <ul style="list-style-type: none"> • Registration responsibilities for employers, registered care workers and people looking to apply • Qualifications • Fees • Timescales. 	Galashiels
Tuesday 21 st November	9am- 4pm	Moving and handling – refresher <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 use of moving and handling equipment. 	Galashiels
Tuesday 28 th November	9.30am- 4.30pm	Lone and safe working Guidance and awareness raising on issues of personal safety for carers and workers in a social care setting – working in residential care, home care, or as personal assistants employed through direct funding. <ul style="list-style-type: none"> • Explore why some supported individuals can become distressed and challenge us • Practical strategies for managing violence and aggression • De-escalation techniques • Relevant legislation • The need for continued review and evaluation of our practice. 	Galashiels
Wednesday 29 th November	9.30am- 12pm	Health literacies How best to communicate and provide information in a way patients and clients understand. <ul style="list-style-type: none"> • Understand how the use of language affects individuals in a health environment, their treatment and outcomes • Consider best ways to communicate complex information – written, visual and verbal • Skills for passing on complex health information. 	Galashiels

Date	Time	Course	Location
Monday 11 th December	9am- 5pm	Emergency first aid at work <ul style="list-style-type: none"> • Responsibilities and reporting • Dealing with an unresponsive casualty • Resuscitation • Bleeding control • Other first aid scenarios. 	Galashiels
Tuesday 12 th December	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
Friday 15 th December	9am- 4pm	Moving and handling – refresher <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 use of moving and handling equipment. 	Galashiels

Notes

CareNet



BCLN holds regular network meetings that offer an opportunity to:

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

We invite guest speakers who give an update on initiatives in health and social care. There is also time for attendees to discuss their own organisation's concerns and developments.

The next meeting will take place on Wednesday 18th October from 10am-1pm in Galashiels (venue to be confirmed), when the main topic will be feedback from Joint Older People's Inspection 2017. Guest Speakers are Murray Leys from SBC and Paul Davis from Live Borders.

Tea, coffee and lunch will be provided.

Please book in advance by filling in the booking form, calling **01896 757290** or e-mailing **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 & Job Title <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