

personal care consultants

Training Portfolio 2010 –2011



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Training Portfolio

Introduction

Personal Care Consultants Ltd. has over 12 years experience in developing and delivering high quality social care and health and safety training courses.

The trainers we engage are all practising in their respective fields and use this up to date knowledge and experience to deliver training courses which are relevant, engaging and emphasise application to practice.

Care staff we have trained often comment that the experience of our trainers make our courses useful to their everyday job roles and that they will go on to apply what they have learnt in their day to day work.

Over the past 2 years Personal Care Consultants has delivered more than **1500 days of training** to health and social care staff for over 20 Local Authorities. We have also completed:

- 920 OT assessments
- 115 Social Work assessments made up of judicial review and best interests reports prepared for the Courts
- 147 Medico-legal assessments for the Courts
- 1207 Manual handling risk assessments

The depth of our current practice experience ensures that our training courses are relevant and theories taught can be applied directly to practice issues.

In this training portfolio we have detailed some of our newest and most popular training courses in both social care and health and safety. This is merely a selection of the training which we can deliver and if you do not see the course you are looking for on these pages please do not hesitate to contact us with your enquiry either via e-mail to **training@thecareplan.com** or by completing our online enquiry form at our website **www.thecareplan.com**.

We pride ourselves on providing bespoke training solutions and look forward to receiving your enquiries.

Training Portfolio Contents

1 Dementia Training Courses	Page
A) Dementia Awareness Training	5
B) National Dementia Strategy and End of Life Care	6
C) Basic Awareness of Managing Challenging Behaviour for Older Peoples Services for staff working with Dementia	7
D) Loss and Depression in Elders	8
2 Personalisation Agenda	Page
A) Person Centred Planning	10
B) Outcome Focussed Care Planning	11
C) Enablement and Rehabilitation Skills for Care Workers	12
D) Principles of Care	13
E) Informal Carers' Training Programme	14
3 Edexcel Accredited BTEC Courses	Page
A) BTEC Advanced Award in Provision of Community Equipment	16-17
B) BTEC Advanced Certificate in People Handling Skills	18-19
4 Mental Capacity Act Training Courses	Page
A) Mental Capacity Act	21
B) Deprivation of Liberty Safeguards	22
C) Court of Protection	23
D) Lasting Power of Attorney	24
5 Medical Conditions and Interventions Training	Page
A) Medication Awareness	26
B) Diabetes Awareness	27
C) Acquired Brain Injury	28
D) Medical Interventions Modules	29

Dementia Training Courses

- A) Dementia Awareness Training
- B) National Dementia Strategy and End of Life Care
- C) Basic Awareness of Managing Challenging Behaviour for Older People's services and staff working with Dementia
- D) Loss and Depression in Elders

Dementia Awareness Training

Personal Care Consultants Ltd. provide a range of Dementia training courses. This one day introductory session will give care staff a working knowledge of the types of dementia, signs and symptoms, the effect the illness can have on both the individual, their relatives and carers and associated topics such as Mental Capacity.

This course, like all our training, places an emphasis on values such as choice and dignity and involves practical sessions where trainees can really get a sense of how the illness effects service users and how to see it from their point of view.

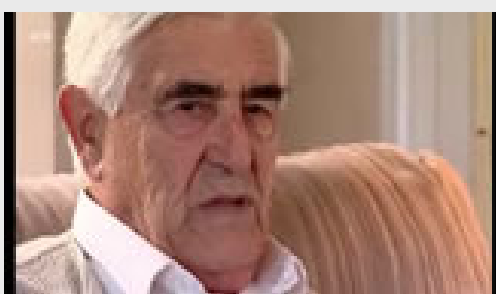
With the number of people affected by Dementia set to double to 1.4 million in the next 30 years it is increasingly important that all care staff have a basic understanding of the illness and its signs and symptoms in order to be able to facilitate earlier interventions and to provide high quality, outcome focused care.

Learning Outcomes

By the end of the course participants should :

- Develop an understanding of Dementia
- Understand the effects on the individual and their family and carers
- Identify the signs and symptoms of Dementia
- Develop an understanding on how myths can affect the quality of care delivered to the individual
- Analyse the basic rights of people with Dementia
- Develop an understanding of Personhood in Dementia care and the principles of working in a person centred way
- Understand what (Mental) Capacity and Incapacity are

The course utilises a varied methodology and includes practical activities, tasks, presentations and video case studies.



Video case studies such as John's story (pictured left) depict the journey from early symptoms through visits to Doctors and Psychiatrists and diagnosis with late onset Dementia. The video case studies then show John's adaptation to life with Dementia, prescription of medication and his thoughts on diagnosis, support from his wife and his medication. These videos encourage trainees to see the person behind the illness.

© Social Care TV, SCIE, London 2009

For further information or to request a copy of the full course proposal and programme please do not hesitate to contact us either via e-mail: training@thecareplan.com or by telephone **01244 651960**.

National Dementia Strategy & End of Life Care

Following on from our Awareness level training Personal Care Consultants have developed a training course which considers the impact of the New National Dementia Strategy and the End of Life Care Strategy on services and on those staff providing support to older people.

The social care sector will become increasingly aware of the need to consider end of life care within care home, sheltered and extra care housing facilities. In particular the statutory, private and voluntary sector will need to consider how they accommodate issues of end of life care within their assessment and subsequent advanced support plans. The strategy considers that many people now enter a care setting because they can no longer live independently at home and that the care home will become their normal place of residence and is probably going to be the place in which they reside until they die.

A video case study used during the course looks at providing home care to individuals with Dementia so that they can remain in their own homes should they wish to. The video highlights the importance of staff learning about the preferences of the individual and the importance of having respect for the wishes of the carer.



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There are 17 key objectives in the National Dementia Strategy including 2 directly relating to training needs. Objective 1 is to improve professional awareness of dementia and objective 13 is to provide an informed and effective workforce. This objective can be achieved by effective basic training and continuous professional and vocational development in dementia.

Our 1 day training course has the following aims and objectives.

Learning Outcomes

By the end of the course, participants should have:

- An understanding of some of the different types of Dementia
- Considered the care of those with Dementia and the potential impact on others
- Explored the myths and stereotypes associated with Dementia
- Considered the need to be objective and person centred in assessing individuals with Dementia.
- An understanding of the impact of the Mental Capacity Act and Deprivation of Liberty Safeguards on decision making for those with Dementia.
- Considered the End of Life Care Strategy and Advanced Support Planning

A varied methodology is used including presentations, first thoughts, group exercises, video and written scenarios and comprehensive, easy to follow handouts.

Managing Challenging Behaviour for Older People's Services

In many cases individuals with Dementia may start to exhibit new, and often challenging, behaviours to their relatives and carers. Our two day Managing Challenging Behaviour for Older People's Services course takes a holistic approach to working with people whose behaviours sometimes challenge.

Day 1 of the course considers behaviour as a form of communication and looks at verbal and non-verbal triggers which precede the behaviour so that consideration can be given to de-escalation or prevention rather than intervention. Emphasis is also given to the need for person centred planning and the development of communication profiles so that care staff can offer consistency of approach which can radically improve situations for care staff and those they provide care for.

Day 2 moves on to look at breakaway and holding techniques of physical intervention which can be used to either leave or regain control of situations. The requirements for recording and reporting of any incident are considered before the training course closes with a session on support available to staff following incidents involving challenging behaviour.

Learning Outcomes

By the end of the course participants will have:

- Considered the legislation related to managing challenging behaviours
- Developed an awareness of signs and symptoms of conflict
- Explored issues of Person Centred Planning and the development of communication profiles
- Considered the exploration of triggers to inform risk assessments and care planning
- Practiced communication techniques including the use of verbal and non verbal components
- Explored how to defuse possible conflict situations and the use of diversion and distraction
- Practiced different types of physical intervention including breakaway in order to leave or regain control of situations
- Understood what is expected of them in terms of recording - appropriate methods and maintaining confidentiality
- Considered what they might expect in terms of staff care following an incident

For further information or to request a copy of the full course proposal and programme please do not hesitate to contact us either via e-mail: training@thecareplan.com or by telephone **01244 651960**.

Why not also read our Dementia blog at www.thecareplan.com?

Loss and Depression in Elders

The number of people aged over 85 in England is expected to rise from 1.055 to 2.959 million between 2006 and 2036. This is an increase of approximately 180%. This dramatic change in demographics means that more emphasis must be placed on issues affecting older people in society.

Our Loss and Depression in Elders course is a one day training course which has as its focus issues of loss for older people relating not just to bereavement but also exploring social, psychological and sensory aspects. This comprehensive training also looks in detail at depression in older people and explores treatments available and also assessment tools for use in determining whether an elderly person is suffering from depression.

See below for the Learning Outcomes and some of the Descriptive Content of the course.

Learning Outcomes

By the end of the course participants will have:

- Explored issues of loss in older people including social, psychological, sensory and bereavement aspects
- Considered loss issues related to normal transition and change and the clinical condition of depression
- Considered issues of suicide and elders
- Explored some assessment tools in determining depression in older people
- Evaluated the different treatments available for depression in older people

Descriptive Content

Issues of loss in older people including social, psychological, physical/sensory and bereavement aspects

In this section the group would share experiences of work undertaken with older people and consider the effects of normal transition, change and loss around:

Social aspects such as: loss of status; occupation; finance; isolation;

Bereavement aspects such as death of partners, friends and ex colleagues

Loss issues related to normal transition and change and the clinical condition of depression

In this section the group will consider what might be considered to be normal loss issues and recognising the onset on clinical depression. It will be important to emphasise that depression is not a normal condition for elders and that it can become a long term condition if not treated.

Feedback from this course has been very positive with one organization giving the course a **94% Excellent Learning Rate** from their evaluations.

Personalisation Agenda Training

- A) Person Centred Planning
- B) Outcome Focussed Care Planning
- C) Enablement and Rehabilitation Skills for Care Workers
- D) Principles of Care
- E) Informal Carers' Training Programme

Person Centred Planning

Research conducted by the University of Lancaster and published in 2005 showed that person centred thinking and planning had a positive effect on people's lives and can improve their involvement in the community, the choices available to them and increase their contact with friends and family.

Current changes in social care are moving the emphasis away from a model of care where an individual receives the care determined by a professional to one that has person centre planning at its heart, with the individual firmly at the centre in identifying what is personally important to deliver his or her outcomes. These changes make the need for care plans to be both person centred and outcome focussed a clear priority.

These improvements in quality of life for those who use services demonstrate the important role that person centred planning should take in all stages of care provision.

Personal Care Consultants offers a range of courses which promote care planning which is both person centred and outcome focused.

Our one day training course for health and social care workers introduces the values and principles of person centred planning. This course introduces the person centred approach and follows it from initial assessment through to outcome focussed care planning.

Learning Outcomes

By the end of the training session the participants will have:

- Discussed the idea of the person at the centre - sharing power
- Explored the involvement of family and friends as partners
- Considered how to ensure that planning reflects what is important to the person
- Explored the topic of 'Life and not services' - what is possible?
- Looked at following the process through to ongoing listening, monitoring and reviewing



Personal Care Consultants has developed a Common Induction Standards CD Rom Training Toolkit for care staff. This toolkit includes a section on Person Centred Approaches but also takes staff through the Principles of Care, Health and Safety, Recording and Reporting, Communication and many other topics they will need to cover in their induction period. The CD Rom toolkit is accompanied by a comprehensive workbook which trainees complete to document their learning.

Outcome Focused Care Planning

Our outcome focused care planning course can be used as a follow up to Person Centred Planning or as a stand alone training course for those staff involved in writing care plans for service users. The course covers the following learning objectives:

- Have an understanding of the Unified/Single Assessment Process and the emphasis on multi agency approaches to person centred assessments and outcome focused planning
- Have a knowledge of Person Centred Planning
- Develop awareness of the outcomes users and carers consider important, using research data (*Outcomes into Practice, Focusing Practice and Information on the Outcomes People Value*, E. Nicholas et al, SPRU, The University of York, 2003)
- Have a knowledge of Outcome Focused Care Planning - Describing outcomes, measuring outcomes and monitoring/reviewing outcomes
- Consider the links between care planning and care programming
- Have consider how to prepare materials for a follow up workshop day in applying the principles of outcome focused care planning and programming.

Descriptive Content

- **Have an understanding of the Unified Assessment Process and the emphasis on multi agency approaches to person centred assessments and outcome focused planning**

This section will explore an overview of the Unified Assessment Process, emphasising the connections between users and carers perspectives, outcomes determined by the service user and assessments that are proportionate to need.

- **Develop awareness of the outcomes users and carers consider important, using research data (*Outcomes into Practice, Focusing Practice and Information on the Outcomes People Value*, E. Nicholas et al, SPRU, The University of York, 2003)**

This section will outline a summary of the evidence from the research done by the Social Policy Research Unit at York University.

We also deliver Outcome Focused Care Planning as a module of our Enablement and Rehabilitation training programmes. This session is for those team supervisors and senior support workers involved in writing care plans for people using the Enablement service.

Enablement and Rehabilitation Skills

Personal Care Consultants can offer a range of Enablement and Rehabilitation training courses and consultancy to fulfill a range of needs such as :

- Training courses of between 1 & 3 days in length which equip home carers with the necessary skills for a move from care to enablement
- Overview training for those staff not directly involved in the Enablement team but who need to understand its purpose and function
- Consultancy on the function, format and processes involved in the inception of an Enablement team
- Outcome Focused Care Planning training for those staff who will be writing the care plans in the Enablement team
- Refresher and Workshop Enablement courses for established Enablement teams

We have produced an Enablement and Rehabilitation Skills portfolio which details 11 modules from which commissioners can choose to create their own bespoke course. Using this model allows us to tailor make a course covering the elements your staff need training on and leaving out anything you cover through other training resources.

Trainees attending our courses are given a comprehensive portfolio with nearly 200 pages of presentation notes, information and suggesting reading and resources which is used during the training but also provides a resource that they can refer to in future. A workbook is used alongside the portfolio for trainees to document their learning and this can be revisited during supervision sessions to assist with knowledge from the course being applied to their job role.

We have now delivered our Enablement and Rehabilitation Skills training to over 1500 care staff and other workers. The feedback has been overwhelmingly positive with some trainees commenting that it is 'the best training course I have been on' and that 'it will make me a better carer'.

1. Foundation - Introduction to Enablement and Rehabilitation	7. Infection Control (links to Modules 6 & 8)
2. Enablement in Context / Underpinning knowledge	8. Contenance Awareness (Links to Modules 6 & 7)
3. Assessment Tools	9. Administration of Medication
4. Activities of Daily Living	10. Manual Handling
5. Recording and Reporting Skills	11. Outcome Focussed Care Planning
6. Tissue Viability (links to Modules 7 & 8)	

For further information or to request a copy of our Enablement and Rehabilitation Skills training portfolio please do not hesitate to contact us either via e-mail: training@thecareplan.com or by telephone **01244 651960**.

Principles of Care Training

Our Principles of Care training course introduces or revisits the values that underpin work with service users and takes cognisance of the social care induction framework for Wales or England and the Dignity in Care agenda. It can form part of a social care worker's induction training or can be used as a refresher for more experienced staff.

By the end of the course trainees will have:

- Considered what values underpin our work with service users, including equality of opportunity
- Explored the meaning and application of confidentiality in the workplace
- Applied good practice in communicating with service users
- Considered the relationship with service users and its limitations/boundaries

Illustrative Content

Consider what values underpin our work with service users, including equality of opportunity

This section will allow the participants to consider the things they value in their everyday life; the impact of loss of the things they value; what are the common professional values we need to consider and how do we apply them in the workplace.

Issues around equal opportunities will be considered in exploring how stereotyping and prejudices effect service provision, especially when they become collective approaches adopted by organisations.

Apply good practice in communicating with service users

This section will explore what we mean by communication, the taken for granted nature of our communication processes and its effect on how we communicate with service users. Verbal, non verbal and behavioural communication will be explored alongside listen skills techniques to avoid assumptions about individuals and/or their circumstances. Record keeping will be considered in terms of the importance of evidence based recording and the impact of data protection legislation.

Our Principles of Care training course has links to our **Personal Care course for social care workers**. This course is a one day practical session which demonstrates good practice in providing personal care to service users and takes account of the importance of choice, dignity and cultural considerations when assisting with these tasks.

For more information on our Principles of Care or Personal Care training courses please e-mail training@thecareplan.com or call 01244 651960.

Informal Carers' Training Programme

Our Informal Carer's Training Programme has been developed to give carers the skills and confidence they need to fulfil their role as carer to the people they support. The programme consists of 7 half day sessions which can be delivered as a 3 and a half day course or as 7 stand alone sessions over a period of a few weeks as it can be difficult for informal carers to be able to attend longer training courses.

Personal Care Consultants does not just provide training, our consultants also work closely with carers to complete Manual Handling Risk Assessments, Occupational Therapy Assessments and Social Work Assessments so they are well placed to understand the demanding role a carer undertakes and our training course reflects this and makes good use of real life scenarios and case studies.

The 7 sessions included in our programme are:

- **Safe Manual Handling** - An awareness based training course which gives candidates an overview of safer manual handling practice to promote safe and effective handling of people and inanimate loads. Training includes both theory and practical sessions based upon up-to-date research based best practice guidance within health and social care.
- **Health & Nutrition** - A half day course designed to introduce the role of diet in one's health as well as the true meaning of nutrition. It will help candidates to learn about basic foundations of nutrition as well as how to plan meals that are both healthy and suitable for different needs.
- **Medication** - This medication training course is designed to improve the skills and knowledge of informal carers. Its objective is to help alleviate any anxieties experienced by those who are involved with the administration and/or assisting with the administration of medication.
- **Stress Awareness** - A half day course on stress management for carers. The course will consider conditions or situations which gives rise to tension, worry and frustration or which put individuals under pressure. In particular it will consider negative stresses, the adverse effect on the body and how to develop strategies to help cope with negative stresses.
- **First Aid** - our first aid course introduces candidates to practical life saving skills and an awareness of how to deal with an emergency situation. This is both a theory and practical based course and offers an opportunity to undertake techniques in dealing with accidents and emergencies involving adults, such as cardiac arrest, choking shock, burn and significant blood loss.
- **Safeguarding Adults and Children** - To provide an awareness level half day training course on Safeguarding Adults and Children. This course will look at definitions, process and local policy.

Edexcel Accredited BTEC Courses

- A) BTEC Advanced Award in Provision of Community Equipment
- B) BTEC Advanced Certificate in People Handling Skills

BTEC Advanced Award in Provision of Community Equipment

Legislation and guidelines published in both England and Wales since 2006 have advocated placing an increased importance on Community Equipment services. These services should be more efficient, streamlined and work in partnership with other services so that service users and receiving the assistance they require as quickly as possible.

The role of the Trusted Assessor in this process of improvement is advocated and training staff up to this role is a key way in which the efficiency of services can be improved.

Personal Care Consultants can offer relevant training to help meet these new requirements in the form of our **BTEC Advanced Award in Provision of Community Equipment**. The national award meets the requirements of the **Department of Health Competence Framework for Trusted Assessors** and was developed as a specific award in response to government guidance, namely the Audit Commission Fully Equipped National Report 2000, and its later update, which is referred to in the new guidelines for Wales.

We have now been running this programme for 4 years and have delivered the course throughout the UK with over 250 trainees successfully completing the Award. The Award enables health and social care organisations to train their employees to assess for and provide targeted equipment within current legislative framework and documents their competency as “**Trusted Assessors**”.

The course is delivered over 3 days. The initial 2 days are delivered consecutively with the 3rd day taking place 4 weeks later.

Assessment for the course involves both written pieces and practical assessments and consists of 11 assignments. The award consists of three units:

Unit 1 Providing Community Equipment

This unit confirms the importance of the provision of equipment; planned outcomes; medical conditions at a level necessary to assess for and provide equipment including contra-indicators

Unit 2 Introduction to Legislation

This unit provides knowledge and skills needed to consider the legislative context for the provision of equipment and minor adaptations. It recognises the boundaries of professional responsibility in the provision of community equipment.

Unit 3 Assessing for Community Equipment

This unit provides learners with the skills and knowledge needed to consider the assessment and provision of targeted aids and equipment related to domestic routines and personal care. It considers how to promote independence within the home environment.



Candidates fitting chair raisers on the course

BTEC Advanced Award in Provision of Community Equipment

Each unit consists of 30 hours study time, a one day training session and 24 hours of self study. The use of experiential learning sessions, work based assessment and assignments help candidates explore, analyse and apply practical skills.

Entry Requirements

This course is aimed at Social Workers, Social Work Assistants, District Nurses, Health Care Assistants, Support Workers, Home Care Organisers and Workers, Rehabilitation & Enablement Teams, Disability Officers, Equipment & Adaptations Officers and OT Assistants.

In order to meet the requirements for entry onto the course candidates will need to have at least one of the following qualifications and/or experience:

- NVQ Level 3 or higher in care related areas
- DipSW or equivalent
- Professional Nursing qualification
- 1 year experience of working with people with disabilities (evidenced by line manager)
- Up to date Manual Handling of People Certificate



*Disability Officers from Bury
MBC with their BTEC
Certificates*

The award is continuously assessed and consists of 11 assignments, a witness testimony and the completion of a reflective diary. A variety of formats are used including; scenarios, multiple choice, written questions and answers, projects, simulations and hands-on work based assessments.

The final assignment consists of the candidates carrying out 5 service user assessments of which one must be carried out in the presence of an OT, who provides a witness testimony statement.

The assignments are assessed on a pass or not yet passed basis.

A reflective diary is kept throughout the course. This provides supplementary evidence for the final assignment and plays a part in the assessment decision.

Quality Assurance

There is a robust system in place to ensure that quality is maintained. Assignments undergo a rigorous marking process which includes assessment, internal verification by fellow tutors and external verification by a representative from Edexcel.

Personal Care Consultants run 2 Open Courses in the BTEC Advanced Award in Provision of Community Equipment per year at our head offices in Chester. The course can also be delivered for groups of between 5 and 10 at a venue of the commissioner's choice.

For a full course portfolio or to discuss your requirements please do not hesitate to contact us either by e-mail training@thecareplan.com or by telephone 01244 651960.

BTEC Advanced Certificate in People Handling Skills

A Modular Training Qualification
compliant with the All Wales NHS and Local Government Manual
Handling Passport Scheme

Health and Social Care organisations are required to address the difficult issue of increasing the number of suitably qualified and competent staff to deliver mandatory manual handling induction and refresher training, undertake competent risk assessments to underpin training and ensure that risk assessors and trainers are competent in assessing the competency of all handlers within the work place. It is an increasing requirement that trainees are "signed off" as competent and this requirement is endorsed by both the Health and Safety Executive and the National Back Exchange. Good practice dictates that assessment of competency should happen within the work place and not within the classroom.

The introduction of the All Wales NHS and Local Government Passport Scheme defines best practice in relation to manual handling throughout Wales and it has been suggested by the Health and Safety Executive that this model of training should become "UK Wide" in an attempt to benchmark training nationally. The "Passport" lays down a template for manual handling training, is compliant with the requirements of the Interprofessional Curriculum and the Manual Handling Operations Regulations.

In addition to trainers and risk assessors working at a strategic level, there is now an emerging need to increase the number of competent trainers and risk assessors at practitioner level who can assist the organisation to meet the defined training and competency requirements of the Passport Scheme.

The BTEC Advanced Certificate in People Handling Skills is a competency based 120 hour course. The certificate consists of four units, three core and one optional. All the core units must be successfully completed. Participants are able to choose whether they wish to take the trainers or risk assessors route. If required both optional units can be completed showing competence in both areas.

The units are as follows:

Core Units

Unit 1 20795Y - Anatomy of the Spine and the Injury Causation Process

This unit will introduce the candidates to the course philosophy and provides the candidates with knowledge to understand the function of the spine, the principles of normal movement and the injury causation process.

Unit 2 20796Y - Manual Handling Techniques

This unit will introduce the candidates to a range of manual handling techniques and manoeuvres including: sitting, standing and mobility, bed mobility, lateral transfers and hoisting.

BTEC Advanced Certificate in People Handling Skills

Unit 3 20797 - Introduction to Legislation

This unit will provide candidates with the knowledge necessary to understand the health and safety legislation which relates to manual handling and its implementation in the work place.

Optional Units

Unit 4 20798Y - Presenting Manual Handling Training

This unit will provide candidates with the skills and knowledge to deliver manual handling training to adults.

Unit 5 20799Y - Manual Handling Risk Assessment

This unit will provide candidates with the knowledge necessary to undertake a manual handling risk assessment in relation to inanimate loads and people to underpin their role as a work place risk assessor.

The certificate is continuously assessed and consists of 5 Unit Booklets, a presentation and the completion of a reflective diary.

Assignments take the form of:

- scenario based work; short answer questions; multiple choice questions
- short essay type answers; manual handling risk assessments
- training proposal and lesson plans
- reflective diary



Quality Assurance

There is a robust system in place to ensure that quality is maintained. Assignments undergo a rigorous marking process which includes assessment, internal verification, by fellow tutors and external verification by a representative from Edexcel. Following a recent visit the course was given an “A” status for the quality of assessment.

Support from Tutors

Personal Care Consultants recognise that many adults who return to study experience numerous challenges. It is important to consider that support is at hand for those who feel they need help in developing or revisiting self study skills.

All course tutors are experienced Occupational Therapists and trainers who have achieved additional qualifications or diplomas in manual handling.

For a full course portfolio or to discuss your requirements please do not hesitate to contact us either by e-mail training@thecareplan.com or by telephone 01244 651960.

Mental Capacity Act Training

- A) Mental Capacity Act 2005
- B) Deprivation of Liberty Safeguards
- C) Court of Protection
- D) Lasting Power of Attorney

Mental Capacity Act Training Courses

As from April 2007 The Mental Capacity Act has applied to everyone who works in health and social care and is involved in the care, treatment or support of people over 16 years living in England and Wales, who are unable to make all or some decisions for themselves.

People who work in health and social care such as doctors, nurses, dentists, psychologists, occupational therapists, social workers, support workers in residential and care settings including supported housing will need to know about it.

What is Mental Capacity?

Having mental capacity means that a person is able to make their own decisions. The Mental Capacity Act (MCA) says that a person is unable to make a particular decision if they cannot do one or more of the following four things:

- Understand information given to them
- Retain that information long enough to be able to make the decision
- Weigh up the information available to make the decision
- Communicate their decision, this could be by talking, using sign language or even muscle movements such as blinking or squeezing a hand

The Act is specifically designed to cover situations where someone is unable to make a decision because their mind or brain is affected, this might include by illness or disability, or the effects of drugs or alcohol.

How can we help?

Personal Care Consultants can help your organisation consider the impact of the Mental Capacity Act 2005.

We can offer different opportunities for helping your staff to consider the Mental Capacity Act:

A CD Rom - that offers an understanding of the Act, but also considers aspects of implementation for staff that offer direct support or are involved in assessments. This gives the participants the option to have access to the information whenever they need it. This can act as a stand alone learning tool or to supplement training sessions. We can offer individual copies or intranet copies on license.

Training courses – aimed at social and health care staff who need to consider the impact of the Act on their decision making, assessment and recording. This course might include sections on:

- What is mental capacity?
- The key principles of the Act
- Who assesses capacity and how does it impact on front line workers, social workers, nurses and managers.
- Consider who are decision makers regarding capacity
- Single test for assessing and the meaning of person centred functional assessments
- How are best interests determined
- The impact of Lasting Power of Attorney and Advance Decisions/Directives on assessing and supporting people
- Independent Mental Capacity Advocate

Deprivation of Liberty Safeguards

The Deprivation of Liberty Safeguards have been the cause of much anxiety and confusion since they came into being in April 2009. Through his work as both a best interests assessor and the Chief Executive of a residential care provider, Chris Wall has gathered vast knowledge and experience of the Safeguards from different angles and has developed a tool to make the identification of Deprivation of Liberty simpler.

This course is designed to do just that and is built around a straightforward matrix. Whether you use the matrix or not is irrelevant, it is the methodology that counts. The matrix shows the key aspects to identifying Deprivation of Liberty and a distinct process for doing it. The process takes practitioners to the point of identifying DOL and deciding whether and when to seek authorisation.

- Be aware of the amendments to the Mental Capacity Act 2005 contained in the Mental Health Act 2007
- Be able to identify where a deprivation of liberty is taking place and the threshold for authorisation
- Be able to identify whether a deprivation of liberty is the only way in which the person's needs can be met
- Be able to challenge whether a deprivation of liberty is the least restrictive alternative that is in the person's best interests
- Be able to identify reasonable alternatives that are less restrictive and able to meet the person's needs
- Understand the methodology for DOL identification and assessment of impact

The course is aimed at both commissioners and providers and is designed to give enough knowledge and information to allow professionals to identify potential deprivation of liberty and to avoid it wherever possible. The content covers the case law contained in HL v UK (Bournewood) and DE, JE v Surrey County Council and other Declaratory relief cases including PS v Sunderland providing the most up to date interpretations of Deprivation of Liberty.

Visit our website www.thecareplan.com to read our latest blog on the Deprivation of Liberty Safeguards written by Chris Wall. Our blogs offer free access to articles and provide an opportunity to ask questions or leave comments for the authors.



The screenshot shows the website 'personal care consultants'. It features a 'Latest News' section with a stack of newspapers. Below this is a category archive for 'Deprivation of Liberty'. The main article is titled 'What use are the Deprivation of Liberty Safeguards?' by CWALL, published on November 9, 2009. The article's sub-headline is 'What use are the Deprivation of Liberty Safeguards? How do the safeguards work in relation to the Human...'. On the right side, there is a search bar and a navigation menu with links to Home, About Personal Care, Training Services, Expert Witness, Risk Assessment, Case Management, and Occupational Therapy.

Court of Protection Training

What role does the New Court of Protection have in relation to adult protection?

To date the High Court has been required to make decisions about what actions are in the best interests of a person who lacks capacity where there are disputes in relation to this. This has been known as Declaratory Relief and the process was within the inherent jurisdiction of the High Court. From October 1st 2007 the new Court of Protection will take over this role through its powers under the Mental Capacity Act 2005.

Section 17 of the Act outlines the issues around which the Court can use its powers to make decisions about personal welfare in respect of a person who lacks capacity. This course focuses on the first 3 of these issues:

- a) deciding where P is to live;
- b) deciding what contact, if any, P is to have with any specified persons;
- c) making an order prohibiting a named person from having contact with P;
- d) giving or refusing consent to the carrying out or continuation of a treatment by a person providing health care for P;
- e) giving a direction that a person responsible for P's health care allow a different person to take over that responsibility.

A series of case studies are used to illustrate and develop the learning outcomes. Each case is based on the trainer's own experiences in Declaratory Relief proceedings:-

Mrs N: Older Person - Financial and physical abuse - LA seeking decision on residence and contact from her son; the alleged abuser.

Miss S: Has a learning disability - health care neglected, no social stimulation, poor environment - LA and NHS seeking decision on residence, health care and contact with alleged abusive family.

Mrs C: Person with dementia - husband unable to cope with care, neglecting health - LA seeking declaration on residence (placement in care home) and contact with husband. Part of displacement of nearest relative proceedings.

Miss P: Learning Disability - LA concerned that family is arranging marriage outside of UK and seeking declaration as to capacity to marry and subsequent best interests.

The vignettes above give examples of some of the case studies and situations around which the training will be based.

Lasting Power of Attorney

How can people make plans in relation to future decisions about their personal welfare, property and affairs should they lose capacity?

This half day course looks closely at sections 7 and 9 of the Code of Practice to the Mental Capacity Act 2005; Lasting Powers of Attorney and Advance Decision making. The course also considers how written and oral statements should be used to inform decisions taken in a person's best interests.

The course will follow the Code of Practice illustrating the relevant sections with practice examples. Where forms are available from the Office of the Public Guardian they will be introduced into the training.

Course attendees will be invited to consider how they might plan for their own future in scenario exercises.

Aim:

To provide a thorough understanding for health and social care professionals around Advance Decision Making.

Learning Outcomes:

- Will be able to recognise a valid and applicable Lasting Power of Attorney
- Will be aware of the process of appointing an attorney
- Will be aware of the differences between property & affairs LPA and welfare LPA
- Will understand the powers of attorneys
 - In respect of property & affairs
 - In respect of health & welfare
 - In respect of life sustaining treatment
- Will understand how to challenge the validity of an LPA
- Will be aware of the potential for abuse by attorneys
- Will understand the process of establishing a valid Advanced Decision
- Will be aware of the formality of the Advanced Decision making process around a refusal of life sustaining treatment
- Will be aware of statements of wishes and feelings and their role in the process of establishing an individual's best interests

For a full course outline or to discuss any training requirements you may have in relation to the Mental Capacity Act please do not hesitate to contact us either by e-mail training@thecareplan.com or by telephone 01244 651960.

Medical Conditions and Interventions

- A) Medication Awareness
- B) Diabetes Awareness
- C) Acquired Brain Injury
- D) Medical Interventions Modules

Medication Awareness Training

Assisting with or administering Medication can be a source of great anxiety to care staff. Often they are unsure of their responsibilities in this regard and worry that they may get it wrong. Personal Care Consultants has developed a one day training course which increases staff confidence in the administration of medication by developing their knowledge of the subject and reinforcing their remit and responsibilities in relation to medication.

The first half of this one day training course focuses on **Medication Awareness** and has the following learning objectives:

- To discuss the definition of the term 'medicines'
- Explore Medicines Act 1968 - The first comprehensive legislation on medicines in the UK providing a statutory legal framework for the:
 - Manufacture
 - Licensing
 - Prescription
 - Supply
 - Administration of medicines
- Categories & types of medicines including capsules, tablets, lozenges, liquids and sprays
- Consider the benefits, contra indications, correct administration methods associated with various forms of medication
- Improve your knowledge of forms of medicines and consider their benefits
- Identify the roles and responsibilities of those involved in medication

The afternoon is a **bespoke session taking staff through the Commissioning organisation's Medication policy**. This session is designed to underline the roles and responsibilities the organisation places on their staff in relation to medication. This session promotes understanding of the policy and also encourages consistency of approach by familiarising all staff with the processes and guidance laid out in their policy. For illustrative purposes the session may include:

- Level of Support required when prompting and /or administering medication
- Consent, control, refusal and covert administration of medication
- Overview of the procedures to be followed when giving medication
- Packaging, containers and handling of medication

For further information please contact training@thecareplan.com or 01244 651960.

Diabetes Awareness Training

From 1997 to 2003 there was a 74% rise in new cases of diabetes meaning that by 2005 more than 4% of the UK population was classed as having diabetes (Source BBC News 24.02.09). This increase in cases is linked to rising obesity rates and the ageing population. Research also suggests more than half a million people living in the UK have Diabetes but are unaware of it.

With Diabetes becoming increasingly common it is likely that care staff will be working with service users who have the condition therefore it is important that they have a working knowledge of Diabetes, its signs, symptoms and treatments.

Our half day training course for health and social care workers increases knowledge of the causes and treatment of the disease thereby improving staff confidence in responding to diabetic emergencies.

Learning Outcomes

By the end of the training session the participants will have:

- Identified the different types of Diabetes
- Discussed 'what is Insulin Dependent Diabetes Mellitus (IDDM)
- Discussed 'what is Non-Insulin Dependent Diabetes Mellitus (NIDDM)
- Considered the epidemiology of Type I and Type II Diabetes
- Explored different treatments options of Diabetes
- Considered how to monitor the condition
- Explored blood control, Insulin administration and the importance of diet, exercise and well being

Personal Care Consultants have developed a range of training courses on the topic of medical conditions including courses which cover the following:

- Parkinsons Awareness
- Stroke Care and Awareness
- Multiple Sclerosis Awareness
- Epilepsy
- Osteoporosis Awareness
- Motor Neuron Disease
- Dementia Awareness (page 5)
-

For further information regarding any of our training courses or to see a full course profile for any training featured in this portfolio please contact us either via e-mail at training@thecareplan.com or by telephone on 01244 651960.

Acquired / Traumatic Brain Injury

The term **Acquired Brain Injury** can be used to describe situations whereby a brain injury has occurred since birth including tumours, stroke and conditions such as encephalitis. **Traumatic Brain Injury** covers any injury caused to the brain during trauma for example during a road traffic accident.

Statistics from Headway suggest that 1 million people are admitted to hospital each year with a suspected brain injury - of these 186,000 cases are confirmed. About 6% of confirmed cases are severely injured and as such are likely to have long-term problems and require rehabilitation.

Personal Care Consultants delivers a one day course in Acquired or Traumatic Brain Injury. Our one day course enables practitioners to develop knowledge and understanding of Acquired/Traumatic Brain Injury and covers the learning outcomes below.

Learning Outcomes

By the end of the course participants should have:

- Considered an introduction to understanding the physiology of the brain
- Explored the effect and severity of brain injury
- Developed an understanding of the physical and sensory problems that can develop following a traumatic brain injury
- Considered the possible impact on the person who receives the injury, their partner, children, extended family, friends and others
- Explored aspects of professional assessments and redeveloping skills

The course is accompanied by a comprehensive handout which acts as a valuable tool for future reference and includes exercises for trainees to complete which documents their learning.

By the end of the Two Day course trainees will have achieved the Learning Outcomes of the One Day course above and will also have:

- Explored aspects of professional assessments and redeveloping skills
- Considered the skills in working with individuals with TBI
- Developed knowledge of the legal process, including aspects of mental capacity and the role of the court of protection
- Considered resources related to TBI
- Evaluated the way forward

Medical Interventions Modules

Personal Care Consultants has developed a range of Medical Intervention Modules for care workers including the following:

Infection Control – Hospital NHS trusts, local authorities and all other residential and community care organisations have a responsibility to ensure effective infection control procedures are used by all staff groups. Health and social care staff will benefit from this module by underpinning their practice with up to date research based knowledge. The infection control module is an interactive session where candidates use an ultra violet light source to demonstrate in-effective hand washing and, direct and in-direct cross contamination.

Tissue Viability – This course is designed to help to develop the knowledge and practical skills of health and social care workers when providing care to those who have poor tissue viability. The module is highly interactive and involves the participants carrying out a tissue viability risk assessment in order to determine if clients are at potential risk of developing a pressure sore.

Palliative Care – This course has been specifically designed and is aimed at home care workers but can be adapted to suit anyone involved in caring for those who are terminally ill. The course looks at anatomy, physiology and psychological factors in the last days of life, methods of caring for patients/clients, families and carers during the last days of life and the grieving process.

Urinary Catheter Care – As more people are cared for in the community, there has been a considerable increase in the number of clients who require urinary catheter care to be delivered by health and social care staff. This training module is designed to increase participant's skills and knowledge when delivering catheter care with the use of local policies, visual aids and group discussion.

Continence Awareness – A half day training course for health and social care workers to improve their understanding, knowledge and skills in relation to continence. The course covers anatomy and physiology of the urinary system, reasons for and different types of incontinence including neurological conditions and dysfunction.

Diabetes Awareness – A half day training course for health and social care workers to increase knowledge of the causes and treatment of the disease and to increase staff confidence in responding to diabetic emergencies.

Tracheostomy Care- This module was designed to enable the carers to safely and competently provide care to a patient/client who has a tracheostomy tube. To also provide a care plan of necessary procedure that may be required when caring for patient/clients with tracheostomy tubes.

Training Testimonials

Feedback from PCC Training

"A big thank you to all at PCC for the thoroughly enjoyable and useful training." - Commissioner

"We have had some excellent training from you over the last 3 years, thanks for your support." - Commissioner

"The feedback has been positive without exception." - Commissioner

"We have had staff members come to us and tell us this is the best training course they have been on." - Commissioner

"It is the best mandatory training course which I have attended." - Trainee

"This was fantastic training, it is relevant to every part of my work." - Trainee

"All of the 3 days was very enjoyable. I learnt new things and improved on other things to make me a better carer." - Trainee

"Everything on this course was invaluable" - Trainee

"I cannot identify any gaps as the trainer was very good at adapting the content to meet our specific needs." - Trainee

"The trainer will amend training on the basis of any new developments... - he is very up-to-date and well-informed through access to networks not available to most people." - Commissioner

"I have found working with Personal Care Consultants has been a pleasure...[they] are approachable, friendly and helpful and will go the extra mile where possible." - Commissioner

"I felt the training offered good value for money because of the wealth of knowledge that all three trainers provided and because of the positive feedback that I received from all participants including the observers who were Managers, project leader, occupational therapist and contracts manager." - Commissioner

"Easy to follow handout, excellent facilitator. Interesting and informative, good discussion throughout." - Trainee

"The training that was provided by Personal Care Consultants was of high quality and enjoyed by all who attended." - Commissioner