



Quarterly Training Programme

April to June
2017



Workforce Development Team

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Course open to:

IS	-	Independent Sector
SSA	-	Adult services
SSC	-	Children's Services
PA	-	Personal Assistants
VO	-	Voluntary Organisations

Developed in collaboration with the Social Care Workforce Development Programme's Training Strategic Partnership Group.

County Hall, Mold to Greenfield Business Centre

- Follow Raikes Ln to Main Rd/A5119 in Sychdyn
- Head west towards Raikes Ln
- Turn right onto Raikes Ln
- Turn right to stay on Raikes Ln
- Continue on A5119. Take A55 and A5026 to New Rd/B5121 in Holywell
- Turn left onto Main Rd/A5119
- **Continue to follow A5119**
- At the roundabout, take the 1st exit onto the A55 slip road to Conwy
- Merge onto A55
- At junction 32, exit onto A5026 towards Holywell/Treffynnon
- Turn right onto Halkyn Rd/B5432
- Continue onto A5026
- Turn left to stay on A5026
- Turn right onto New Rd/B5121
- **Continue to follow B5121 Destination will be on the Left**



Jade Jones Pavilion - Flint

- Head south-west on Earl St towards Coleshill St/A5119
- Turn right onto Aber Rd/A5119
- Turn left onto A548
- At the roundabout, take the 1st exit onto Bagillt Rd/A548
- Greenfield Business Centre is on the right hand side just before the traffic lights.



- **Continue to follow B5121 - Destination will be on the left**

DIRECTIONS FROM THE A55

Heading west on A55:

- At junction 32, take the A5026 to Holywell/Treffynnon.
- In Holywell/Treffynnon
- Follow the signs to St Winefride's Well.
- Zig-zag past Lidl and Tesco and past St Winefride's Well.
- Following the signs to Greenfield, continue down Greenfield Rd to the the end.
- At the lights, turn right onto Bagillt Rd/A548.
- Turn right immediately into Greenfield Business Centre.

Full Address

Workforce Development Team
Greenfield Business Centre
Greenfield Road,
Holywell
CH8 7GR

YEARLY CALENDAR

CORE COURSES NOT OFTEN FEATURED IN NEWSLETTERS

Course Title	Start Date	End Date	Start Time	End Time
APRIL 2017				
Food Hygiene	11/04/2017	11/04/2017	09:30	16:00
Medication Training	18/04/2017	18/04/2017	09:30	16:00
Safeguarding Adults & Children Awareness Refresher	28/04/2017	28/04/2017	09:30	12:30
MAY 2017				
Autism Awareness (accredited)	16/05/2017	16/05/2017	09:30	16:30
Moving & Positioning Passport	17/05/2017	18/05/2017	09:30	16:30
Epilepsy and Rescue Training	18/05/2017	18/05/2017	09:30	16:00
Safeguarding Adults and Children Awareness	22/05/2017	22/05/2017	09:30	16:30
Food Hygiene	23/05/2017	23/05/2017	09:30	16:00
JUNE 2017				
Moving & Positioning Refresher - Full Day	06/06/2017	06/06/2017	09:30	16:30
Food Hygiene	06/06/2017	06/06/2017	09:30	16:00
Medication Training	13/06/2017	13/06/2017	09:30	16:00
Moving & Positioning Passport	14/06/2017	15/06/2017	09:30	16:30
Epilepsy and Rescue Training	27/06/2017	27/06/2017	09:30	16:00
JULY 2017				
Moving & Positioning Refresher - Full Day	04/07/2017	04/07/2017	09:30	16:30
Safeguarding Adults Level 3 All Wales Policy & Procedures	04/07/2017	04/07/2017	13:30	16:30
Food Hygiene	11/07/2017	11/07/2017	09:30	16:00
Moving & Positioning Passport	12/07/2017	13/07/2017	09:30	16:30
Epilepsy and Rescue Training	12/07/2017	12/07/2017	09:30	16:00
Autism Awareness (accredited)	18/07/2017	18/07/2017	09:30	16:30
Infection Control	18/07/2017	18/07/2017	14:00	16:00

YEARLY CALENDAR

CORE COURSES NOT FEATURED IN NEWSLETTERS

Course Title	Start Date	End Date	Start Time	End Time
AUGUST 2017				
Medication Training	08/08/2017	08/08/2017	09:30	16:00
SEPTEMBER 2017				
Infection Control	04/09/2017	04/09/2017	14:00	16:00
Epilepsy and Rescue Training	05/09/2017	05/09/2017	09:30	16:00
Food Hygiene	05/09/2017	05/09/2017	09:30	16:30
Autism Awareness (accredited)	12/09/2017	12/09/2017	09:30	16:30
Medication Training	19/09/2017	19/09/2017	09:30	16:00
OCTOBER 2017				
Infection Control	17/10/2017	17/10/2017	14:00	16:00
Epilepsy and Rescue Training	27/10/2017	27/10/2017	09:30	16:00
Food Hygiene	31/10/2017	31/10/2017	09:30	16:30
NOVEMBER 2017				
Medication Training	07/11/2017	07/11/2017	09:30	16:00
Epilepsy and Rescue Training	07/11/2017	07/11/2017	09:30	16:00
Autism Awareness (accredited)	14/11/2017	14/11/2017	09:30	16:30
DECEMBER 2017				
Infection Control	05/12/2017	05/12/2017	14:00	16:00
JANUARY 2018				
Food Hygiene	23/01/2018	23/01/2018	09:30	16:30
Medication Training	30/01/2018	30/01/2018	09:30	16:30
FEBRUARY 2018				
Infection Control	06/02/2018	06/02/2018	14:00	16:15
MARCH 2018				
Medication Training	06/03/2018	06/03/2018	09:30	16:30
Food Hygiene	27/03/2018	27/03/2018	09:30	16:30

ACHIEVING BEST EVIDENCE REFRESHER TRAINING

SOCIAL SERVICES STAFF ONLY

SSA, SSC

The aim of this course is to refresh the knowledge, skills and confidence of Social Workers who need to carry out video interviews of vulnerable & intimidated witnesses & victims in line with Achieving Best Evidence Legislation, so as to achieve a fine balance between the needs of evidence gathering, the victim or witness, and the judicial process. The course involves practicing video interviews and receiving feedback.

By the end of the course participants will have had the opportunity to refresh their understanding of:

- The guidance and relevant legislation in relation to their roles and responsibilities in video interviewing.
- The meaning of vulnerable / intimidated victims or witnesses.
The range of special measures available for the victims / witnesses.
- Strategies for planning and coordinating interviews using the PACE Interview Model.
- The most effective ways of helping the child to give an account of what happened.

Pre-requisites: Applicants must have completed the Achieving Best Evidence course no less than 2 years ago, and there must be an expectation within the job role to carry out child protection video interviews jointly with the Police.

Date: 4th April 2017

Time: 9.30am - 4.30pm

Trainer: Alison Hart & David Chamberlayne (Insight Social Care Training)

Venue: Greenfield Business Centre, Greenfield Road, near Holywell CH8 7GR.

Active Support

SSA, SSC, IS, VO, PA

Active Support is a method of enabling people with learning disabilities to engage more in their daily lives. It appears to work well in all kinds of support settings, recent work has included people with dementia. Active Support refers to the type of support provided - support that turns person centred plans into person centred action.

Active Support changes the style of support from 'caring for' to 'working with', it promotes independence and supports people to take an **active** part in their own lives. The support given to the person is also active. Active Support enables people with learning disabilities to live **ordinary lives**.

Active support is used as a primary prevention strategy in Positive Behavioral Support

Participants will:

- Understand why activity is important
- Look at how to engage people in activity
- Script an active support schedule
- Script an active support protocol
- Shown how to monitor progress
- Shown how to review plans
- Describe behavioral objectives

Date: 27th April 2017
8th June 2017

Time: 9.30am - 4.30pm

Trainer: Steve Brown, Flintshire County Council

Venue: Greenfield Business Centre, Greenfield Road, near Holywell CH8 7GR.

CHALLENGING BEHAVIOUR IN CHILDREN: CAUSES, EFFECTS AND RESPONSE

SSA, SSC, IS, PA, VO,

'Challenging behaviour' is a broad term, and often describes behaviour that is challenging to parents, carers, teacher and other professionals. It can include tantrums, hitting or kicking other people, throwing things, or when children or young people are hurting themselves. Behaviour is challenging if it is harmful to the person and others around them, and if it stops the person achieving things in their daily life, such as making friends or concentrating at school. Living with challenging behaviour can be a stressful and exhausting time.- Every day activities, such as going to school, the park, or shops, can become very complicated. Professionals working with families who struggle to deal with challenging behaviour may need to offer advice; sign-post to help and support; and know when to recognise and how to respond if the challenging behaviour, or the parents' response to it, becomes unsafe.

This one day course explores various forms of challenging behaviour in children and young people. It examines how to identify factors triggering behaviours, understand what may be happening, consider the parental and situational interactions, and how to assess risks. It looks at messages from research, and suggests ways to promote positive coping strategies.

Date: Tuesday 9th May 2017

Time: 9.30am - 4.30pm

Trainer: Dr Lisa Train & Dianne Cairns, CAMHS

Venue: Greenfield Business Centre, Greenfield Road, near Holywell CH8 7GR.

Conference & Core Groups

SSA, SSC, IS, VO, PA

This one-day children's safeguarding course is for all professionals who may be required to take part in a Child Protection Conference in Flintshire. The course prepares you for your participation, explaining the reasons for a conference, its purpose, and the role of participants. It sets out what you can expect in the conference itself, taking you through the conference process, the decision making, and the work of the Core Group which is created when a child is placed on the Child Protection Register.

The learning outcomes for participants are:

- To understand the background to the Child Protection Conference and its purpose
- To know what is expected of participants and how to prepare
- To understand the Conference and Review process and possible outcomes
- To understand the purpose of the Core Group and the role of its members
- To be aware of responsibilities within the Safeguarding Plan.

Date: Friday 19th May 2017

Time: 9.30am - 4.30pm

Trainer: Jayne Belton, Sue Walls, Pam Freeth, Amber Jones, Donna Daniels

Venue: Greenfield Business Centre, Greenfield Road, near Holywell CH8 7GR.

Data Protection for Social Services

FCC Social Services Staff Only

SSA, SSC

Course Description

This course presents the key requirements of the Data Protection Act especially in regards to the processing of personal data. It sets out the 8 Data Protection principles, explains why Data Protection is important, and discusses how this applies to the work of Social Services.

Learning Outcomes

Participants will develop clearer understanding of:

- The key requirements of the Data Protection Act
- What is covered by the term “personal data”
- What is meant by processing personal data
- The 8 Data Protection Principles
- Flintshire County Council's Statement of Data Protection Policy and Practice.

Date: 10th April 2017

Time: 10am—12.00pm

Date: 9th May 2017

Time: 2.00pm—4.00pm

Trainer: Peter Lund

Venue: Greenfield Business Centre, Greenfield Road, near Holywell CH8 7GR.

Domestic Abuse (MARAC/DASH)

SSA, SSC, VO, IS, PA

This half day workshop aims to increase awareness in all agencies of the responsibility regarding identification, assessment and management of the risks relating to domestic abuse. It will explain the identification process of high risk factors for serious harm and homicide using the DASH risk assessment tool. You will gain an understanding of the Multi Agency Risk Assessment Conference (MARAC) process and become more confident when it is needed.

At the end of the workshop, participants will:

- Increase awareness of agency responsibility in relation to risk identification, assessment and management
- Understand the risk identification process and the high risk factors for serious harm and homicide
- Gain a greater understanding of the MARAC process

Date: Tuesday 9 May 2017

Time: 9.30am - 12.30pm

Trainer: Deb Critchley, Welsh Women's Aid

Venue: Greenfield Business Centre, Greenfield Road, near Holywell CH8 7GR.

EMOTIONAL ABUSE OF CHILDREN CAUSES, EFFECTS AND RESPONSE

SSC, SSA, IS, PA, VO

Emotional abuse is the ongoing emotional maltreatment or emotional neglect of a child. It is sometimes called psychological abuse and can seriously damage a child's emotional health and development. Emotional and psychological abuse are categories of abuse identified in the All-Wales Child Protection Procedures and the Social Services & Well-being (Wales) Act.

Emotional abuse can involve deliberately trying to scare, humiliate, isolate or ignore a child. Children who are emotionally abused often but not always) may be suffering another type of abuse or neglect at the same time. It is the category with the second highest number of children (after Neglect) on Child Protection Registers in Wales

This one day course will explore the issues relating to emotional abuse, examining how to identify it, parental and family dynamics, messages from research, and appropriate ways to respond.

Date: Monday 24th April 2017

Time: 9.30am-4.30pm

Trainer: Dr Lisa Train a Dianne Cairns, CAMHS

Venue: Greenfield Business Centre, Greenfield Road, near Holywell CH8 7GR.

Epilepsy and Rescue Medication

SSA, IS, PA

This course has been designed to provide those who support people with epilepsy to understand the conditions, the risk factors and how to assess when rescue medication is needed. The course covers the administration of buccal midazolam and also first aid for epilepsy.

By the end of the course, delegates will be able to:-

- Define epilepsy
- Discuss the treatment of people with epilepsy in the past
- Identify the main causes of epilepsy
- Identify the main types of seizure
- List triggers for seizures
- Discuss treatment options including:-
- Identify the main risks of having epilepsy
- First aid for a seizure
- Explaining status epilepticus
 - o Convulsive status epilepticus
 - o Non-convulsive status epilepticus
- Explain when to call 999 (ambulance)
- List the treatments for status epilepticus and how they work
 - o Rectal diazepam
 - o Buccal midazolam
- Discuss basic pharmacokinetics– the way in which drugs are absorbed in the body
- Identify when to administer buccal midazolam
- Describe the procedure for the administration of buccal midazolam
- Explain post seizure care
- Recognise the importance and the value of good record keeping in epilepsy support.
- SUDEP

Date: 18th May 2017
27th June 2017
12th July 2017

Time: 9.30am – 4.15pm

Trainer: Tim Dallinger

Venue: Greenfield Business Centre, Greenfield Road, near Holywell CH8 7GR.

Lone Worker Training

For Flintshire County Council staff only

SSC, SSA

This 2 hour Lone Working course is designed to help employees and managers understand their responsibilities regarding lone working. It feeds into the lone working risk assessments that managers and staff complete, in order to keep safe at work. Please bring examples of any lone working risk assessments which you currently use.

Learning Outcomes:

On completion of training, successful candidates will understand:

- What the Law and Corporate Standards say
- Managers and Employees responsibilities
- Lone Working Risk Assessments
- Personal Safety Awareness

Date: Tuesday 20th June 2017

Time: 2.00pm– 4.00pm

Trainer: Nicola Smith

Venue: Greenfield Business Centre, Greenfield Road, near Holywell CH8 7GR.

Makaton for Beginners

SSA, SSC, IS, PA, VO

This two day course is designed to provide a basic understanding of Makaton for people caring for or working with children who have learning disabilities or communication difficulties, who struggle to make themselves understood or to understand others. Communication difficulties can provoke intense frustration, challenging behaviour and isolation, and act as a barrier to achievement. Makaton is a language programme using signs and symbols to help people communicate. It is designed to support spoken language and the signs and symbols are used with speech in spoken word order.

Participants must be able to attend both days.

Participants will:

- Learn about the background, theory and purpose of Makaton, with an overview of alternative systems of communication
- Understand the practical uses of Makaton
- Receive an introduction to the basic Makaton Vocabulary
- Have a basic understanding of sign use and symbol design themes

QCF Information

Links to: QCF Level 3 Diploma in Health and Social Care (Children & Young People)

'Promote communication in health, social care or children's and young people's settings' (4222-301)

Date: Wednesday 7th & Monday 12th June 2017 (2 day course)

Time: 9.30am - 4.30pm

Trainer: Lowri Roberts

Venue: Greenfield Business Centre, Greenfield Road, near Holywell CH8 7GR.

Mental Capacity Act for Provider Services

SSA, SSC, IS,PA, VO

This half day course for direct care staff is an introduction to the Mental Capacity Act 2005 (MCA). It explores the principles of the Act, and its relevance to providing good residential and domiciliary care. The course will give an overview of the legal safeguards, including DoLS, for people who lack capacity, both in community and residential settings. It will look at the role of the Court of Protection, and participants will learn how to recognise and respond to any safeguarding concerns relating to deprivation of liberty.

Participants will develop skills and understanding regarding:

- The background and content of the Mental Capacity Act
- The Five Key Principles of the MCA
- Who the Act covers
- Use of the MCA to promote choice and maximise independence
- Responsibilities and safeguards under the MCA.

Date: Friday 12th May 2017

Time: 9.30am – 12.30pm

Trainer: Christopher Phillips, Adult Safeguarding Manager

Venue: Greenfield Business Centre, Greenfield Road, near Holywell
CH8 7GR.

NEGLECT: IMPROVING OUTCOMES FOR CHILDREN

SSC, SSA, IS, PA, VO

This training raises awareness about the impact of neglect on children. Participants will have the opportunity to explore the impact on children of living in low-warmth, high-criticism families and consider the concept of neglect within the context of current research. The major theoretical approaches to neglect are examined and a range of tools and techniques considered for assessing the child's safety, the child's welfare and the needs of the primary carer. There is also an opportunity to develop a range of strategies for working on a multi-agency basis to assess and prevent neglect, particularly with families where there is resistance, denial and little or no change.

Learning outcomes:

- Awareness of various types of neglect and its implications for child development.
- Interpretations of the definitions of neglect and understanding of the legal context for intervention.

Identifying Disguised Compliance.

Date: Friday 7th April 2017

Time: 9.30am-12.30pm

Trainer: Liz Fox, BCUHB

Venue: Greenfield Business Centre, Greenfield Road, near Holywell CH8 7GR.

PERSONAL ASSISTANT INDUCTION TRAINING

PA

Course Description

This half day workshop is an essential requirement for all Personal Assistants. The role of a Personal Assistant is key in providing high quality personalised support for disabled and older people. Attendees will gain an understanding of how their role fits with current legislation, Flintshire Social Services and the expectations of Direct Payments recipients. Attendees will also receive information and advice regarding developing their skills, knowledge and qualifications. The day will provide an opportunity to explore in detail the role of the Personal Assistant and how this fits in to the current context of Direct Payments, including:

- Understanding Direct Payments
- Knowing what is expected from a Personal Assistant
- Understanding disability
- Safeguarding
- Health & Safety
- Your Rights
- Personal Learning and Development Opportunities

Date: 10th May 2017

Time: 1.30pm - 4.30pm

Trainer: Mark Cooper
(Direct Payments and Citizen Directed Support Coordinator)

Venue: Greenfield Business Centre, Greenfield Road, near Holywell CH8 7GR.

Professionals Protect

SSA, SSC, IS, VO, PA

Course Description

Professionals Protect is a 2 hour workshop for professionals, foster carers and volunteer workers focussing on how staff, support workers and carers can protect children from sexual abuse.

Learning Outcomes

Participants will:

- Explore the roles of adults as protectors of children;
- Increase confidence in recognising the signs in both children and adults that should trigger concerns;
- Develop a protective response which becomes part of a “safety plan”
- Learn how to communicate with children about concerns
- Develop knowledge on signposting to get help.

Date: Friday 7th April 2017

Time: 2.00pm - 4.00pm

Trainer: Gillian Jones, Stop It Now Campaign, Lucy Faithfull Foundation

Venue: Greenfield Business Centre, Greenfield Road, near Holywell CH8 7GR.

Safeguarding Adults & Children Awareness

SSA, SSC, IS, VO, PA

Course Description

The joint Adults and Children Safeguarding Awareness course was developed by the Care Council for Wales and is recommended for use across Wales. It combines and replaces Adult Safeguarding Level 2 and Child Protection Basic Awareness. It is aimed at all professionals and volunteers whose work brings them into contact with potentially vulnerable people – Adults, Children and Young People – and who may find themselves in the role of an “alerter” of safeguarding concerns.

Course Aims

- Know your own role in relation to safeguarding adults, children and young people from harm, abuse and neglect
- Understand how individuals are protected from harm, abuse and neglect
- Know how to recognise different types of harm, abuse and neglect
- Be aware of changes to safeguarding as a result of the Social Services and Well-being (Wales) Act 2014.

Date: 22nd May 2017

Time: 9.30am - 4.30pm

Trainer: Peter Lund

Venue: Greenfield Business Centre, Greenfield Road, near Holywell CH8 7GR.

SAFEGUARDING ADULTS & CHILDREN AWARENESS REFRESHER

SSA, SSC, IS, VO, PA

Course Description

This joint Adults and Children Safeguarding course is refresher training for staff who have already undertaken an approved Safeguarding Awareness course. Safeguarding refresher training is recommended at least every 3 years. The half day event is appropriate for professionals and volunteers whose work brings them into contact with potentially vulnerable people (Adults, Children and Young People), and for people who be an “alerter” of safeguarding concerns.

Course Aims

- To refresh your knowledge regarding your role in safeguarding adults, children and young people from harm, abuse and neglect
- Be aware of changes to safeguarding as a result of the Social Services and Well-being (Wales) Act 2014
- To reflect on your learning and development since your last safeguarding training.

Date: 28th April 2017

Time: 9.30am - 12.30pm

Trainer: Peter Lund, Workforce Development Team

Venue: Greenfield Business Centre, Greenfield Road, near Holywell CH8 7GR.

Safeguarding Adults Level 3

All Wales Policy & Procedures

SSA, SSC, IS, VO

Course Description

This is a one day course on the background to, and responsibilities within, the Wales Interim Policy & Procedures for the Protection of Vulnerable Adults from Abuse. It is for staff, carers and volunteers working with vulnerable adults, who have completed the All Wales Basic Safeguarding Awareness training. This level is also recommended for managers in smaller organisations who have contact with vulnerable adults. It is also appropriate for newly qualified social workers. Participants will have a better understanding of:

- Become aware of definitions of Adult Safeguarding;
 - Be aware of policy and procedures regarding Adult Safeguarding;
 - Understand the significance of the Social Services & Well-being (Wales) Bill;
 - Consider the differences between poor practice and abuse;
- Know how to respond when abuse is discovered or suspected.

Date: 6th April 2017

Time: 9.30am - 12.30pm

Trainer: Christopher Phillips, Adult Safeguarding Manager

Venue: Greenfield Business Centre, Greenfield Road, near Holywell
CH8 7GR.

SAFEGUARDING CHILDREN FOR PROFESSIONALS

SSA, SSC, VO, IS

Aims

This half day course is for qualified social workers, or qualified and experienced staff from related professions with experience in safeguarding. It will enable them to refresh their knowledge in recognizing and responding to concerns about child abuse, and gain a greater understanding of current Safeguarding issues relating to Children and Young People in the context of the Social Services and Well-being (Wales) Act 2014 and Children Act 1989.

Objectives

By the end of the course participants will have had the opportunity to:

1. Consider the changes brought about under the Social Services and Well-being (Wales) Act 2014 in regard to Safeguarding Children and Young People.
2. Gain a greater understanding of the action necessary in recognizing and responding to child abuse concerns.
3. Consider the role of the member of staff and their manager in responding to concerns about abuse.
4. Understand the impact of Grooming on Children and Young People in relation to Radicalization and Child Sexual Exploitation.

Date: 8th May 2017

Time: 9.30am-12.30pm

Trainer: David Chamberlayne (Insight Social Care Training)

Venue: Greenfield Business Centre, Greenfield Road, near Holywell CH8 7GR.

UNDERSTANDING DIRECT PAYMENTS AND PERSONAL BUDGETS

SSA, SSC, IS, VO, PA

Course Description

This half day workshop explores the current context of Direct Payments and managing Personal Budgets. It is an opportunity to focus on what services users want, what they can be helped to achieve, and get answers to questions you may have been asked but struggle to answer regarding Citizen Directed Support. Participants will develop an understanding of:

- Common misunderstandings and preconceptions
- Understanding desired outcomes when arranging Direct Payments
- Overcoming barriers to managing Personal Budgets
- The role of Penderels.

Date: 17th May 2017

Time: 9.30am - 12.30pm

Trainer: Mark Cooper
(Direct Payments and Citizen Directed Support Coordinator)

Venue: Greenfield Business Centre, Greenfield Road, near Holywell CH8 7GR.

Wellness Recovery Action Planning (WRAP)

SSA, SSC, VO, PA, IS

Aims

This full day workshop is aimed at professionals and practitioners to help you understand WRAP and use it in your work with service users who are recovering from stressful, emotional or mental health experiences.

Wellness Recovery Action Planning is a personal tool for taking control of life and organisational challenges, and can be a great contributor to breaking down stigma associated with mental health and emotion difficulties. WRAP is an invaluable tool to share with people when supporting them through challenging times. WRAP can also become an integral part of strategic organisation, supervision and management of staff and volunteers.

WRAP can be easy to get started, and is unique to each person, encouraging innovative and creative ideas to resolve challenges. The process is organic and does not require finding the complete answer immediately. It is an egalitarian approach which focusses on the unique worth and strengths of each individual.

Teams aiming to do this with the people they work with can use WRAP to lead by example in order to maintain and protect individual and organisational wellbeing.

Date: 26th April 2017

Time: 9.30am- 4.30pm

Trainer: Alan Butterworth

Venue: Greenfield Business Centre, Greenfield Road, near Holywell CH8 7GR.