

**Flintshire Social Services
Workforce Development Team**

Quarterly Training Programme

July – September 2017

Social Services Workforce Development Team

The Flintshire Social Services Workforce Development Team is based in the Greenfield Business Centre, located on the coast road below Holywell. It is part-funded by a grant from the Welsh Government to develop a Social Care Workforce Development Plan (SCWDP), in collaboration with other Local Authorities in North Wales, for social care providers in Flintshire. It is a QCF centre, accredited by City and Guilds, with 4 Assessors covering Health & Social Care and other programmes. Two Staff Development & Training Officers lead on training for Adult Social Care and Children's Social Care, and one leads on Social Work qualifications and training.

AREAS OF WORK

Centre-based courses

Face-to-face training courses take place in the Greenfield Business Centre on a wide variety of social care topics, as published in a quarterly Newsletter. Courses are free to social care providers based in Flintshire. Individual course application forms can be obtained and returned, via email to wdt@flintshire.gov.uk. Applicants' details are stored on a data base including a history of training undertaken at the Centre. Places cannot be guaranteed, and shortlisting aims to provide representation of agencies and staff appropriate to the course.

Training Vouchers

The Workforce Development Team offers a training voucher scheme unique in Wales, giving independent and voluntary sector social care staff from Flintshire-based agencies access to mandatory or core training from approved local training providers. Agencies must first complete an annual workforce questionnaire, and are then allocated vouchers according to the number of care staff they employ in the county.

Availability of vouchers is dependent on the amount of the SCWDP grant allocated to the scheme. Training vouchers can be exchanged to give subsidised access to core or mandatory training, as identified in the North Wales Social Care Passport. This allows agencies flexibility in tailoring their own training programmes at times and venues suitable to their requirements. Enquiries about the voucher scheme should be emailed to wdt@flintshire.gov.uk, or by phone to 01352 702591.

QCF

The QCF Centre in Greenfield offers levels 2, 3 and 5 QCF in Health and Social Care, for staff working in adults services: older people, mental health, learning disabilities, residential and domiciliary care. We also offer a QCF level 2 in Dementia; and the level 3 Developing Practice in the Community Mental Health Award. There is a waiting list of candidates, and prioritisation is by the nature of the job, role, and existing qualifications. Discussion as to suitability of the QCF programme for the person's role, and applications for the programme, can be arranged by email to fran.graham@flintshire.gov.uk. The Workforce Development Team does not charge social care providers based in Flintshire for QCF programmes. A wider range of QCF options is available via Coleg Cambria and other providers.

Social Care Career Development

A dedicated Staff Development & Training Officer is available to advise individuals who want to further their career in Social Care. The K101, *An Introduction to Health and Social Care*, is the key Open University (OU) introductory level 1 module providing an authoritative overview of health and social care, with real-life case studies taking you deep into the experience of receiving care and working in care services. The KZW113, *Foundations for Social Work Practice*, is another OU level 1 module which will develop your knowledge of the key roles of social care/social work, and introduce the standards and codes of practice.

You will build key skills in information and communication technologies, information literacy and reflective writing. Individuals who have successfully gained a place on a Social Work degree course (e.g. with the Open University, Bangor University, or Glyndwr University), may request help in finding a student placement with the Council or in other social care settings. Similarly, social care agencies in Flintshire who feel they can offer, and benefit from offering, a placement to a social work student, can discuss ways to do this. For information on any of these, please email carol.armstrong@flintshire.gov.uk

Developmental Work

The Workforce Development Team distributes and collates an annual Workforce Survey to social care providers in Flintshire. The survey maps development needs according to core and specialist training and management development. It provides Local Authorities in North Wales with the information needed to look at business continuity and is related to the regional plan to support sustainable services.

Information allows LA's to plan in the event of changes in government policy in respect of freedom of movement and right to work for EU and other nationals across health and social care, particularly in care homes and domiciliary care. It aims to help providers to quantify and mitigate any potential risks to the workforce, including managers and nurses. For more information about the survey, please email wtd@flintshire.gov.uk

The Workforce Development Team also participates in careers events, job fairs, and in developing the training of Personal Assistants employed by people using Direct Payments to create their own care packages.

The Workforce Development Team coordinates the Flintshire Training Strategy Partnership (TSP), which meets quarterly to review, monitor, plan and discuss social care training needs in the county, and to feed into the Social Care Workforce Development Plan. All social care providers in Flintshire are welcome to be part of the TSP. For more information on this, please email peter.lund@flintshire.gov.uk

The address of the Workforce Development Team is:

Greenfield Business Centre, Greenfield Road, Greenfield, Flintshire CH8 7GR

Telephone: 01352 702591

Email: wtd@flintshire.gov.uk

Workforce Development Team

Carol Armstrong - Social Work Training Officer 01352 702661
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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 end.
- At the lights, turn right onto Bagillt Rd/A548.
- Turn right immediately into Greenfield Business Centre.



Address

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

Key to who can access courses:

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

Working with Young People with ADHD

IS, SSA, SSC, PA, VO

This course provides information for working with or caring for young people with ADHD. It describes the background, history and definitions of ADHD and related disorders, including typical signs and symptoms. It explores current behavioural, medical and other approaches for managing the disorder. It looks at how ADHD impacts on the family, with a family perspective on strategies and skills for calming the chaos and coping with behaviours.

It explores how to engage with the young person, appreciating the impact of the condition at home, at school, in social situations, further education, future employment and in developing relationships.

The course explores the relevance of normal healthy needs, including diet, nutrition, exercise and healthy sleep patterns, and explores short, medium and long-term interventions and plans for best possible outcomes.

Participants will:

- Understand the definitions, causes and effects of ADHD.
- Appreciate how ADHD impacts on the young person, family, and others.
- Learn strategies and skills which might be offered to the family and young person for calming the chaos they experience.
- Develop effective working with other professionals and agencies.
- Draw lessons from research and best practice to improve action planning with the young person and family.

Date: 26 September 2017

Time: 9.30am-4.30pm

Trainer: Alan Roberts; CAMHS

Data Protection for Social Services

For FCC Social Services staff Only

SA, 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
- The General Data Protection Regulation 2018.

Date: 6 July 2017

Time: 2pm - 4pm

Trainer: Peter Lund

MCA and DoLS for Social Work Teams

For FCC Social Services staff Only

SSA, SSC

This is a one day course for members of Social Work teams, examining the background to and responsibilities within the Mental Capacity Act 2005 (MCA), and Deprivation of Liberty Safeguarding (DoLS). It will explore the background and content of the Act, and how it links to Best Interest Decisions and DoLS.

Considerations will be given to meeting needs and preferences of individuals, care planning linked to MCA, risk assessment and risk management and case recording in order to evidence compliance with MCA. It will examine what is meant by 'best interest decision making', current case law, and its impact for practice

The course will provide understanding of roles and responsibilities in responding to an adult who lacks capacity to consent to arrangements in a care home, hospital, or supported living placement that amounts to a deprivation of liberty.

It uses recent case law judgements dealing with best interests, consent and capacity. It explores the interface between the Mental Health Act 1983 (amended 2007) and the Mental Capacity Act 2005. It will look at the process when a Managing Authority makes a DoLS application to a Supervisory Body, and the assessment and recording process for the Supervisory Body.

Participants will develop skills and understanding regarding:

- Definitions and responsibilities within the MCA and DoLS
- Assessing mental capacity, consent and best interest
- The future of DoLS in the light of the Law Commission review

Date: Thursday 6 July 2017
Time: 9.30am – 4.30pm
Trainer: Adult Safeguarding Unit

Mental Capacity Act for Provider Services

IS, SSA, SSC, 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: 13 September 2017

Time: 9.30am – 12.30pm

Trainer: Christopher Phillips, Adult Safeguarding Manager

Mental Health First Aid for Adults

IS, SSA, SSC, PA, VO

Mental Health First Aid (MHFA) enables delegates to recognise symptoms of mental health problems in themselves & others; learn skills to provide initial help in a crisis; and guide a person towards appropriate professional help.

The 12 hour course is split into four sections over 2 days:

- What is mental health?
- Suicide and depression
- Anxiety disorders and self-harm
- Psychosis

Learning Outcomes:

- Spot the early signs of a mental health problem
- Feel confident in helping someone experiencing a mental health problem
- Provide help and comfort on a first aid basis
- Help stop a mental health issue from getting worse
- Help someone recover faster
- Guide someone towards the right support
- Reduce the stigma of mental health problems

The course is delivered over two days. A commitment to attend both days is essential.

Dates: 28th and 31st July 2017

Time: 9.30-4.30

Trainer: Jude Elliott, Registered Social Worker and Self Advocacy Facilitator

Modern Day Slavery

IS, SSA, SSC, PA, VO

This one day course by the National Counter Trafficking Service aims to build on front line professionals' existing knowledge around child trafficking, and covers definitions, prevalence and the nature of child trafficking in the UK.

It includes identifying a trafficked child; ways to safeguard a trafficked child and preventing re trafficking.

It will give greater understanding of the methods traffickers use to exploit children; and current legislation regarding child trafficking, including the Duty to Notify and the National Referral Mechanism.

Date: 27th July 2017

Time: 9.30am-4.30pm

Trainer: Barnardo's National Counter Trafficking Service

Personal Assistant Induction Training

PA

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: Monday 11 September 2017

Time: 1.30pm – 4.30pm

Trainer: Mark Cooper

Safeguarding Adults and Children Awareness

IS, SSA, SSC, PA, VO

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.

Dates: 24 July 2017
14 September 2017

Time: 9.30am-4.30pm

Trainer: Peter Lund

Safeguarding Adults and Children Refresher

IS, SSA, SSC, PA, VO

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.

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: 3 July 2017

Time: 1.30-4.30pm

Trainer: Peter Lund

Safeguarding Children for Professionals

IS, SSA, SSC, PA, VO

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 September 2017

Time: 9.30pm-1.00pm

Trainer: David Chamberlayne (Insight Social Care Training)

Whistleblowing Procedures

For FCC Social Services staff Only

SSA, SSC

A whistleblower is a worker who reports certain types of wrongdoing. This will usually, though not always, be something seen at work. The disclosed wrongdoing must be something in the public interest: it must affect others such as service users or the general public.

As a whistleblower you're protected by law; you shouldn't be treated unfairly or lose your job because you 'blow the whistle'. You can raise your concern at any time about an incident that happened in the past, is happening now, or you believe will happen in the near future.

This 2-hour workshop explores the need for whistleblowing. It looks at Whistleblowing legislation and how it works in Flintshire through our Policies and Procedures. You will learn what to do to blow the whistle, how you are protected, and consider some case studies.

Date: 14th July 2017
Time: 10.00-12.00
Trainers: Dave Stephens, Rafaela Rice

Skin Care and Tissue Viability

IS, SSA, SSC, PA, VO

This course is designed for health care professionals working in a care environment. It is to enable staff to develop an understanding of causes, prevention, assessment & treatment of pressure ulcers/wound healing

Skin care will cover:

- Anatomy & physiology of the skin and underlying structures.
- What are pressure ulcers?
- Causes of pressure damage
- Intrinsic factors / Extrinsic factors
- Financial implications of pressure damage
- Documentation
- Risk assessments /prevention of pressure damage
- Aids available

Tissue viability will cover:

- Physiology of wound healing
- Primary Treatment Objectives
- Factors that affect wound healing
- Different wound types
- How to assess a wound
- Understanding your formulary
- Which dressing for which wound
- Legal aspects of Wound Care

Dates: 19 July 2017
19 September 2017

Time: 9.30am-12.45pm

Trainer: Talking Life

More than Words / Mwy na Geiriau Training Workshop for Managers

IS, SSA, SSC, VO

The **aim** of the training is to address the significance of the Welsh Government strategic framework for the Welsh language in social care with reference to:

Why you need to develop the services available to Welsh-speaking service users

What you need to know about the strategic framework and the wider context of the Welsh language in contemporary Wales

How you can plan services with a view to implementing the principle of the Active Offer

Programme

9.15 Registration

9.30 The Welsh language in contemporary Wales

An Introduction to More than just words

The experience of Service Users – the evidence base

The Active Offer – what this means for you

- Identifying, developing and valuing bilingual skills
- Exchanging good practice
- Developing an action plan

12.30 Depart

Time: 9.15am-12.30pm

Date: 6 July 2017

Trainer: Glenys Hughes

Active Support

IS, SSA, PA, VO

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: 21 September 2017
Time: 9.30am - 4.30pm
Trainer: Steve Brown, Flintshire County Council

Medication

Accredited by City & Guilds

IS, SSA

The course will cover issues relating to safe handling of medication, including the receipt, storage and disposal of medication. It may also include monitoring dosage systems, as well as other related topics according to participants' needs.

An attendance certificate will be issued and the programme will assist staff undertaking QCF in Health & Social Care.

Training for direct care staff to help them to:

- understand the roles and responsibilities of people in relation to medication
- understand the legislation that governs medication
- understand person-centred planning in relation to medication
- understand the basic principles of safe medication administration
- gain an awareness of types, routes, side-effects and contraindications in relation to medication

There will be an opportunity to complete an assignment at the end of the session, and a work place assessment will need to be carried out by the candidate's manager.

Dates: 8 August 2017
19 September 2017

Time: 9.30am-4.00pm

Trainer: Glenys Hughes

Appropriate Adult Training

For FCC Social Services staff Only

SSA, SSC

A one day course to familiarize Social Services staff with the implications of the Appropriate Adult role under the Police and Criminal Evidence Act and Codes of Practice in relation to the detention, questioning and identification of mentally disordered or otherwise vulnerable persons in Police custody.

The course outlines the 'rules' for the detention of arrested persons and clarifies the role of the Appropriate Adult.

Covering:

- Legislative requirements of the Police and Criminal Evidence Act as they relate to the role of Appropriate Adult
- Duties of the Appropriate Adult and entitled groups
- Supporting a mentally disordered or learning disabled person in an interview

Date: 28th September 2017

Time: 9.30am – 4.30pm

Trainer: Sally Plumb