

Adult Social Care Training Handbook

**Adults Workforce Learning and Development
Training Handbook for Adults in Social Care**

Adult Social Care Training Handbook

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Can't find what you're looking for? Call us on 01332641229 or send us an email on WLD.Admin@derby.gov.uk

Adult Social Care Training Handbook

Introduction

Welcome to our Training Handbook. We want you to be the best you can, and we believe the customers we all work with, deserve this too. This handbook aims to support all your training and development needs. All our learning opportunities, some of which are mandatory, are designed to meet relevant and current legislation and are regularly reviewed and updated.

If you cannot see what you want in this handbook, simply give us a ring and we will be happy to discuss the requirements you or your team may have, and how we can support you with this.

Looking for First Aid, Assisting and Moving or something else? Take a look at what we have to offer. We have something for everyone, all delivered by a great team of professionally qualified educators with a variety of skills that are relevant to the specialisms offered in our training packages. Each training package will give relevant and updated information and many are accredited by external awarding bodies.

COVID-19 Virus

Please visit the Derby City Council website for the latest advice and information via the following link:

<https://www.derby.gov.uk/coronavirus-covid19/>

Please note: For any of our face-to-face courses where you will work in close contact with others, you will be asked to wear a face covering for your own safety and those around you.

Appropriate PPE is always provided for all in-person sessions, and for courses requiring the use of manekins, these are cleaned thoroughly in accordance with government guidance and there will be no more than one delegate assigned to a manekin at any time.

Training Calendar

Our Training Calendar with full details of all available courses can be found on our website www.derby.gov.uk/wld-training

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In-house training

A selection of our training courses can be delivered at your own facility. If this is something you are interested in, please contact our administrative team to discuss further. All sessions delivered on-site will be charged at 'session rate' rather than per person rate. The maximum number of attendees per session will vary from course to course.

For more information on booking onto courses please contact the Training Course Admin Team via WLD.Admin@derby.gov.uk

Our Course Rooms

Unless otherwise indicated, all of courses are delivered at our training location at the below address;

Kedleston Road Training Centre,
184 Kedleston Road,
Derby
DE22 1GT

This facility is currently undergoing mandatory renovation. At present, the upper floor can only be accessed via the rear staircase. The ladies toilets is also located on the upper floor, however accessible facilities are located in the main reception. Tea, coffee and water is available and included as part of your attendance at the course in our break-out room, where you are able to eat lunch (not provided) or sit for a quiet moment if/when needed. Parking is free at the site with plenty of spaces available, and we have on-site Wi-Fi accessibility.

Costs

Following recent budget restructures, we are currently offering our training at a discounted rate of up to 50% our original pricing scheme. Training is charged as follows (each amount is per person, per session);

- Emergency First Aid at Work – Previously £100, now £75
- Assisting and Moving Foundation/Refresher – Previously £100, now £50
- Medication for Care Staff/Manager – Previously £75, now £40
- Skin and Hydration/Pressure Area Care – Previously £50, now £25
- Catheter & Stoma Care - Previously £50, now £25
- Epilepsy & Seizure Awareness – Previously £25, now £15

Terms and Conditions

You can find the terms and conditions for our training courses on our website www.derby.gov.uk/wld-training

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Additional Information to support Adult Social Care staff

We also recommend the following websites as sources of information, news, events, and training for the Social Care workforce.

Joined Up Care Derbyshire

Joined Up Care Derbyshire, also known as Derbyshire's Sustainability and Transformation Partnership (STP), brings together health and social care organisations across Derbyshire. Working together more closely than ever before, the ambition is to provide the best care and services for people and make them as efficient and effective as possible.

See the Website here: <https://joinedupcarederbyshire.co.uk/>

Joined Up Careers Derbyshire

Joined Up Careers Derbyshire brings together local partners organisations to support the current and future health and social care workforce.

It seeks to find the best candidates for roles within the health and social care sector in Derby and Derbyshire – and support them on their career journey.

We are part of Joined Up Care Derbyshire, the Sustainability and Transformation Partnership (STP), helping individuals and teams work in new ways to meet the ever changing needs of patients and the public.

See the website here: <https://joinedupcareers.co.uk/>

Safeguarding Adults

You can access information on **Safeguarding Adults** by contacting the Safeguarding Adults' Team on 01332 642960. The Safeguarding Adults' Course Prospectus is available to view on at <http://www.derbysab.org.uk/>

Skills for Care www.skillsforcare.org.uk

Working in consultation with carers, employers and service users, Skills for Care aims to modernize Adult Social Care in England, by ensuring qualifications and standards continually adapt to meet the changing needs of people who use care services.

Skills for Care has also developed materials to support the delivery of the Care Certificate for all non-registered workers in Adult Social Care.

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Social Work England www.socialworkengland.co.uk

Social Work England is the specialist regulatory body for Social Workers as stipulated in The Children and Social Work Act 2017. Social Work England regulates and supports The Social Work profession to maintain public protection whilst working in partnership with a range of relevant agencies. Professional standards, training and education also come under the remit of Social Work England.

S.C.I.E. – Social Care Institute for Excellence www.scie.org.uk

SCIE's aim is to improve the experience of people who use Social Care by developing and promoting knowledge about good practice in the sector.

On the website you will find Social Care TV, where there are many informative videos to support knowledge development for workers in Adult Social Care.

Workforce Development Fund

The Workforce Development Fund (WDF) is a funding stream from the Department of Health distributed by Skills for Care.

It is a finite pot of money which focuses on the achievement of qualifications. **These qualifications include full apprenticeships and shorter knowledge-based qualifications. The funds are claimed following completion of the full qualification.**

The fund is distributed by Skills for Care via a network of employer led partnerships and large national organisations (grant holders).

For information on the WDF please go to:

<http://www.skillsforcare.org.uk/Learning-development/Funding/Workforce-Development-Fund>

Individual Employer Workforce Development Fund

People who employ their own care and support workers (Individual Employers) can also claim towards the costs of training their staff and themselves. You may employ your staff via a Direct Payment or other means of funding, including self-funded care.

The Individual Employers fund is not only for completed qualifications and other appropriate training may be considered.

For information on funding for individual employers and their staff please go to:

<http://www.skillsforcare.org.uk/Funding/Individual-employer-funding/Individual-employer-funding.aspx>

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Contents by Subject Area from A to Z and Refresher training

Assisting and Moving

| Course by Subject Area | Page | Mandatory Training (Y/N) | Refresher Timeline |
|---|------|--------------------------|-----------------------------|
| Assisting and Moving People Foundation Course (Competency/Skill Refresher) - 1-day course | 7 | Yes | Refresher day every 2 years |

Care Skills

| Course by Subject Area | Page | Mandatory Training (Y/N) | Refresher Timeline |
|---|------|--|--------------------|
| Medication for Care Staff | 9 | Yes (When working directly with customers) | Every 2 years |
| Medication for Managers | 10 | Yes (When working directly with customers) | Every 2 years |
| Skin & Hydration and Pressure Area Care – half-day course | 11 | No | N/A |
| Seizures and Epilepsy – 1-hour virtual session | 12 | No | N/A |
| Catheter Care and Stoma Care | 13 | No | N/A |

First Aid

| Course by Subject Area | Page | Mandatory Training (Y/N) | Refresher Timeline |
|---|------|--------------------------|---|
| Level 3 Award in First Aid at Work (RQF) – 3 day course | 14 | Yes | Every 3 years by either attending this course again or the Refresher course |
| Refresher (Requalification) Level 3 Award in First Aid at Work (RQF) – 2 day course | 16 | Yes | Every 3 years |
| Level 3 Award in Emergency First Aid (RQF) - 1-day course | 18 | Yes | Every 3 years |

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ASSISTING AND MOVING COURSES

Assisting and Moving People Foundation Course (Competency/Skill Refresher) - 1-day course

When attending this course, we require that you tie long hair back and secure all loose clothing; nails are short and smoothly filed with no gel, false attachments or nail varnish; shoes must be closed and supportive - no open toes or heels; clothes must be appropriate for a working environment, remove jewellery and cover or remove piercings. This is to ensure your safety and that of those around you during the session. On the course you will be required to lift objects (such as a box from the floor) therefore a level of physical competency will be necessary for completion.

Who is this course for?

Derby City Council Employees, NHS, public sector and private and voluntary organisations (encouraged) who are required to carry out manual handling tasks or hold responsibility for those carrying out manual handling tasks as part of their role, for example; care assistant.

Derby City workforce Learning & Development have mapped across the “All Wales/Scottish Passport Scheme” and feel when all 6 modules have been complete and in conjunction with being registered for the Regulated Qualifications Framework the workbook/manual can be used as evidence when signed by the trainer.

This course has an attendee limit per session of 12.

Course programme and outcomes

This is a mandatory 1-day course for all new DCC Home Care Assistants, Home Care Aides, and Care Assistants. The course is also suitable for Day Service Workers, Tenant Support Assistants and Residential Social Workers. This training is open to residential, day or domiciliary care employees working within the private, voluntary, and independent sectors. The course can also be delivered in a modular format with the three days split over three consecutive weeks to accommodate staffing requirements within establishments.

Learning outcomes on this course are mapped to those of the Qualifications and Regulated Qualifications Framework (RQF) Level 2 Certificate in Assisting and Moving Individuals for Social Care Settings. The 4 units covered are the RQF mandatory units that when combined with appropriate self-directed and workplace learning will achieve 10 credits. 4 more credits are needed to gain the certificate and learners self-select which of these they wish to take.

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On completion of this course, participants will have an understanding of:

- The employer's policy and the basic legal and professional standards that govern moving and handling activities
- The key concepts of manual handling/assisting and moving individuals
- The impact on workers and others of manual handling/assisting and moving individuals
- The requirements for preparing the environment prior manual handling/assisting and moving individuals
- How to identify risks, unsafe handling practices and the importance of ergonomic solutions
- The basic structure and function of the spine and how to recognize stressful postures and movements
- The need for fitness/self-care
- The basic principles for safe assisting and moving
- The need to respect individual's wishes on mobility assistance wherever possible and balance this with carers' safety
- A range of equipment that can reduce the risk of injury
- The role of workers and others in relation to assisting and moving individuals
- How to support the individual to prepare before assisting and moving
- How to assist and move an individual in accordance with their risk assessment and care plan
- Assisting an individual to sit, stand and walk safely
- Assisting appropriately an individual who is falling
- Assisting appropriately an individual who has fallen
- Safe handling practices and be able to assist individuals
 - To move in and around their bed
 - With personal care
 - To transfer from one surface to another
 - The range, selection, safe use and maintenance requirements of:
 - Mechanical beds
 - Wheelchairs
 - Hoists and slings
 - How to report, record, maintain and update records which relate to assisting and moving individuals

Award

E-certificates will only be issued to participants who attend the entire course and meet the required standards in the practical work. To achieve these, participants will need to repeat the demonstrations shown to a satisfactory level. Individual help and guidance will be provided as appropriate to ensure this is achieved.

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CARE SKILLS

Medication Training for Care Staff – ¾ day course

Who is this course for?

This ¾ multi-agency course is aimed at health and Social Care staff in the private, voluntary and independent and statutory sectors. We recommend that staff undertake medication training every two years – or sooner if necessary. This course has an attendee limit per session of 8.

Course programme and learning outcomes

This course is suitable for staff who may be required to support service users with their medication. The course will allow participants to:

- Understand their roles and responsibilities in relation to administration of medication
- Understand the Eight Principles of Handling Medication in Social Care
- Be clear about the level of assistance provided for service users
- Be able to Administer medication safely and appropriately – understanding the '6 rights'
- Be able to Complete Medication Administration Record sheets (MARs) correctly and competently
- Know how to access sources of advice
- Know when and how to report incidents and understand the 'Fair Blame' concept

Award

Course participants need to successfully achieve the required level by undertaking a written test. An e-certificate will be issued upon successful completion of this course.

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Medication Training for Managers – ¾ day course

Who is the course for?

This ¾ day multi-agency course is aimed at Managers of Residential Homes or those who administer medication within a residential setting and Independent Domiciliary Provider Agencies. To attend this training, you **must** have successfully completed the Medication for Care Staff training at least 8 weeks before.

If you are currently working at managers level and are only attending the carers training at our stipulation to progress to the managers training **and** have experience a 4-week gap would be sufficient

We recommend that staff undertake Medication training every two years or sooner if necessary.

Course programme and learning outcomes

This course will cover:

- The requirements of Derby City Council and the RPSGB code on the handling of medication in Social Care job role.
- Undertaking medication risk assessments with service users.
- Rules on type and level of assistance provided to service users.
- Administering medicines appropriately – the '5 Rights'.
- Medication Administration record sheets.
- Roles and responsibilities of GP Pharmacists and sources of advice.
- Investigation and reporting processes of incidents and the 'Fair Blame' concept.

This course covers the principles of the policy and RPSGB guidance, rules for assistance, recording processes, practical application of medication, risk assessment process and sources of advice.

Please note: Course participants will sit two test papers.

Award

Course participants need to have successfully achieved the required standard following a written test.

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Skin & Hydration and Pressure Area Care

Who is this course for?

This half-day session is available to all carers working in the adult social care field who take responsibility for the health and wellbeing of one or more individuals. This course has an attendee limit per session of 12.

On completion of this course the participant will:

- Be able to assess skin integrity and recognise changes
- Understand the use of React to Red, and the recent changes regarding darker toned skin
- Have knowledge of pressure care strategies to minimise skin damage
- Understand what needs to be reported, and how/when this should be documented
- Recognise the importance of hydration and ensure customers are fully hydrated
- Be aware of the effects of dehydration on customers
- Know how to identify dry and thirsty skin due to changes in skin presentation
- Understand the use of the GULP chart
- Understand what needs to be reported, and how/when this should be documented

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Seizures and Epilepsy

Who is this course for?

This one-hour virtual session held via Microsoft Teams aims to increase the awareness of the signs and symptoms of epilepsy, as well as what can trigger a seizure and the ways in which seizure control is managed. This course has an attendee limit per session of 20.

This course aims to give the attendee:

- An understanding of seizure types as well as signs, symptoms and manifestations of epilepsy
- An awareness of what can trigger seizures in epilepsy
- An overview of the use of medication for seizure control
- Confidence in what needs to be reported/documentated

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Catheter Care and Stoma Care

This half-day training session will provide an overview of catheter and stoma management and care. This course would benefit practitioners working directly with customers who may have a catheter or potentially may have a catheter and/or stoma. This course has an attendee limit per session of 12.

By the end of the session, you will have a better understanding of;

- Anatomy and physiology when carrying out catheter management and caring for a stoma
- Infection prevention and control regulations and practice
- Troubleshooting common issues encountered with the placement of catheters and stomas
- Reporting and documenting concerns
- Support/advice available

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FIRST AID TRAINING COURSES

Our First Aid courses are accredited by Quallsafe Awards (www.quallsafe.com)

Level 3 Award in First Aid at Work (RQF) – 3-day course

Who is the course for?

This qualification is specifically designed for individuals who wish to act as a first aider in their workplace. Successful candidates will learn how to manage a range of injuries and illnesses that could occur at work and will be equipped with the essential skills needed to give emergency first aid.

What's more, as a regulated qualification, employers can book this course for their employees and rest assured that they have fulfilled their legal responsibilities for providing quality first aid training, without having to undertake any lengthy due diligence checks.

Please note there is an expectation to carry out physical exercises which requires a level of fitness to achieve movements such as kneeling. This course has an attendee limit per session of 12.

Course programme and learning outcomes

This course is held over 3-days and will enable learners to attain the knowledge and competencies needed to deal with a range of emergency first aid situations. Learners should be able to demonstrate the practical administration of safe, prompt, effective first aid in emergency situations with an understanding of the role of the first aider.

The following practical elements will be covered and assessed:

- Assessing an incident
- CPR and defibrillation
- Unconscious casualty
- Choking
- Wounds
- Bleeding & Shock
- Heart Attack
- Stroke
- Epilepsy
- Asthma
- Diabetes
- Anaphylaxis
- Chest Injuries

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- Fractures
- Burns and Scalds
- Poisoning
- Eye Injuries,

There will also be theoretical multiple-choice written assessments.

Award

The learner will receive an e-certificate upon completion of the course objectives.

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Refresher (Requalification) Level 3 Award in First Aid at Work (RQF) – 2-day course

Who is the course for?

This is a two-day requalification for those who have previously achieved the Level 3 award in the last three years. The course is specifically designed for individuals who wish to act as a first aider in their workplace. Successful candidates will refresh their knowledge on how to manage a range of injuries and illnesses that could occur at work and will be able to practice the essential skills needed to give emergency first aid. What's more, as a regulated qualification, employers can book this course for their employees and rest assured that they have fulfilled their legal responsibilities for providing quality first aid training, without having to undertake any lengthy due diligence checks.

Please note there is an expectation to carry out physical exercises which requires a level of fitness to achieve movements such as kneeling. This course has an attendee limit per session of 11.

Course programme and learning outcomes

This course will enable learners to refresh the knowledge and competencies needed to deal with a range of emergency first aid situations. Learners should be able to demonstrate the practical administration of safe, prompt, effective first aid in emergency situations with an understanding of the role of the first aider.

The following practical elements will be covered and assessed:

- Assessing an incident
- CPR and defibrillation
- Unconscious Casualty
- Choking
- Wounds
- Bleeding & Shock
- Heart Attack
- Stroke
- Epilepsy
- Asthma
- Diabetes
- Anaphylaxis
- Chest Injuries
- Fractures
- Burns and Scalds
- Poisoning
- Eye Injuries

There will also be theoretical multiple-choice written assessments.

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Award

The learner will receive an e-certificate upon completion of the course objectives.

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Level 3 Award in Emergency First Aid (RQF) – 1-day course

Who is the course for?

This is a mandatory one-day course for people who have a specific responsibility at work, or in voluntary and community activities, to provide First Aid when dealing with an emergency.

The course is recommended for most staff groups. **Please note** there is an expectation to carry out physical exercises which requires a level of fitness to achieve movements such as kneeling. This course has an attendee limit per session of 12.

Course programme and learning outcomes

This course will enable learners to attain the knowledge and competencies needed to deal with a range of emergency first aid situations. Learners should be able to demonstrate the practical administration of safe, prompt, effective first aid in emergency situations with an understanding of the role of the first aider.

The following practical elements will be covered and assessed:

- CPR.
- Unconscious Casualty
- Choking
- Wounds, Bleeding & Shock.

There will also be a theoretical multiple-choice written assessment.

Award

The learner will receive an e-certificate upon completion of the course objectives.

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Produced by Derby City Council

**Adults Social Care Training Services
Adults Workforce Learning and
Development Section**



Derby City Council

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www.derby.gov.uk