



Learning Network

# Training Programme

August - December 2018

Free training for care workers, volunteers and unpaid carers



**Borders Care Voice**

Learning Network  
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Bridge Street  
Galashiels TD1 1SW

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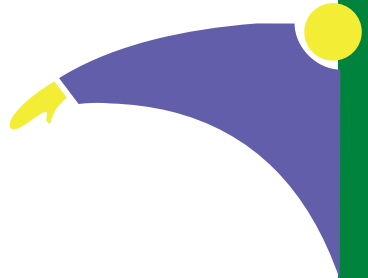
[www.borderscarevoice.org.uk](http://www.borderscarevoice.org.uk)

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Borders Care Voice is a Scottish Charitable Incorporated Organisation (SCIO): SC043731

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

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# About Borders Care Voice Learning Network



The Learning Network is part of Borders Care Voice. All our training sessions are held in Galashiels, however, if there is demand for other locations in the Borders we can provide our training elsewhere.

We aim to:

- support training and development needs in partnership across health and social care
- commission training that is tailored and responsive to evolving priorities
- provide free, inclusive training for those working and volunteering in health and social care, and for unpaid carers
- arrange locality network meetings for anyone interested in improving practice and training in the care sector
- gather intelligence and data on training needs regularly to help to plan training and to support organisations in sharing resources.

Courses and workshops are provided by experienced in-house staff or freelance trainers in the statutory and third sectors.

We organise other special and one-off training events in addition to the courses listed in this publication. We are also happy to discuss your own training needs.

For further information, or to be added to our database for regular training updates, contact Meg or Ellen on **01896 802351**, email **[training@borderscarevoice.org.uk](mailto:training@borderscarevoice.org.uk)**, or visit **[www.borderscarevoice.org.uk/training](http://www.borderscarevoice.org.uk/training)**

# About Borders Care Voice



Borders Care Voice aims to promote good practice in the planning and provision of health and social care services. It supports the development of local partnerships between users, carers, third sector organisations, Scottish Borders Council, NHS Borders and other relevant organisations.

Borders Care Voice runs several working / user groups that meet throughout the year:

- User Carer Working Group
- Mental Health and Wellbeing Forum
- Carers Advisory Board
- Parent Carers Working Group
- Borders Dementia Working Group

Membership of Borders Care Voice is open to any third sector organisation with links to health and social care, and to service users and carers. Benefits of membership are:

- it is free and ongoing
- it helps our sector to speak with a common voice
- access to the latest information, news and events relevant to the sector
- the opportunity to contribute to the planning and delivery of health and social care
- the chance to influence campaigns.

To find out more about the groups, or for information about becoming a member, please phone our office on **01896 757290** or email **[admin@borderscarevoice.org.uk](mailto:admin@borderscarevoice.org.uk)**

# Dementia training

## **Contented Dementia workshops**

Sponsored by Roxburgh Landward Benevolent Society.

The workshops will be a mix of information, videos and discussions. It will give you an opportunity to look in depth at the concepts and approaches that underpin and support the Contented Dementia model.

The workshops will cover:

- Understanding the Contented Dementia model
- Understanding how memory is affected by the process of dementia
- Looking at skills to support contentment in the people with dementia with whom we work
- Looking at ethical issues around some key concepts.

We will be running 2 half day workshops in our August – December programme, venues and dates to be confirmed. Please feel free to get in touch if you're thinking of attending and we will notify you once the dates are confirmed.



## “Promoting Excellence” Framework

NHS Education for Scotland and the Scottish Social Services Council developed “Promoting Excellence” – a framework for all health and social care staff who work with people with dementia, their families and carers. It has been designed across four levels. We will be running the training for the informed practitioner level and the skilled practitioner level.

### Informed Practice Level – 3 hours

This workshop will give you a basic awareness of dementia and how it affects individuals. Discussion and professional reflection will be part of the course.

This training provides the baseline knowledge and skills required by all workers in health and social care settings, including working in a person’s home. It will cover:

- common signs and symptoms of dementia
- individual needs of the person with dementia
- awareness of the relevant legislation.

<b>Date</b>	<b>Time</b>
Thursday 13 <sup>th</sup> September	9.30am-12.30pm
Tuesday 2 <sup>nd</sup> October	1pm-4pm
Tuesday 23 <sup>rd</sup> October	9.30am-12.30pm

Those completing the courses will receive a certificate, and will be registered as having completed training to the relevant framework levels.

## Skilled Practice Level - 2 days

**Attendees will need to have attended the Dementia – Informed Practice course to be eligible for this course.**

This two-day course re-visits the themes from the Informed Practice training and will develop and deepen your knowledge and understanding of dementia. Personal reflection and discussion will be an important element of the training.

This training is for people who work directly with people with dementia, their families and carers. It will help you to develop your understanding about dementia and to think differently about the people with dementia you may work with, whether they are living at home, in a care ward, attending a day centre or in a hospital ward.

- Module 1: Understanding dementia
- Module 2: Promoting person and family centred care and community connections
- Module 3: Promoting health and wellbeing
- Module 4: Meeting the needs of the person with dementia who is distressed
- Module 5: Supporting and protecting people's rights.

Date	Time
Monday 12 <sup>th</sup> and Tuesday 13 <sup>th</sup> November	9.30am-4.30pm

This training is delivered in partnership with Scottish Borders Council and NHS Borders.

Those completing the courses will receive a certificate, and will be registered as having completed training to the relevant framework levels.



After having received several enquiries about more detailed dementia training we have set up some half day workshops.

These are follow up sessions for those who have attended both informed and skilled level dementia training.

Date	Time	Course
Wednesday 21 <sup>st</sup> November	1pm-4pm	<b>Stress and distress – revisited</b> <ul style="list-style-type: none"> <li>• Revisiting module 4 – meeting the needs of the person with dementia who is distressed, covered in the 2-day skilled practice level</li> <li>• Understand the concept of stress and distress</li> <li>• Look at the models of working with stress and distress.</li> </ul>
Tuesday 4 <sup>th</sup> December	1pm-4pm	<b>Dementia – additional skills</b> Opportunity to look at in depth some key areas of dementia work <ul style="list-style-type: none"> <li>• Therapeutic lies</li> <li>• Working with perseverance and confabulation</li> <li>• Empathic curiosity.</li> </ul>

## Notes

# Condition specific training

Date	Time	Course
Monday 10 <sup>th</sup> September	9am -1pm	<b>Parkinson's awareness</b> <ul style="list-style-type: none"> <li>• Gain knowledge and understanding of Parkinson's</li> <li>• Awareness of needs of people living with Parkinson's</li> <li>• Treatments and the importance of timing for medication</li> <li>• Parkinson's UK and resources available</li> <li>• Improve the quality of life for people with Parkinson's and their family carers.</li> </ul>
Wednesday 17 <sup>th</sup> October	9.30am-4.30pm	<b>Autism awareness</b> <ul style="list-style-type: none"> <li>• What is meant by the term "autism"</li> <li>• Understand how having autism affects the lives of people we support</li> <li>• Exploring ways to support people who have autism.</li> <li>• Asperger's Syndrome</li> </ul>
Wednesday 21 <sup>st</sup> November	9am - 12 noon	<b>Stroke awareness</b> <ul style="list-style-type: none"> <li>• Causes and different types of stroke</li> <li>• F.A.S.T. – how to recognise the symptoms of stroke</li> <li>• Difficulties faced by those with communication, mobility and sensory issues after a stroke.</li> </ul>

# Learning disabilities

Date	Time	Course
Thursday 8 <sup>th</sup> November	1pm - 4pm	<b>Easy Read</b> <ul style="list-style-type: none"><li>• What is Easy Read?</li><li>• Who does it help?</li><li>• Using words and pictures</li><li>• Practical exercises.</li></ul>
Wednesday 28 <sup>th</sup> November	9.15am- 4.30pm	<b>Dementia in people with a learning disability</b> <ul style="list-style-type: none"><li>• Causes of dementia</li><li>• Different types of dementia</li><li>• Common signs and symptoms</li><li>• Communicating with service users who have dementia</li><li>• Caring appropriately for service users with dementia.</li></ul>



# Mental health and wellbeing

Date	Time	Course
Thursday 27 <sup>th</sup> September	1pm- 4pm	<b>Bereavement awareness</b> <ul style="list-style-type: none"> <li>• Models of bereavement</li> <li>• The impact of bereavement.</li> </ul>
Monday 15 <sup>th</sup> October	1pm- 4pm	<b>Improve your confidence</b> <ul style="list-style-type: none"> <li>• Understanding confidence</li> <li>• Key skills to improve your confidence</li> <li>• Boundaries and confidentiality.</li> </ul>
Monday 22 <sup>nd</sup> October	1.30pm- 4.30pm	<b>Improving mental health and wellbeing</b> <ul style="list-style-type: none"> <li>• To increase understanding of what improving mental health and wellbeing means</li> <li>• To explore what can affect the mental health and wellbeing of a community and individuals</li> <li>• To introduce a range of actions that can protect and promote good mental health and wellbeing.</li> </ul>
Wednesday 7 <sup>th</sup> November	1pm - 4pm	<b>SafeTALK</b> Training that helps you, regardless of prior experience or training, to become suicide-alert <ul style="list-style-type: none"> <li>• Access to support</li> <li>• TALKsteps: tell, ask, listen and KeepSafe</li> <li>• Hands-on skills practice and development.</li> </ul>

# Scotland's Mental Health First Aid (SMHFA)

## What is Mental Health First Aid?

Mental Health First Aid is the help given to someone experiencing a mental health problem before professional help is obtained. It also helps mental health first aiders to assist those with mental health problems and mental illness, to enable them to get help and to help themselves and to support them in recovery.

## What will I learn on the course?

- How to apply the five steps of SMHFA
- How to respond if you believe someone is at risk of suicide
- How to give immediate help until professional help is available
- What to say and do in a crisis
- The importance of good listening skills
- Practice listening and responding
- Understanding recovery from mental health problems
- Understanding the connection between mental health problems and alcohol and drugs
- Understanding the connection between mental health problems and discrimination
- Some basic information about common mental health problems
- Self help information.

## The aims of SMHFA are to:

- Preserve life
- Provide help to prevent the mental health problem or crisis developing into a more serious state
- Promote the recovery of good mental health
- Provide comfort to a person experiencing distress
- Promote understanding of mental health issues.

## This 2-day course will be held on following dates:

Date	Time
Wednesday 19 <sup>th</sup> and Thursday 20 <sup>th</sup> September	9.30am – 5pm
Wednesday 12 <sup>th</sup> and Thursday 13 <sup>th</sup> December	9.30am – 5pm

# General training for care

**Eligibility:** Open to anyone working or volunteering in the care sector (in statutory, third sector and independent organisations) and unpaid carers.

<b>Date</b>	<b>Time</b>	<b>Course</b>
Tuesday 21 <sup>st</sup> August	9.30am- 4.30pm	<b>Supervision skills</b> <ul style="list-style-type: none"> <li>• Purpose of supervision</li> <li>• Roles and responsibilities</li> <li>• Best practice.</li> </ul>
Thursday 23 <sup>rd</sup> August	9am- 4pm	<b>Moving and handling – refresher</b> <ul style="list-style-type: none"> <li>• Identify the principles of safe moving and handling</li> <li>• Identify unsafe techniques</li> <li>• Safe techniques relevant to your work setting</li> <li>• Legal and safe back care guidance</li> <li>• Safe use of moving and handling equipment.</li> </ul>
Monday 27 <sup>th</sup> August	1pm- 4pm	<b>Effective conversations</b> <ul style="list-style-type: none"> <li>• Understand what makes an effective conversation</li> <li>• Understand how to work with an asset based approach</li> <li>• Look at the difference between inputs, outputs and outcomes.</li> </ul>
Tuesday 28 <sup>th</sup> August	9am- 4.30pm	<b>Emergency first aid at work</b> <ul style="list-style-type: none"> <li>• Responsibilities and reporting</li> <li>• Dealing with an unresponsive casualty</li> <li>• Resuscitation</li> <li>• Bleeding control</li> <li>• Other first aid scenarios.</li> </ul>
Wednesday 29 <sup>th</sup> August	9.30am- 4pm	<b>Palliative care</b> <ul style="list-style-type: none"> <li>• The concept and delivery of palliative care</li> <li>• Identify and discuss common symptoms</li> <li>• Explore the concept of anticipatory planning</li> <li>• Discuss how to care for someone who is dying</li> <li>• The emotional impact of caring for someone and how to care for yourself.</li> </ul>

<b>Date</b>	<b>Time</b>	<b>Course</b>
Thursday 30 <sup>th</sup> August	9.30am- 4.30pm	<b>Person centred planning</b> <ul style="list-style-type: none"> <li>• Person centred approaches and individualised service delivery</li> <li>• Building the right relationship between service user and service provider</li> <li>• Awareness of theories and skills</li> <li>• Strategies and guidance to help keep the service user at the centre of the planning process.</li> </ul>
Tuesday 4 <sup>th</sup> September	9.30am- 4.30pm	<b>Working with distress</b> <ul style="list-style-type: none"> <li>• Understanding the triggers for distressed behaviour</li> <li>• Approaches to distressed behavior</li> <li>• Best practice for responding to distressed behaviour.</li> </ul>
Wednesday 5 <sup>th</sup> September	9am- 4.30pm	<b>Health and safety</b> <ul style="list-style-type: none"> <li>• The roles and responsibilities for health, safety and welfare in the workplace</li> <li>• The value and process of risk assessment</li> <li>• The identification and control of workplace hazards</li> <li>• How to respond to workplace incidents and accidents.</li> </ul>
Wednesday 12 <sup>th</sup> September	9.30am- 12.30pm	<b>Eating well for older people</b> <ul style="list-style-type: none"> <li>• Gain awareness of the main principles of a balanced diet</li> <li>• Understand the importance of good nutrition for health and wellbeing</li> <li>• Gain awareness of the nutritional and health needs of older people and understand influences and barriers which affect food and fluid intake</li> <li>• Understand the causes, signs, symptoms and health risks of malnutrition and dehydration</li> <li>• Gain the knowledge and confidence to be able to advise and support older people to eat well.</li> </ul>
Monday 17 <sup>th</sup> September	9am- 4pm	<b>Moving and handling – refresher</b> <ul style="list-style-type: none"> <li>• Identify the principles of safe moving and handling</li> <li>• Identify unsafe techniques</li> <li>• Safe techniques relevant to your work setting</li> <li>• Legal and safe back care guidance</li> <li>• Safe use of moving and handling equipment.</li> </ul>

(contd.)

<b>Date</b>	<b>Time</b>	<b>Course</b>
Tuesday 25 <sup>th</sup> September	1pm- 4pm	<b>Exercise for older adults</b> <ul style="list-style-type: none"> <li>• Physical activity guidelines</li> <li>• Effects of ageing</li> <li>• Benefits of exercise to older adults</li> <li>• Strength and balance overview.</li> </ul>
Wednesday 24 <sup>th</sup> October	9am- 4.30pm	<b>Emergency first aid at work</b> <ul style="list-style-type: none"> <li>• Responsibilities and reporting</li> <li>• Dealing with an unresponsive casualty</li> <li>• Resuscitation</li> <li>• Bleeding control</li> <li>• Other first aid scenarios.</li> </ul>
Monday 29 <sup>th</sup> October	9.30am- 12.30pm	<b>Developing your personal capabilities</b> <ul style="list-style-type: none"> <li>• Familiarisation with SSSC (Scottish Social Services Council) Continuous Learning Framework</li> <li>• Managing relationships</li> <li>• Managing yourself.</li> </ul>
Monday 5 <sup>th</sup> November	9.30am- 4pm	<b>Medication – underpinning knowledge</b> <ul style="list-style-type: none"> <li>• Understanding the legislative framework</li> <li>• Roles and responsibilities</li> <li>• Understanding the SVQ requirements</li> </ul>
Tuesday 6 <sup>th</sup> November	9am- 4pm	<b>Moving and handling – refresher</b> <ul style="list-style-type: none"> <li>• Identify the principles of safe moving and handling</li> <li>• Identify unsafe techniques</li> <li>• Safe techniques relevant to your work setting</li> <li>• Legal and safe back care guidance</li> <li>• Safe use of moving and handling equipment.</li> </ul>
Wednesday 14 <sup>th</sup> November	9.30am- 4.30pm	<b>Palliative care</b> <ul style="list-style-type: none"> <li>• Understanding palliative and end of life care</li> <li>• Planning for the future</li> <li>• How do you communicate?</li> <li>• What is a symptom in palliative and end of life care?</li> <li>• Grief, loss and bereavement – who looks after who?</li> </ul>



<b>Date</b>	<b>Time</b>	<b>Course</b>
Thursday 15 <sup>th</sup> November	9.30am- 4.30pm	<b>Introduction to care</b> <ul style="list-style-type: none"> <li>• An introduction to Social Services practice and values</li> <li>• An introduction to the legal framework for health and social care</li> <li>• An introduction to roles and responsibilities at work and with the SSSC (Scottish Social Services Council).</li> </ul>
Monday 19 <sup>th</sup> November	9.30am- 12.30pm	<b>Infection control</b> <ul style="list-style-type: none"> <li>• The general principles of infection control</li> <li>• How to achieve effective hand hygiene</li> <li>• The use of personal protective equipment.</li> </ul>
Tuesday 20 <sup>th</sup> November	9.30am- 12.30pm	<b>Eating well for older people</b> <ul style="list-style-type: none"> <li>• Gain awareness of the main principles of a balanced diet</li> <li>• Understand the importance of good nutrition for health and wellbeing</li> <li>• Gain awareness of the nutritional and health needs of older people and understand influences and barriers which affect food and fluid intake</li> <li>• Understand the causes, signs, symptoms and health risks of malnutrition and dehydration</li> <li>• Gain the knowledge and confidence to be able to advise and support older people to eat well.</li> </ul>
Thursday 22 <sup>nd</sup> November	9am- 4.30pm	<b>Emergency first aid at work</b> <ul style="list-style-type: none"> <li>• Responsibilities and reporting</li> <li>• Dealing with an unresponsive casualty</li> <li>• Resuscitation</li> <li>• Bleeding control</li> <li>• Other first aid scenarios.</li> </ul>
Thursday 6 <sup>th</sup> December	9am- 4.30pm	<b>Emergency first aid at work</b> <ul style="list-style-type: none"> <li>• Responsibilities and reporting</li> <li>• Dealing with an unresponsive casualty</li> <li>• Resuscitation</li> <li>• Bleeding control</li> <li>• Other first aid scenarios.</li> </ul>



## PLEASE READ BEFORE COMPLETING FORM OPPOSITE

### CONDITIONS OF BOOKING:

- No lunch is provided on all-day training, please bring your own.
- The Learning Network reserves the right to alter the contents or delivery of a course.
- The Learning Network reserves the right to cancel any advertised courses.
- The Learning Network cannot guarantee full accessibility, or the use of special equipment, unless notified of requirements when booking. In some cases it may be your employer's responsibility to meet your access requirements.
- In some cases, places may be limited to two per organisation.
- People who book on training and do not attend will be charged £25 for half day and £50 for full day sessions, unless the Learning Network has been given at least seven days' notice.
- Until the Learning Network has received a booking form, including attendees names, the places will be open to others. Places are allocated on first come, first serve basis.

## BOOKING FORM

Course Title	Course Date

### YOUR DETAILS

Contact Person	
Company & Job Title <i>(if appropriate)</i>	
Attendee(s) name(s) <i>(if different from contact person)</i>	
Address:	
Town:	
Postcode:	
Tel No.:	
E-mail:	

Please let us know if you have any access or information requirements:

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Signature: _____ Date: _____
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Is there any other training you would like to find out more about, or would like us to develop? *(use overleaf if required)* \_\_\_\_\_


*If you would like to book a place on more courses, please call or e-mail us and we will send you more booking forms.*

Please return this completed form before the course begins to:

Freepost RTZC-JYUB-YCJY Borders Care Voice,  
Triest House, Bridge Street, Galashiels TD1 1SW • Tel: 01896 757290  
Call 01896 802351 (training enquiries) or e-mail [training@borderscarevoice.org.uk](mailto:training@borderscarevoice.org.uk)

Borders Care Voice will use the information provided on this form to be in touch about the course(s) you have booked via email or phone. For further information on our privacy policy, please visit our website: [www.borderscarevoice.org.uk/privacy](http://www.borderscarevoice.org.uk/privacy)





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Borders Care Voice is a Scottish Charitable Incorporated Organisation (SCIO): SC043731