



Quality Care
**TRAINING
CONSULTANCY**

"INCREASING KNOWLEDGE - IMPROVING CARE"

TRAINING DIRECTORY

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Assertiveness

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
AS01	Assertiveness	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ Differentiating between assertive, aggressive and passive behaviours ▪ Understanding the behaviour cycle ▪ Identify assertive language and strategies in practice ▪ Personal reflection 	15

Asthma management

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
AS01	Asthma management	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ Understand the facts about asthma, symptoms, triggers and diagnosis ▪ Asthma management and treatments including Person Centered Care ▪ Understanding the principles of “stepping up and stepping down” ▪ Guidelines for peak flow and spirometry ▪ Asthma action plan and guidelines and nursing care ▪ Includes practical workshop 	15

Catheter care and promoting continence

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
CO01	Promoting continence and catheter care	Care staff	3 hours	<ul style="list-style-type: none"> ▪ Understanding of the basic types of urinary and faecal incontinence ▪ How urinary and supra-pubic catheters function ▪ Caring for clients with catheters and use of the appropriate aids ▪ Skin care and the correct application of incontinence pads 	15
CO02	Catheter care and the principles and techniques of catheterisation	Qualified Nurses	4 hours	<ul style="list-style-type: none"> ▪ Theory and evidence based practice underpinning the technique of male and female urethral catheterisation ▪ Understanding the technique of Supra-pubic catheterisation ▪ Anatomy of the male and female bladder ▪ Catheter care guidelines underpinned by the National Institute of Clinical Effectiveness ▪ Trouble shooting in catheter care ▪ To include a practical workshop on catheterisation technique 	15
CO03	Stoma care	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ Manage the care of clients with colostomies and ileostomies ▪ Importance of skin care and the procedure of stoma bag changing to include one and two piece systems ▪ Dietary management and care of the client with constipation ▪ To include a practical workshop on changing a colostomy bag and ileostomy bag 	15

Clinical governance

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
CL01	Clinical governance	Practitioners and managers	3 hours	<ul style="list-style-type: none"> ▪ What is it ▪ How to do it properly ▪ Managing risk and developing risk registers <p>Anyone with a responsibility for minimising risks in practice will find this course beneficial, from individual practitioners to managers. It examines the pillars of governance and the interactions with managing risk in practice.</p>	15

Comprehensive assessment of older person

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
OP01	Comprehensive assessment of older person	Qualified nurses	2 days	<ul style="list-style-type: none"> ▪ Overview of the Policy ▪ The ageing process in normal ageing ▪ What is a comprehensive nursing assessment ▪ Safeguarding of older adults - key issues and considerations ▪ Instability - Insidious: Recognition of deterioration in older people ▪ Recognition of SSI, sepsis and severe sepsis ▪ Using a systematic approach to assess the extent of deterioration ▪ Case studies and revision and consolidation of learning ▪ Incoherence (impaired intellect): Types of dementia - staging of dementia ▪ Incoherence (acute confusion) assessment of and nursing principles ▪ Incapacitated: Understanding and Assessing frailty ▪ Managing challenging patients ▪ Falls and medications vicious medication Cycle of side effects ▪ In pain -assessing pain: facilitated session ▪ Ready to Go: social assessments for discharge planning 	15

Counselling skills

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
CS01	Counselling skills	All levels of staff	6 hours	<ul style="list-style-type: none"> ▪ Understanding the definition of counselling ▪ Identifying the core conditions ▪ Counselling skills ▪ Understanding body language ▪ Identifying the benefits of counselling ▪ Using the skills in practice ▪ BACP ethical framework ▪ Further professional development 	15

Customer service

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
CU01	Customer service	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ What is customer service and who are your customers? ▪ Restating negative into positive ▪ Identifying what makes a good customer service experience ▪ Practical tips for dealing with difficult situations 	15

Dementia

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
DE01	Basic awareness in caring for the client with dementia	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ Understand signs and symptoms of dementia and confusion ▪ Promote an understanding of the types of dementia ▪ Caring for clients and their families 	15
DE02	Enhanced skills in caring for the client with dementia	All levels of staff	5 hours	<ul style="list-style-type: none"> ▪ Comprehensive case studies and communication skills ▪ Understand signs and symptoms of dementia and confusion ▪ Promote an understanding of the types of dementia ▪ Caring for clients and their families 	15
DE03	Introduction to The Mental Capacity Act 2005	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ Promote understanding of the Mental Capacity Act 2005 ▪ Principles of the act, defining capacity and implementation of the act when caring for clients in a community and residential setting 	15
DE04	Managing challenging behaviour	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ Dementia Facts ▪ Dementia Care Stages 1 - 4 ▪ Hallucinations & Delusions ▪ Psychotic Symptoms ▪ Dementia Types ▪ Memory Impairment ▪ Interactions (staff & service user) ▪ Managing Challenging Behaviour ▪ Case Studies 	15

Dementia Cont'd

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
DE05	Dementia skills for nurses	Health Care Assistants, Band 5 & 6 nurses	2 day	<ul style="list-style-type: none"> • Introduction to national context • Understanding the types of dementia and their presentation in patients • Differential diagnosis - delirium and depression • Holistic care planning: Nutrition and Hydration, Safety, Communication. • Caring for carers - analysing stories from carers • Assessments used for recognition of dementia and staging dementia • Clinical scenarios (discussion of variables) • Tools available and use in practice (practice based) • Differences in patient management: in the home and in Hospital • MCQ test at the end of day 2 	15

Diabetes

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
DI01	Caring for clients with diabetes-Care Staff	Care staff	3 hours	<ul style="list-style-type: none"> ▪ The basic principles of diabetes care ▪ Reducing complications ▪ Dietary management ▪ Insulin and medications ▪ Blood glucose monitoring ▪ Foot care 	15
DI02	Caring for clients with diabetes-Nursing Staff	Qualified nurses	3 hours	<ul style="list-style-type: none"> ▪ Current evidence based practice for clients with diabetes ▪ Prevention of complications experienced by clients with Type 1 and Type 2 diabetes ▪ Administration of insulin, medication regimes and blood glucose monitoring 	15

Discharge planning

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
DP01	Discharge planning	Junior registered practitioners	6 hours	<ul style="list-style-type: none"> ▪ Process mapping the discharge process and problem solving ▪ Understanding what makes a simple discharge work ▪ Unravelling complexity and MDT working practices ▪ Making the service patient centred. ▪ Estimating dates for discharge ▪ CQUIN framework and CNST obligations (policy) <p>This course is predominantly aimed at junior registered practitioners working in an acute setting. Depending on the client's needs it can be delivered at two different levels - firstly as a taster day of lectures with interactive work in each of the following. The day can also be delivered bespoke with 1:1 problem resolution for capacity and flow when the day is booked at the higher level.</p>	15

Effective communication skills

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
EC01	Effective communication skills	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ Understanding the message you send and it's impact ▪ Identifying the use of body language and active listening skills ▪ How to use empathy and the importance of being non-judgmental ▪ Different ways to communicate - strategies 	15

Epilepsy

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
EP01	Caring for clients with epilepsy	Qualified nurses	3 hours	<ul style="list-style-type: none"> ▪ Needs of a client with epilepsy ▪ Basic seizure classification ▪ Diagnosis treatment ▪ First aid and management of seizures 	15
EP02	Administration of medication for prolonged epileptic seizures	Qualified nurses	3 hours	<ul style="list-style-type: none"> ▪ First aid for seizures and the management of risk ▪ Use of rectal diazepam and/or bucal midazolam for prolonged epileptic seizures in a community setting 	15

Fire safety

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
FS01	Basic fire safety	All levels of staff	3 hours	Causes of workplace fires <ul style="list-style-type: none"> ▪ Fire safety precautions ▪ Reducing the risks ▪ Fire fighting procedures ▪ Extinguisher recognition and use (theory and practical) ▪ Fire action planning 	15
FS02	Fire marshal	All levels of staff who have been specifically appointed to carry out duties of a fire warden or fire marshal	4 hours	Fire legislation <ul style="list-style-type: none"> ▪ The basic chemistry of fire and its differing classes ▪ Fire fighting procedures ▪ Causes of fires and their prevention ▪ Emergency lighting ▪ Fixed fire fighting installations ▪ Evacuation assembly point and fire drills ▪ Fire alarms ▪ Fire hazards ▪ Routine fire safety inspections and maintaining a fire log ▪ Risk assessment awareness ▪ Extinguisher recognition and use (theory and practical) 	15
FS03	Fire safety training for nursing and residential home staff	All levels of staff	3 hours	Fire action plan <ul style="list-style-type: none"> ▪ Fire hazards ▪ The three stages of lateral evacuation ▪ Common causes of fire and prevention ▪ Assisting residents in an emergency ▪ Fire fighting procedures ▪ Fire alarm panel zone recognition ▪ Extinguisher recognition and use (theory and practical) 	15

First Aid

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
FA01	Adult first aid refresher training	All levels of staff	Minimum 3 hours	<ul style="list-style-type: none"> ▪ Skills update training ▪ Basic principles of first aid ▪ Primary and secondary assessment ▪ The recovery position, adult basic life support ▪ Dealing with specific conditions 	15
FA02	First aid at work (FAW) <i>Accredited</i>	For staff who require a first aid at work certificate to comply with HSE requirements	3 day course	<ul style="list-style-type: none"> ▪ Priorities of first aid ▪ Managing an incident ▪ Roles and responsibilities ▪ Causes of unconsciousness ▪ Dealing with specific conditions including burns, scalds, bleeding and shock ▪ Injuries to bones, muscles and joints ▪ Recognition of major and minor illnesses and appropriate action ▪ Communication and delegation in an emergency ▪ Reporting and recording incidents ▪ Qualification valid for three years ▪ HSE recommend 3hr annual refresher course to prevent 'skills fade' 	12
FA03	Emergency first aider in the workplace (EFAW) <i>Accredited</i>	For staff acting as the emergency first aider in the workplace	1 day course	<ul style="list-style-type: none"> ▪ Personal safety and assessing the incident ▪ Priorities - DRAB check and sending for help ▪ Unconscious casualty ▪ Resuscitation for adults ▪ Dealing with specific conditions including heart attack, seizures, fractures, strokes, burns, scalds and more ▪ Reporting and recording incidents as required by HSE (Health and Safety Executive) ▪ Qualification valid for three years 	12 Minimum 9
FA04	Resuscitation	All levels of staff	1 day course	<ul style="list-style-type: none"> ▪ Carry out an assessment and treatment of an unconscious individual, identify signs and symptoms of a cardiac arrest and treat appropriately ▪ Carry out basic life support and basic airway manoeuvres ▪ Understand principles of defibrillation and safely use an automated external defibrillator. To include practical work 	15

First Aid Cont'd

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
FA05	Adult basic life support CPR	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ Provide an understanding of sudden collapse of an adult in the community ▪ Carry out a formal approach to the assessment and treatment of an unconscious person ▪ Recognise the signs and symptoms of heart attack and treat appropriately 	15
FA06	Adult Basic Life Support <u>plus</u> Defibrillator (AED) training	All levels of staff	4 hours	<p>As above plus:</p> <ul style="list-style-type: none"> ▪ Understanding the principles of Defibrillator(AED) ▪ To include demonstration and practical work 	15
FA07	Paediatric basic life support	All levels of staff who care for children	3 hours	<ul style="list-style-type: none"> ▪ Causes of sudden collapse of a child and carry out an assessment and treatment of an unconscious individual ▪ Identify signs and symptoms of a sick child, carry out effective basic life ▪ To include practical work 	15
FA08	Anaphylaxis awareness	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ Understand what is meant by the term Anaphylaxis ▪ Carry out an assessment and treatment of an individual having an anaphylactic reaction ▪ Identify the signs and symptoms and treat appropriately ▪ Understand the indications and potential complications of drug therapy and awareness of auto-injectors 	15
FA09	First aid at work requalification <i>Accredited</i>	Provided for staff wishing to renew a valid first aid at work certificate	2 days	<ul style="list-style-type: none"> ▪ To update and refresh knowledge of first aid at work learnt in the First aid at work training ▪ Revision and practice sessions ▪ Qualification valid for three years 	12

First Aid Cont'd

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
FA10	Emergency Life Support	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ Carry out a formal approach to the assessment and treatment of an unconscious individual ▪ Assessment of the sick patient using the ABCDE approach ▪ Recognise signs and symptoms of a cardiac arrest and treat appropriately ▪ Carry out effective basic life support ▪ Carry out basic airway manoeuvres +/- airway adjuncts ▪ Understand the principles of defibrillation ▪ Safely use an automated external defibrillator (AED) 	15
FA11	<p>Paediatric emergency first aid</p> <p>This 1 day course fulfils partly the requirements as laid down for Early Years Foundation Stage (EYFS) and OFSTED</p>	All levels of staff	6 hours	<ul style="list-style-type: none"> ▪ Responsibilities and reporting ▪ Assessment of the situation ▪ Dealing with an unresponsive casualty ▪ Wounds and bleeding ▪ Resuscitation ▪ Minor injuries ▪ Anaphylaxis ▪ Shock ▪ Epilepsy ▪ A unit accreditation valid for three years 	12

First Aid Cont'd

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
FA12	<p>Level 2 Paediatric emergency first aid</p> <p>This 2 day course satisfies the guidelines and criteria as laid down for Early Years Foundation Stage (EYFS) and OFSTED</p>	All levels of staff	12 hours	<ul style="list-style-type: none"> ▪ Responsibilities and reporting ▪ Assessment of the situation ▪ Dealing with an unresponsive casualty ▪ Infantile convulsions ▪ Control of bleeding and shock ▪ Eye injuries ▪ Sickle cell anaemia ▪ Resuscitation ▪ Head injuries ▪ Diabetes ▪ Foreign bodies ▪ Anaphylaxis ▪ Heat and cold ▪ Fainting ▪ Choking ▪ Fractures ▪ Meningitis ▪ Burns ▪ Asthma ▪ Certificate valid for three years 	12
FA13	<p>Medical Emergencies & Resuscitation</p> <p>This one-day training package is delivered in your practice and is aimed at all Dental Practitioners and Dental Care Professionals</p>	For Dental Professionals	1 day	<ul style="list-style-type: none"> ▪ The ABCDE approach ▪ Basic Life Support - adult and child ▪ Airway management - airway adjuncts, BVM and suction ▪ Oxygen ▪ AED ▪ Common medical emergencies and drug protocols 	12

Food hygiene or food hygiene awareness

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
FH01	Basic food hygiene awareness	All levels of staff	3 hours	<ul style="list-style-type: none"> Provide food handlers with a fundamental knowledge of food hygiene, enabling them to apply this knowledge to essential practical skills in order to prevent food poisoning 	15
FH02	CIEH Level 1 Food safety awareness in catering	All levels of staff	4 hours to include exam	<ul style="list-style-type: none"> Qualification in food safety awareness Food hygiene, hazards and responsibilities Process of cleaning and contamination including personal hygiene 	15
FH03	CIEH Level 2 Award in food safety in catering <i>Accredited</i>	All levels of staff	8 hours to include exam	<ul style="list-style-type: none"> Qualification in food safety Legislation Principles of food handling, storage and refrigeration of food. Aspects of food safety hazards and temperature control 	15

Health and safety

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
HS01	Health and safety in the work place	All levels of staff	3 hours	<ul style="list-style-type: none"> Understand basic principles of the health and safety law Risk assessment to include prevention of accidents, electricity and fire prevention The risk of hazardous substances, the use of personal protective equipment and manual handling in the work place 	15

Hypertension - managing clients

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
HY01	Managing clients with hypertension	Qualified nurses (Can be adapted for care staff)	4 hours	<ul style="list-style-type: none"> Understanding what is blood pressure and current NICE guidelines Risk factors and causes of hypertension Investigations and an overview of treatment options How to measure blood pressure and accurate recording Interpreting the readings and guidelines to ongoing monitoring Includes practical workshop 	15

Infection control and the prevention of MRSA

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
IN01	Infection control	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ Increase knowledge on the spread of infection ▪ Universal precautions and the effect of MRSA in the community ▪ Recognising and preventing the spread of clostridium difficile ▪ Understanding the importance of cross infection ▪ To include hand hygiene workshop 	15

Intermediate care

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
IC01	Understanding intermediate care	Nurses and managers	6 hours	<ul style="list-style-type: none"> ▪ What is intermediate care ▪ Where is it evolving to ▪ Services users ▪ Developing criteria <p>This course is based in theory of services that have evolved for practitioners who need to refer to services. It focuses on enablement compared to institutional disablement. Two models of client assessment will be discussed Functional Adaption Profile and Functional Living profile.</p>	15

Managing conflict

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
MA01	Managing conflict	All levels of staff	6 hours	<ul style="list-style-type: none"> ▪ Understanding the definition of conflict ▪ Identifying the types of conflict which occur ▪ Identifying the benefits of conflict ▪ Understanding the behaviour cycle ▪ Identifying how language can lead to conflict ▪ Strategies for dealing with conflict and how to manage difficult conversations ▪ Sharing good practice ▪ Using strategies in practice 	15

Mediation skills

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
MS01	Mediation skills	Supervisory/ Management	6 hours	<ul style="list-style-type: none"> ▪ Understanding the definition of mediation ▪ Using mediation skills and when to use in practice ▪ Identify types of service available and the differences ▪ Further professional development 	15

Medicines management

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
ME01	Medicines management	Care staff	3 hours	<ul style="list-style-type: none"> ▪ Assist staff in understanding the safe storage and handling of medicines ▪ Common drug groups and side effects ▪ Analgesic and antibiotic therapy 	15
ME02	Advanced medicines management	Care staff, senior care and managers Qualified nurses	6 hours	<ul style="list-style-type: none"> ▪ Assisting senior care staff in the administration of medicines ▪ Monitored dosage systems and self administration ▪ Legal aspects of medicines and action to be taken in the event of errors, adverse effects and emergency prescriptions. 	15

Mentoring and coaching

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
MC01	Mentoring and coaching	All levels of staff	6 hours	<ul style="list-style-type: none"> ▪ Understanding the definition of mentoring and coaching ▪ Identifying mentoring and coaching skills ▪ Understanding the process of mentoring and coaching in practice ▪ Identifying the uses of both processes in the workplace ▪ Practicing coaching skills for personal development 	15

Moving and Handling

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
MH01	Moving and handling - Update	All levels of staff	Minimum 3 hours	<ul style="list-style-type: none"> ▪ Provide information surrounding the principles and practice of moving and handling ▪ Legislation and duty of care ▪ Understanding your back, anatomy and physiology ▪ Introduction to ergonomics and biomechanics of movement ▪ Assessing the risk ▪ To include practical demonstration 	8
MH02	Moving and handling - to include hoist and new starter training	All levels of staff	5 hours	As above plus: <ul style="list-style-type: none"> ▪ Safe use of hoists, practical demonstration and participation 	8

Nutritional needs and malnutrition

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
NU01	Dietary needs of clients and caring for clients with malnutrition	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ Nutritional requirements for older people ▪ How nutrition effects health ▪ Nutritional assessment and care planning ▪ Malnutrition guidelines ▪ Caring for malnourished and dehydrated clients ▪ Encouraging clients to enjoy their food ▪ Food supplements 	15
NU02	Dietary needs of clients and caring for clients with malnutrition - includes workshop	All levels of staff	5 hours	<ul style="list-style-type: none"> ▪ Nutritional requirements for older people ▪ How nutrition effects health ▪ Healthy eating workshop ▪ Nutritional assessment and care planning ▪ Malnutrition guidelines ▪ Recognising dehydration ▪ Caring for malnourished and dehydrated clients ▪ Communication skills ▪ Encouraging clients to enjoy their food ▪ Food supplement work shop 	15
NU03	Caring for clients with nasogastric and PEG tubes	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ Nutritional needs of clients who require artificial feeding ▪ Principles of caring for clients with nasogastric tubes (NGT tubes), percutaneous endoscopic gastrostomy tubes (PEG tubes) and percutaneous endoscopic jejunostomy tubes (JEJ or PEJ tubes) 	15

Palliative Care

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
DY01	Palliative care - an introduction	Care staff	3 hours	<ul style="list-style-type: none"> ▪ Understand the holistic needs of the dying client ▪ Common symptom control and strategies to promote comfort and dignity in the last few days of life 	15
DY02	Palliative Care (to include communication skills workshop)	All levels of staff	1 day	<ul style="list-style-type: none"> ▪ Understand the holistic needs of the dying client ▪ Common symptom control and strategies to promote comfort and dignity in the last few days of life ▪ Gain an insight into communication skills in caring for terminally ill clients and their family 	15
DY07	Symptom control in Palliative care and the management of syringe drivers	Qualified Nurses	1 day	<ul style="list-style-type: none"> ▪ Concepts of pain and assessing a client using the pain ladder ▪ Assessing your client's need for a Syringe Driver ▪ Drugs commonly used in a Syringe Driver ▪ Setting up a Syringe Driver practical workshop ▪ Managing common symptoms ▪ Malnutrition in palliative care ▪ Nausea and sickness ▪ Managing breathlessness ▪ The Mental Capacity Act and advanced directives 	15
DY04	Pain management and the use of syringe drivers (to include practical workshop)	Qualified nurses	4 hours	<ul style="list-style-type: none"> ▪ The goals of palliative care ▪ Understand the rationale for using syringe drivers, common drug regimes, trouble shooting and accountability of staff Practical workshop 	15
DY05	Bereavement and unexpected death	All levels of staff	5 hours	<ul style="list-style-type: none"> ▪ Provide participants with a basic understanding of bereavement, loss and grief ▪ Basic knowledge of common grief theories and the physical and social implications of grief ▪ Personal loss, helping the bereaved ▪ An insight into unexpected death, post traumatic stress and how to support staff 	15

Palliative Care Cont'd

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
DY06	Confirmation of expected death	Qualified nurses	4 hours	<ul style="list-style-type: none"> ▪ Provide candidates with the training and skills required to determine expected death ▪ Knowledge of the legal requirements of recording a fact of death ▪ The clinical examination following expected death including fundi, pupils, and chest ▪ How to exclude any chance of suspicion ▪ Your legal and professional responsibilities, as well as how to correctly record a fact of death and how to communicate the loss with the bereaved <p>This course has both a theoretical and practical element; therefore candidates should already be familiar in performing a physical examination of a client prior to attending.</p>	15

Personal Development

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
PD01	Developing a professional portfolio	All levels of staff	3 hours	<ul style="list-style-type: none"> • NMC regulations on CPD and Practice • How to organise your professional portfolio • Practical Ideas to help you stay updated • Recording evidence of work you have done • Practical planning of your portfolio <p>A part theory and part practical day. Delegates will need to bring along certificates, evidence of study days and a folder – the aim is to organise personal and professional information into a referenced, interactive, dynamic bespoke portfolio.</p>	15
PD02	A master class in writing for publication	All levels of staff	6 hours	<ul style="list-style-type: none"> • The process of publishing - what's involved • Writing tips • Writing exercise to do • Designing your publication - critique of journals available • Editing your work - the '7 S' system • Editing exercise to do • Being the editor - reviewing work that has actually been submitted to Journals <p>A highly interactive practical work based study day. Delegates will need to bring along their ideas for things they would like to publish - the day will develop their own work with the intended outcome of delivering a publication for the delegate after completing the course.</p>	15

Pressure ulcers

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
PU01	Preventing pressure ulcers and the correct use of equipment	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ Principles of skin inspection ▪ Stages of pressure ulcer formation ▪ Repositioning regimes ▪ Use of pressure relieving equipment ▪ Caring for clients with pressure ulcers ▪ Reporting incidents 	15

Privacy and dignity

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
PR01	Privacy and dignity	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ Understand the concept of P&D. What does this mean to staff and service users? ▪ How service users may feel when they are not treated with D&R ▪ Case studies of D&R, including workshop ▪ Regulatory standards for D&R ▪ An understanding of the role of the Dignity Champion; their responsibilities and how to sign up to become a Dignity champion 	15

Record keeping

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
RK01	Professional and legal aspects of record keeping and care planning	Qualified nurses	3 hours	<ul style="list-style-type: none"> ▪ Legal and professional issues relevant to record keeping ▪ Review NMC guidelines for documentation and the issues of accountability and confidentiality ▪ Review the process of accurate and comprehensive completion of care plans 	15
RK02	Principles of record keeping for care staff	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ Complete accurate comprehensive records ▪ Principles of the Data Protection Act, storage of records and the issues surrounding this ▪ Legal matters and protecting client's confidentiality ▪ The importance of following instructions in care plans is highlighted ▪ Small workshop on completing accurate records and an opportunity is provided to complete an audit on documentation to consolidate learning 	15

Safeguarding of vulnerable adults

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
PR01	Safeguarding of vulnerable adults (SOVA)	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ Awareness of adult abuse issues ▪ Gain an understanding into the signs and symptoms of abuse and responsibilities of carers ▪ 	15
PR02	Safeguarding of vulnerable adults (SOVA)	All levels of staff	5 hours	<ul style="list-style-type: none"> ▪ Implications of the principles of the new Mental Capacity Act 2005 and the implications it has for nursing and care staff 	15

Skin care

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
SK01	Common skin conditions and skin care in the elderly	Care staff	3 hours	<ul style="list-style-type: none"> ▪ Basic understanding of the structure and function of the skin ▪ Recognising common skin disorders including scabies, shingles, impetigo, psoriasis and the types of skin cancers ▪ Managing the older person's skin, venous eczema, and the application of hosiery 	15
SK02	Basic wound care for care staff	Care staff	3 hours	<ul style="list-style-type: none"> ▪ Introduction to common types of wounds ▪ First aid to include burns and injuries ▪ Common dressings ▪ Recognising and reporting wound infection to qualified staff 	15
SK03	Caring for clients with complex wounds	Qualified nurses	4 hours	<ul style="list-style-type: none"> ▪ Needs of client's with complex wounds including infected wounds, cavity wounds burns and vacuum therapy ▪ Wound assessment, the stages of wound healing, care planning and accurate documentation ▪ To include product wound care workshop 	15

Skin care and the application of hosiery cont'd

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
SK05	Caring for clients with complex wounds and the prevention of pressure ulceration	Qualified nurses	1 full day	<ul style="list-style-type: none"> ▪ Needs of client's with complex wounds including infected wounds, cavity wounds burns and vacuum therapy ▪ Wound assessment, the stages of wound healing, care planning and accurate documentation ▪ Workshop to include the selection of correct wound dressings ▪ Principles of skin inspection ▪ Stages of pressure ulcer formation ▪ Repositioning regimes and the use of pressure relieving equipment ▪ Legal aspects of pressure ulcer prevention, ▪ Record keeping and Reporting incidents 	15
SK04	Caring for clients with venous and arterial disease and the assessment and treatment of arterial and venous leg ulcers	Qualified nurses	3 hours	<ul style="list-style-type: none"> ▪ Understand the theory of venous and arterial disease ▪ The aetiology and assessment of leg ulceration including the theory of doppler ultrasound and compression bandaging 	15

Stress management and work/life balance

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
SM01	Stress management alongside work/life balance	All levels of staff	6 hours	<ul style="list-style-type: none"> ▪ Understanding the definition of stress ▪ Recognising and identifying triggers stress ▪ Strategies for dealing with stress ▪ Getting the balance right - prioritising ▪ Being able to say 'no' assertively ▪ Sharing good practice, what works for you? 	15

Strokes, Parkinson's disease and multiple sclerosis

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
ST01	Caring for clients with a stroke	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ Insight into the complex needs of clients who have had a stroke ▪ Physical, psychological and social needs ▪ Holistic care for clients ▪ Essential communication skills workshop 	15
ST02	Basic overview of the care for clients with Parkinson's Disease	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ An overview of client's with Parkinson's disease ▪ Causes of Parkinson's disease and the effect it has on the brain and body ▪ Communication skills in caring for clients ▪ Importance of getting medications on time ▪ Holistic care of a client with Parkinson's disease 	15
ST03	Advanced study of the care for clients with Parkinson's Disease	All levels of staff	5 hours	<ul style="list-style-type: none"> ▪ Advanced study of client's with Parkinson's disease ▪ Causes of Parkinson's disease and the effect it has on the brain and body ▪ Communication skills in caring for clients ▪ Importance of getting medications on time ▪ Holistic care of a client with Parkinson's disease ▪ To include workshop 	15
ST04	Caring for clients with multiple sclerosis	All levels of staff	3 hours	<ul style="list-style-type: none"> ▪ An overview of client's with Multiple sclerosis ▪ Causes of Multiple sclerosis and the effect it has on the client ▪ Symptoms experienced in Multiple sclerosis and coping strategies ▪ Communication skills in caring for clients with Multiple sclerosis ▪ Holistic care of a client with Multiple sclerosis 	15

Teambuilding

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
TE01	Teambuilding	All Operational levels of staff	3 hours	<ul style="list-style-type: none"> ▪ What is a team? ▪ Personal reflections on teams you have been in ▪ Bruce Tuckman's Team-development Model ▪ Activity on teambuilding ▪ Belbin's team roles ▪ Ways in which teamwork can improve the service you offer ▪ Activity on teambuilding ▪ Group reflection 	14

Tracheostomy and nebuliser therapy

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
TR01	Caring for clients with a tracheostomy, principles of tracheal, suction, oxygen and nebuliser therapy	Qualified nurses	3 hours	<ul style="list-style-type: none"> Understand theory and evidence based practice when caring for client's with a tracheostomy Theory and techniques involved with tracheal suction, nebuliser treatment and oxygen therapy 	15

Venepuncture - practical technique

COURSE CODE	COURSE TITLE	TARGET AUDIENCE	LENGTH	CONTENT	MAXIMUM GROUP SIZE
VE01	Introduction to the practical technique of venepuncture	Qualified nurses	5 hours	<ul style="list-style-type: none"> Understanding of the technique of venepuncture Vascular anatomy of the arm and potential complications involved with this technique Includes a practical session to safely work towards competence 	15



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