



Supporting Social Care  
providers in Surrey

# National Training Strategy Grant (NTSG) 2008/2009

## Supporting the Development of the Surrey Social Care Workforce

The National Training Strategy grant from the Department of Health is provided to local councils to increase the proportion of the social care workforce with the appropriate qualifications, and to improve (through training) the effectiveness of human resource management.

Surrey Care Association is pleased to have been invited to arrange on behalf of the Surrey Social Care sector a programme of FREE full day and half day care skills training courses funded through this grant in the following areas:

### Phase I (October – December 2008)

<b>Adult Protection (POVA)</b>	<b>Adult Protection (POVA) for Managers</b>
<b>Appraisal Skills</b>	<b>Bereavement, Loss and Change</b>
<b>Care of the Dying (Palliative Care)</b>	<b>Care Planning</b>
<b>Catheter Care</b>	<b>Challenging Behaviour</b>
<b>Change Management</b>	<b>COSHH</b>
<b>Diabetes</b>	<b>Epilepsy</b>
<b>Fire Safety</b>	<b>Fire Safety (For Domiciliary Care)</b>
<b>First Aid Awareness</b>	<b>Food Hygiene Awareness</b>
<b>Health and Safety Awareness</b>	<b>Infection Control</b>
<b>Making Teams Work</b>	<b>Moving and Handling</b>
<b>Negotiation Skills</b>	<b>Professional Accountability in relation to the CSCI Standards</b>
<b>Team Building</b>	<b>Time Management</b>

Please note that this is the first phase of the Programme and it is anticipated that SCA Ltd will be commissioning further Training courses to run from January-March 2009.

## **Who is entitled to NTS funded training?**

### **Your organisation is eligible if it is:**

- Surrey-based or on the Surrey borders and providing services to the people of Surrey.
- Willing to release staff for training and complete the post course evaluation.

### **You are eligible if:**

- You are working in an eligible organisation.
- You are either currently working towards an NVQ, or anticipate doing so, to meet national minimum care standards; or you are employed in a managerial or supervisory role in an organisation providing personal social care.
- You would benefit from attending courses listed in this brochure and your manager approves your attendance.
- You and your manager agree to complete the post course evaluation.

## COSHH

**Thursday 30<sup>th</sup> October 2008, 9:00am – 1:00pm, Training Room, Whitmore Vale Housing Association, Churt Road, Hindhead, Surrey GU26 6NL**

**Training Provider:** Astor Care

**Places:** 12

**Target Group:** Support Workers, Care Workers, Health Care Assistants, Senior Carers, Supervisors, Managers

**Objective:** The aim of this course is to bring an awareness of what COSHH is, the organisation policy on COSHH and the responsibility of staff in the safe use and storage of chemicals and other hazardous substances.

## Fire Safety (For Domiciliary Care)

**Thursday 30<sup>th</sup> October 2008, 1:00pm – 5:00pm, Training Room, Whitmore Vale Housing Association, Churt Road, Hindhead, Surrey GU26 6NL**

**Training Provider:** Astor Care

**Places:** 12

**Target Group:** Domiciliary Care Staff

**Objectives:** At the end of this session participants will:

- Be able to state their obligations with regard to fire safety
- State the actions to be taken in the event of a fire occurring within their working environment
- Identify the correct fire extinguisher for use on a range of different types of fire. State how fires occur, spread, and how they can reduce the risk of fire occurring. Understand the consequences of a fire in their home and how they may reduce the threat.

## Infection Control

**Friday 31<sup>st</sup> October 2008, 9:00am – 1:00pm, Runnymede Centre, Chertsey Road, Addlestone, Surrey KT15 2EP**

**Training Provider:** Astor Care

**Places:** 12

**Target Group:** All Staff

**Objective:** To give staff a basic awareness of Infection Control in a Care Environment

## Food Hygiene Awareness

**Friday 31<sup>st</sup> October 2008, 1:00pm – 5:00pm, Runnymede Centre, Chertsey Road, Addlestone, Surrey KT15 2EP**

**Training Provider:** Astor Care

**Places:** 12

**Target Group:** Support Workers, Care Workers, Health Care Assistances, Senior Carers, Supervisors, Managers

**Objective:** Participants will be aware of what food safety is and how to store, prepare, cook and serve food hygienically. Delegates will also be aware of the food poisoning bacteria found in food products.

## Adult Protection (POVA)

**Tuesday 4<sup>th</sup> November 2008, 9:00am – 1:00pm, Astor Care & Nursing Agency, Lansbury Estate, 102 Lower Guildford Road, Knaphill, Woking, Surrey GU21 2EP**

**Training Provider:** Astor Care

**Places:** 12

**Target Group:** Key Workers, Support Workers, Care Workers and Health Care Assistants

**Objective:** To enable care workers to have an understanding of adult protection, what types of abuse there are, how they are presented and what action to take where there are suspicions of abuse. The session includes reporting and recording. Knowledge is tested via a questionnaire at the end of the session.

## Bereavement, Loss and Change

**Tuesday 4<sup>th</sup> November 2008, 1:00pm – 5:00pm, Astor Care & Nursing Agency, Lansbury Estate, 102 Lower Guildford Road, Knaphill, Woking, Surrey GU21 2EP**

**Training Provider:** Astor Care

**Places:** 12

**Target Group:** Managers and Care Staff

**Objectives:** By the end of the session the learner will be able to:

- Define what to do for both an expected and unexpected death
- Explain loss from the clients, relatives and carers perspective
- Define bereavement
- Explain the different stages of grief and explore ideas for the management of each stage

## Appraisal Skills

**Thursday 6<sup>th</sup> November 2008, 9:00am – 1:00pm, RNIB Community Living Service, Philanthropic Road, Redhill, Surrey RH1 4DG**

**Training Provider:** Alan Willmott Consultancy

**Places:** 15

**Target Group:** Managers and Senior Carers

**Objective:** By the end of the session participants will have an understanding of:

- The supervision and appraisal process
- The benefits of supervision and appraisal
- Methods of supervision and appraisal
- Why supervision and appraisal is important

## Negotiation Skills

**Thursday 6<sup>th</sup> November 2008, 1:00pm – 5:00pm, RNIB Community Living Service, Philanthropic Road, Redhill, Surrey RH1 4DG**

**Training Provider:** Alan Willmott Consultancy

**Places:** 15

**Target Group:** Supervisors and Managers

**Objective:** By the end of the session participants will:

- Be able to identify the characteristics of a good negotiator
- Be familiar with the accepted stages of negotiation
- Understand the best approaches.

## Moving and Handling

**Thursday 6<sup>th</sup> November 2008, 9:00am – 5:00pm, Astor Care & Nursing Agency, Lansbury Estate, 102 Lower Guildford Road, Knaphill, Woking, Surrey GU21 2EP  
(Lunch provided)**

**Training Provider:** Astor Care

**Places:** 8

**Target Group:** All Staff

**Objective:** To enable staff to have a basic awareness and learn safe techniques of the safe moving and handling of people and inanimate objects and gain an awareness of current legislation.

## Adult Protection (POVA) For Managers

**Tuesday 11<sup>th</sup> November 2008, 9:00am – 1:00pm, YMCA, Bridge Street, Guildford, Surrey GU1 4SB**

**Training Provider:** Corporate Image Training Ltd

**Places:** 15

**Target Group:** For Managers

**Objective:** To enable managers to have an understanding of adult protection, what types of abuse there are, how they are presented and what action to take where there are suspicions of abuse. The session includes reporting and recording. Knowledge is tested via a questionnaire at the end of the session. The session will focus from a manager's role.

## Epilepsy

**Tuesday 11<sup>th</sup> November 2008, 1:00pm – 5:00pm, YMCA, Bridge Street, Guildford, Surrey GU1 4SB**

**Training Provider:** Training the Carer Ltd

**Places:** 15

**Target Group:** All Staff in Learning Disability

**Objective:** To enable staff to gain awareness of the:

- workings of the brain
- causes of epilepsy
- more common types of epilepsy
- care and treatment of epilepsy.

## Time Management

**Thursday 13<sup>th</sup> November 2008, 9:00am – 5:00pm, Dorking Halls, Reigate Road, Dorking, Surrey RH4 1SG (Lunch provided)**

**Training Provider:** Alan Willmott Consultancy

**Places:** 12

**Target Group:** Managers and Senior Carers

**Objective:** By the end of this session the participant will be able:

- To understand the causes of ineffective time management
- To explore methods to overcome procrastination
- To return to the workplace with a positive and transformed view of managing the work day in the time available.

## Care Planning

**Tuesday 18<sup>th</sup> November 2008, 9:00am – 5:00pm, YMCA, Bridge Street, Guildford, Surrey GU1 4SB (Lunch provided)**

**Training Provider:** Training the Carer Ltd

**Places:** 15

**Target Group:** Managers and Care Staff

**Objective:** By the end of the session the learner will be able to: -

- Explain what a care plan is and the purpose of it
- Identify how to assess clients needs prior to formulating the care plan
- Describe the care planning cycle
- Explain how they can contribute to the care planning process within their work setting.

## Care of the Dying (Palliative Care)

**Friday 21st November 2008, 9:00am – 5:00pm, The Grange Centre, Rectory Lane, Bookham, Surrey KT23 4DZ (Lunch provided)**

**Training Provider:** Astor Care

**Places:** 15

**Target Group:** Support Workers, Care Workers, Health Care Assistants, Senior Carers, Supervisors

**Objective:** To enhance awareness of the processes of dying, relieving the symptoms of pain and discomfort and personal care – including pressure relief. The course will also address the importance and implications of religious faith and cultural beliefs and associated funeral arrangements. Different stages of grief and the practical help that can be given will be explored.

## Diabetes

**Wednesday 26<sup>th</sup> November 2008, 9:00am – 1:00pm, RNIB Community Living Service, Philanthropic Road, Redhill, Surrey RH1 4DG**

**Training Provider:** Training the Carer Ltd

**Places:** 15

**Target Group:** Support Workers, Care Workers, Health Care Assistants, Senior Carers, Supervisors, Managers

**Objective:** To give staff a basic awareness of Diabetes in a Care Environment.

## Professional Accountability in relation to the CSCI Standards

**Wednesday 26<sup>th</sup> November 2008, 1:00pm – 5:00pm, RNIB Community Living Service, Philanthropic Road, Redhill, Surrey RH1 4DG**

**Training Provider:** Training the Carer Ltd

**Places:** 15

**Target Group:** All Care Staff

**Objective:** By the end of the course the learner will be able to: -

- Define accountability and as nurses their level of accountability
- Describe CSCI's role
- Clarify their role in relation to each group of the CSCI standards
- Explain what the care home regulations are and identify any areas that they must, as individuals adhere to i.e. Reg 37 forms.

## Change Management

**Thursday 27th November 2008, 9:00am – 5:00pm, Princess Alice, West End Lane, Esher, Surrey KT10 8NA (Lunch provided)**

**Training Provider:** Corporate Image Training Ltd

**Places:** 15

**Target Group:** All Supervisors and Managers

**Objective:** To enable changes to be implemented smoothly.

## Making Teams Work

**Tuesday 2<sup>nd</sup> December 2008, 9:00am – 5:00pm, Farnham Maltings, Bridge Street, Farnham, Surrey GU9 7QR (Lunch provided)**

**Training Provider:** Corporate Image Training Ltd

**Places:** 15

**Target Group:** Managers, Supervisors, Deputy/Assistant Managers

**Objective:** Enabling people to understand accountability and responsibility within a team. Allowing managers to return to their workplace to help their team members to work within the philosophies of the organisation; using policies and procedures of the organisation to develop levels of service and outcomes that enhance the organisation.

## Challenging Behaviour

**Wednesday 3<sup>rd</sup> December 2008, 9:00am – 5:00pm, Woodhatch Centre, Whitebeam Drive, Reigate, Surrey RH2 7LS**

**Training Provider:** Astor Care

**Places:** 12

**Target Group:** All Care Staff

**Objective:** This training aims to prepare care workers to manage challenging behaviour effectively to prevent the need for physical intervention.

## Catheter Care

**Tuesday 9<sup>th</sup> December 2008, 9:00am – 1:00pm, Christchurch, Town Square, Woking, Surrey GU21 6YG**

**Training Provider:** Astor Care

**Places:** 12

**Target Group:** Support Workers, Care Workers, Health Care Assistants, Senior Carers, Supervisors

**Objective:** To enable all staff to be familiar with a catheter, what it does and how it works. Some reasons as to why a catheter is required. How to empty and record volumes, providing personal care – the do's and don'ts. The session includes symptoms of infection and blockage and what to do.

## Fire Safety

**Tuesday 9<sup>th</sup> December 2008, 1:00pm – 5:00pm, Christchurch, Town Square, Woking, Surrey GU21 6YG**

**Training Provider:** Astor Care

**Places:** 12

**Target Group:** Support Workers, Care Workers, Health Care Assistants, Senior Carers, Supervisors, Managers

**Objective:** At the end of this session participants will:

- Be able to state their obligations with regard to fire safety
- State the actions to be taken in the event of a fire occurring within their working environment
- Identify the correct fire extinguisher for use on a range of different types of fire. State how fires occur, spread, and how they can reduce the risk of fire occurring. Understand the consequences of a fire in their home and how they may reduce the threat.

## First Aid Awareness

**Thursday 11<sup>th</sup> December 2008, 9:00am – 1:00pm, Training Room, Coombe Dingle, 14 Queens Park Road, Caterham, CR3 5RB or Oxted Community Hall, Church Lane, Oxted, Surrey RH8 9NB – Venue option to be confirmed**

**Training Provider:** Astor Care

**Places:** 8

**Target Group:** Support Workers, Care Workers, Health Care Assistants, Senior Carers, Supervisors, Managers

**Objective:** At the end of the training participants will:

- know what action should be taken in the event of an emergency occurring at their place of work
- have been taught and practised cardiopulmonary resuscitation methods and been taught and practised dealing with an unconscious casualty
- know the corrective actions to take with regard to dealing with wounds and controlling bleeding.

## Adult Protection (POVA)

**Thursday 11<sup>th</sup> December 2008, 1:00pm – 5:00pm, Training Room, Coombe Dingle, 14 Queens Park Road, Caterham, CR3 5RB or Oxted Community Hall, Church Lane, Oxted, Surrey RH8 9NB – Venue option to be confirmed**

**Training Provider:** Astor Care

**Places:** 12

**Target Group:** Key Workers, Support Workers, Care Workers and Health Care Assistants.

**Objective:** To enable care workers to have an understanding of adult protection, what types of abuse there are, how they are presented and what action to take where there are suspicions of abuse. The session includes reporting and recording. Knowledge is tested via a questionnaire at the end of the session.

## Health and Safety Awareness

**Friday 12<sup>th</sup> December 2008, 9:00am – 5:00pm, Runnymede Centre, Chertsey Road, Addlestone, Surrey KT15 2EP (Lunch provided)**

**Training Provider:** Astor Care

**Places:** 12

**Target Group:** Support Support Workers, Care Workers, Health Care Assistants, Senior Carers, Supervisors

**Objective:** To provide attendees with basic knowledge and skills in Health & Safety and to provide updates in Health & Safety legislation. At the end of the course, participants will be able to state their obligations and responsibilities under the Health and Safety at Work Act.

## Team Building

**Friday 12<sup>th</sup> December 2008, 9:00am – 5:00pm, Woodhatch Centre, Whitebeam Drive, Reigate, Surrey RH2 7LS (Lunch provided)**

**Training Provider:** Corporate Image Training Ltd

**Places:** 12

**Target Group:** Staff wishing to develop their careers

**Objective:** Teams need to be able to work together. This course outlines the main stages of what the team goes through to become effective and self-managing and what this means for the team members, team leaders, and company managers. It provides practical tips of building your dream team.

# NTS Grant Training Programme 2008-09

## Course Application Form

To be photocopied and completed by each applicant/manager.  
Please use **block capitals**.

Office use only.			
Rec'd		Query	Y / N
Conf		Comm	

Surname		First Name		Title	
Job Title					
Home Address					
Town		County		Postcode	
Daytime Phone No					
Do you have any special requirements?					
Line manager's name					
Organisation name					
Organisation address					
Town		County		Postcode	
Phone No.			Fax		
Email					
(An email address and/or fax number <b>MUST BE PROVIDED</b> to ensure confirmation of applicants place)					

	Name of course	Date	Office Use only	
			All	W/L
1			<input type="checkbox"/>	<input type="checkbox"/>
2			<input type="checkbox"/>	<input type="checkbox"/>
3			<input type="checkbox"/>	<input type="checkbox"/>
4			<input type="checkbox"/>	<input type="checkbox"/>

**Places will initially be restricted to two courses per candidate. Please include details of your course details in order of preference.**

**To be signed by the applicant**

I wish to be allocated a place on the above course(s) and upon confirmation I agree to attend the course and complete any necessary feedback and post course evaluation

Name \_\_\_\_\_  
Please print name

Signed \_\_\_\_\_ Date \_\_\_\_\_

**To be signed by the applicant's line manager:**

I agree to release the applicant for training on the above courses and to complete any necessary post-course evaluation

Name \_\_\_\_\_  
Please print name

Signed \_\_\_\_\_ Date \_\_\_\_\_

**How to book:**

- Identify the course(s) of interest to you, and discuss with your manager.
- Photocopy the form in this brochure and complete it with your manager.

Return the form(s) as soon as possible to:

**NTSG Administration, Briar Dene, Guildford Road, Runfold, Nr Farnham, Surrey, GU10 1PW**

Bookings will only be accepted on receiving completed, signed application forms and a signed declaration. Applicants who are successful in gaining a place will receive a confirmation email or fax with course details within 7 days. Those who are not successful will be placed on a waiting list and contacted accordingly. **You must receive an email or fax confirmation before attending a course and bring your confirmation letter along with you on the day.** Please note that anyone who has not been confirmed as a delegate will **not** be allowed to attend.

We reserve the right to cancel a given course in the event of low take up.

If you have any queries please contact NTSG Administration, Lisa Mack 07779 584397 or Lynn O'Byrne 07973 458208 or email [ntsg@btinternet.com](mailto:ntsg@btinternet.com)

**CHECK LIST:** Please remember to return

- Signed completed application form
- Signed declaration
- Other information form

**Please return all completed forms to:**

NTSG Administration, Briar Dene, Guildford Road, Runfold,  
Nr Farnham, Surrey, GU10 1PW

**Declaration:**

In applying for training supported by the National Training Strategy grant

- I understand that this training contributes towards individuals in my organisation achieving qualifications defined in the National Minimum Care Standards
- I agree to provide any information and evidence about the training attended to satisfy audit requirements
- I am not accessing both NTS grant funding and Skills for Care TSI unit funding to support the same individual on the same unit or training activity (ie double funding)
- I am not funding the named applicants for this training with NTS grant accessed from another Local Authority
- I understand places will be allocated subject to the eligibility criteria for the NTS grant
- I understand that, in the event of applicants failing to take up their confirmed places, Surrey Care Association Ltd reserve the right to invoice you (the company) £50 per course. However the fee will be waived if an eligible substitute can attend and NTSG administration is informed of the change 2 weeks in advance of the courses.

Signed .....

Date .....

SCA Ltd may wish to contact you from time to time about courses or learning opportunities relevant to you. Please tick the box if you do not wish to be contacted.

**Other Information:**

**Is the course applicant working towards an NVQ Award or Certificate, or management qualification?**

NVQ Level 2 Health and Social Care

NVQ Level 3 Health and Social Care

NVQ Level 4 Health and Social Care

NVQ Level 4 in Management

Registered Managers Award

Other (please specify) \_\_\_\_\_

**Is this being supported by any of the funding streams?**

Skills for Care Training Strategy Implementation (TSI) grant

European Social Fund (ESF)/Learning and Skills Council (LSC)

Other (please specify) \_\_\_\_\_

Relevant qualifications already held \_\_\_\_\_

Did you attend an NTSG Course in the 2007-08 Programme ? Yes  No

If so, how many courses \_\_\_\_\_