

Surrey Care Association Training Programme October 2011 - March 2012

Surrey Care Association is pleased to offer a wide range of short courses for staff working in the independent social care sector in the county of Surrey. All courses are **FREE** to care providers and this is made possible by funding from the Adult Social Care Grant from the Department of Health provided to local councils. The aim is to support the development of the social care workforce.

The programme offers full day and half day skills training courses in three main areas

CORE

- AN INTRODUCTION TO EFFECTIVE COMMUNICATION
- BASIC FOOD HYGIENE
- EMERGENCY FIRST AID AT WORK (EFAW)
- FIRE SAFETY IN CARE HOMES
- FIRST AID ANNUAL REFRESHER
- HEALTH & SAFETY IN THE WORKPLACE
- INFECTION CONTROL
- INTRODUCTION TO COSHH (CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH)
- MOVING & HANDLING PEOPLE
- NUTRITION & HYDRATION
- PERSON CENTRED CARE PLANNING
- PROMOTING EQUALITY, DIVERSITY AND RIGHTS IN THE WORKPLACE
- RECORD KEEPING
- SAFEGUARDING ADULTS AT RISK – AWARENESS LEVEL
- SAFEGUARDING ADULTS AT RISK FOR MANAGERS & DEPUTIES
- UNDERSTANDING RISK & RISK ASSESSMENT IN A CARE ENVIRONMENT

SPECIALIST

- AN INTRODUCTION TO END OF LIFE CARE
- CARING FOR AND SUPPORTING PEOPLE WITH DEMENTIA – AN INTRODUCTION
- COPING WITH BEREAVEMENT, LOSS AND CHANGE
- DEPRIVATION OF LIBERTY SAFEGUARDS (DOLS) – AN INTRODUCTION
- DEPRIVATION OF LIBERTY SAFEGUARDS (DOLS) – FOR MANAGERS
- DEVELOPING THE ROLE OF ACTIVITIES COORDINATORS
- END OF LIFE CARE FOR MANAGERS
- INTRODUCTION TO AUTISM
- MANAGING MEDICINES SAFELY
- MENTAL CAPACITY ACT - AWARENESS
- POSITIVE APPROACHES TO CHALLENGING BEHAVIOUR
- PREVENTING FALLS IN OLDER PEOPLE
- WORKING WITH PEOPLE WHO HAVE DIABETES – AN INTRODUCTION
- WORKING WITH PEOPLE WHO HAVE EPILEPSY – AN INTRODUCTION
- WORKING WITH SERVICE USERS WITH LEARNING DISABILITY AND DEMENTIA – AN INTRODUCTION

MANAGERIAL AND SUPERVISORY SKILLS

- AN INTRODUCTION TO EFFECTIVE NEGOTIATION
- INTRODUCTION TO SUPERVISORY MANAGEMENT
- MANAGING PERFORMANCE

Courses in **CORE** skills provide introductory awareness level training in key areas, building on local work-based induction provided by employers.

Courses in **SPECIALIST** skills provide training for staff who require specific knowledge and skills to support and care for service users within their care setting.

Courses in **MANAGERIAL AND SUPERVISORY** skills provide training in core areas for new supervisors and managers, and those seeking to refresh their skills.

All courses are designed to enable individuals to develop the knowledge and skills needed to provide quality care and support to service users, and for services to meet and exceed the new Essential Standards of Quality and Safety.

GENERAL COURSE INFORMATION

Administration

Unless otherwise shown morning courses run from 9.30 to 12.30 with registration from 9.00. Afternoon courses run from 1.30 to 4.30 with registration from 1.00. Whole day courses run from 9.30 to 4.30 with registration from 9.00.

Please aim to arrive by the **registration time**, so that the course can start promptly. Trainers reserve the right to turn away participants who arrive more than 15 minutes after a course has started.

A sandwich lunch, coffee and tea are supplied for all full-day courses, coffee/tea only for half-days (if you are attending two half day courses, lunch is not provided).

How to Book

Demand for courses always exceeds availability. Places will be initially restricted to 2 candidates from an organisation per course, so please prioritise your training needs. If your organisation/company has services they are still only eligible for 2 places per course. However, in the event of there being spare capacity the size of the company will be taken into account in fair allocation of places. Where there is a high demand for places in your company then do talk to SCA as it might be possible for your company to host a course and be allocated higher numbers whilst opening up some places to other participants (subject to budget).

On-Line Booking

For courses from 4th May, managers will be able to book places for their staff directly using the AT-Learning on-line booking system. Booking on-line will be much quicker and you will receive confirmation of your booking as soon as it has been authorised by the Training Administrator.

You will need to use your unique user name and password to book on-line. These will be sent directly to you via email. If you have not received them, it is probably because you have not yet submitted an updated list of employees for your organisation. Please contact Richard Monnery at the SCA office on 01372 825154 or at Richard.monnery@surreycare.org.uk.

All emails in regards to joining instructions, reminders and login details will be sent from do_not_reply@atlearning.org (not a Surrey Care email address), to the business email address you have provided. Please use the on-line booking system wherever possible. Detailed instructions (AT-Learning Booking Instructions) will be posted onto the SCA website at www.surreycare.org.uk under Downloads and Training Opportunities. If you have any queries or experience difficulties, please contact Richard Monnery. Office hours are 8.15am to 5.30pm Monday to Friday.

SCA will continue to accept paper versions of course applications for the time being. If you are using the paper version of the Course Application Form, once you have identified the courses you are interested in attending, and agreed them with your manager, you should complete and return the form to Richard Monnery at the address shown by post, or faxed to 01372 825125. You can download the Course Application form from the SCA website under Downloads and Training Opportunities.

Successful applicants will be notified and sent joining instructions by email 2-4 weeks prior to the course date.

Waiting List

If you are booking on-line you will be able to see if a course is already full. In these instances please put individuals onto the waitlist, (the AT-Learning Booking Instructions on the SCA website tell you how to do this). **This is very important to enable SCA to monitor demand.**

If you are on the waiting list you will only be informed if a place becomes available for the course on the date you have applied for; your application will not be considered for the same course on alternative dates unless you have applied for these.

Cancellation and Charging Policy

SCA reserves the right to cancel a course in the event of low take-up. In these instances SCA will notify participants by email to the email address given on the course application form.

Cancellation and Charging Policy (Contd)

Cancellations made by course delegates 7 days or more before a course date will not be charged. Cancellations made within 7 days will be charged at £50. In the event of the applicant being unable to attend, their employer may nominate a substitute and inform SCA Administration no later than 1 week before the course date.

Failure to take up a confirmed place will result in a £50 charge to the applicant's employer.

Adverse Weather Policy

In the event of adverse weather conditions SCA will liaise with Training Providers and venues to determine if the course will proceed. If a course is cancelled due to weather conditions, every effort will be made to reschedule the course and delegates informed accordingly.

Quality Standards

Training suppliers that deliver training on behalf of SCA have met the SCA Quality Training Benchmark. This benchmark comprises 14 criteria which are used to assure and monitor the quality of training commissioned by SCA for the care sector in Surrey.

Health and Social Care Diplomas

The new Health and Social Care diplomas at level 2 and 3 are replacing NVQs in health and social care. Course certificates will now include the number of guided learning hours provided by each course, (usually 3 for a half-day and 6 for a full day), for participant's own records should they undertake a full diploma in Health and Social Care or individual units.

Supporting the Transfer of Learning to Work

All courses will now include a short slot at the end to enable participants to reflect on their learning and how they will put this into practice back at their workplace. The trainer will support them to complete a short Reflection on Learning form which they will take away with them for discussion with their manager or supervisor.

Data Protection

The information you provide on your course application form will be held by SCA for their sole use and will only be shared with Surrey County Council, and SCA/SCC ASCG auditors, and will not be passed to any third party, individual or organisation.

Other Courses

SCA constantly reviews all courses within the training programme to ensure that they reflect employers' priorities for workforce development.

Throughout the year, SCA also provides one-off training courses and workshops in specialist areas such as Business Skills Development. Information about these courses are posted on the SCA website at www.surreycare.org.uk

Fitness to Participate in Training

Managers should make sure that applicants for courses are able and willing to take part in the training applied for. Many courses incorporate a practical element e.g. Moving and Handling People, and participants must be able to participate fully.

Venues

Venue Code Full Address

AC	Astor Care & Nursing Agency , Training Room, Lansbury Estate, 102 Lower Guildford Road, Knaphill, Woking, Surrey GU21 2EP
ACTS	Assist Care Training Services , Carewatch Training Room, Fir Tree House, Horsham Road, Beare Green, Surrey RH5 4LQ
LFR	Leatherhead Food Research , Randalls Road, Leatherhead, Surrey KT22 7RY
RC	The Runnymede Centre , Chertsey Road, Addlestone, Surrey KT15 2EP
SP	Conference Room, Guildford Spectrum , Parkway, Guildford, Surrey GU1 1UP
TFY	Training for You , Training Room, Unit 5B, Highway Farm, Downside, Cobham, Surrey KT11 2JZ
WV	The Conservatory (Club House), Whiteley Village , Walton on Thames, Surrey KT12 4EH
WHC	Woodhatch Centre , Whitebeam Drive, Off Hornbeam Road Reigate, Surrey RH2 7LS
YMCA	YMCA , Bridge Street, Guildford, Surrey GU1 4SB

CORE TRAINING COURSES

AN INTRODUCTION TO EFFECTIVE COMMUNICATION

1ST COURSE

DURATION 1 day
DATE 14 November 2011
TRAINING PROVIDER Alan Willmott
Training &
Consultancy
VENUE LFR

2ND COURSE

DURATION 1 day
DATE 8 February 2012
TRAINING PROVIDER Alan Willmott
Training &
Consultancy
VENUE WV

TARGET GROUP

Staff who work directly with service users and who need to be able to use different means of communicating with them

AIM

Effective communication is at the heart of providing good care and support for service users and to building relationships. This course provides an opportunity to develop your understanding and skills in identifying and applying methods of communication that are appropriate for each individual

OBJECTIVES

The session will enable you to –

- Understand different means of verbal and non verbal communication
- Understand what makes for effective communication
- Explore common communication problems and approaches to overcoming them
- Look at practical ways of communicating effectively with service users and colleagues in your work setting.

BASIC FOOD HYGIENE

1ST COURSE

DURATION ½ day (AM)
DATE 10 October 2011
TRAINING PROVIDER Safety Nett Ltd
VENUE RC

2ND COURSE

DURATION ½ day (PM)
DATE 4 January 2012
TRAINING PROVIDER Astor Care
VENUE LFR

TARGET GROUP

Staff who come into contact with food through preparation, serving or working in a kitchen environment during the course of their work

AIM

This session aims to enable participants to store, prepare, cook and serve food hygienically and to understand the importance of implementing the correct practices

OBJECTIVES

At the end of the session, participants will have -

- A firm grasp of the importance of food safety and knowledge of the systems, techniques and procedures involved
- An understanding of how to control food safety risks (personal hygiene, food storage, cooking and handling)
- Confidence and expertise to safely deliver quality food to customers.

EMERGENCY FIRST AID AT WORK (EFAW)

1ST COURSE

DURATION 1 day
DATE 13 October 2011
TRAINING PROVIDER Edify Training
VENUE LFR

2ND COURSE

DURATION 1 day
DATE 8 November 2011
TRAINING PROVIDER Safety Nett Ltd
VENUE WV

3TH COURSE

DURATION 1 day
DATE 19 January 2012
TRAINING PROVIDER Edify Training
VENUE SP

4TH COURSE

DURATION 1 day
DATE 6 March 2012
TRAINING PROVIDER Safety Nett Ltd
VENUE LFR

TARGET GROUP

This course is for nominated First Aiders, individuals who hold a current First Aid at Work or Emergency First Aid at Work certificate, and staff who require more comprehensive first aid awareness

AIM

This course provides HSE approved training and replaced the First Aid Appointed Person course in October 2009. Upon successful completion of this one day course, first aiders receive certification to allow them to practice for three years after which a re-qualification course becomes necessary. It is strongly recommended by the HSE that you update your skills by taking an annual refresher

OBJECTIVES

The training will enable participants to –

- Understand the role and responsibilities of the First Aider
- Assess the situation in an emergency
- Administer first aid to a casualty who is unconscious (including seizure)
- Administer cardiopulmonary resuscitation
- Administer first aid to a casualty who is choking, wounded or bleeding or suffering from shock.

Candidates must be physically well and able to carry out the procedures detailed in the course outline.

Certificates will only be issued to candidates who attend the whole session and demonstrate adequate practical skills.

FIRE SAFETY IN CARE HOMES

DURATION ½ day (AM)
DATE 24 November 2011
TRAINING PROVIDER Edify Training
VENUE YMCA

TARGET GROUP

Care assistants in residential and nursing care homes, and those who work alongside and supervise them including Senior Care Assistants, Team Leaders and Registered Nurses

AIM

This session aims to help participants to understand and fulfill their responsibilities for preventing fire, reducing and eliminating fire risks and for taking appropriate action in the event of a fire

OBJECTIVES

At the end of this session participants will –

- Understand their responsibilities 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
- Understand the common causes of fires, how they spread, and how to reduce the risk of fire occurring
- Understand the consequences of a fire in their home and how they may reduce the risks.

CORE TRAINING COURSES

FIRST AID ANNUAL REFRESHER

1ST COURSE

DURATION ½ day (PM)
DATE 6 October 2011
TRAINING PROVIDER Horsley Training Solutions
VENUE SP

2RD COURSE

DURATION ½ day (AM)
DATE 26 January 2012
TRAINING PROVIDER Horsley Training Solutions
VENUE LFR

TARGET GROUP

This annual refresher course is suitable for those staff who have completed either the three-day First Aid at Work or the one-day Emergency First Aid at Work courses

AIM

The HSE strongly recommends that you attend a refresher session once every year during a three year first aider qualification period. This is an ideal course to help keep first aiders updated and provides an opportunity for them to ask questions of their instructor and colleagues

OBJECTIVES

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 practiced cardiopulmonary resuscitation methods and been taught and practiced dealing with an unconscious casualty
- Know the corrective actions to take with regard to dealing with wounds and controlling bleeding.

MOVING & HANDLING PEOPLE

1ST COURSE

DURATION 1 day
DATE 17 October 2011
TRAINING PROVIDER Astor Care
VENUE AC

2ND COURSE

DURATION 1 day
DATE 26 October 2011
TRAINING PROVIDER Assist Care Training Services
VENUE ACTS

3RD COURSE

DURATION 1 day
DATE 15 February 2012
TRAINING PROVIDER Assist Care Training Services
VENUE ACTS

4TH COURSE

DURATION 1 day
DATE 30 March 2012
TRAINING PROVIDER Astor Care
VENUE AC

HEALTH & SAFETY IN THE WORKPLACE

1ST COURSE

DURATION 1 day
DATE 5 January 2012
TRAINING PROVIDER Safety Nett Ltd
VENUE RC

2ND COURSE

DURATION 1 day
DATE 7 February 2012
TRAINING PROVIDER Safety Nett Ltd
VENUE LFR

TARGET GROUP

Health and Safety awareness for all employees

AIM

This course will enable you to achieve the new CIEH Level 2 award and is suitable for all employees

OBJECTIVES

The training will cover –

- Legislation
- Health, safety and welfare
- The workplace and workplace equipment
- Risk assessment
- Moving and handling
- Hazardous substances
- Ergonomics and workstation design
- Vehicles and transport.

INFECTION CONTROL

1ST COURSE

DURATION ½ day (PM)
DATE 10 October 2011
TRAINING PROVIDER Safety Nett Ltd
VENUE RC

2ND COURSE

DURATION ½ day (AM)
DATE 27 March 2012
TRAINING PROVIDER Assist Care Training Services
VENUE LFR

TARGET GROUP

Staff who provide personal care, or who work alongside and supervise their work and others as appropriate

AIM

This course aims to raise awareness of infections and infectious diseases and ways of preventing and reducing their spread in a care environment

OBJECTIVES

The training will cover –

- Types of infection, common infections and conditions
- Ways in which infections are transmitted and spread
- Preventing and controlling the spread of infections
- Legislative requirements.

INTRODUCTION TO COSHH (CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH)

1ST COURSE

DURATION ½ day (PM)
DATE 1 November 2011
TRAINING PROVIDER Safety Nett Ltd
VENUE SP

2ND COURSE

DURATION ½ day (AM)
DATE 4 January 2012
TRAINING PROVIDER Astor Care
VENUE LFR

TARGET GROUP

Support Workers, Care Workers, Health Care Assistants, Senior Carers, Supervisors, Managers

AIM

Knowing about the different substances used in the workplace and their potential hazards is important to ensuring a safe working and living environment

OBJECTIVES

At the end of the session, participants will have –

- Identified which substances are harmful
- Assessed the risks of substances used in their workplace
- Examined how to control any risks arising from those substances
- Explored good control practice
- Located resources to help you, your colleagues and service users to stay healthy.

TARGET GROUP

Staff who are involved in moving and assisting service users during the course of their work

AIM

This course will enable participants to understand and practice safe techniques for moving people

OBJECTIVES

Participants will -

- Know how to move and handle people correctly, Know about and practice using techniques and equipment
- Understand the importance of effective communication
- Understand and practice person-centred approaches to moving and handling people.

CORE TRAINING COURSES

NUTRITION & HYDRATION

1ST COURSE

DURATION	½ day (PM)
DATE	24 November 2011
TRAINING PROVIDER	Edify Training
VENUE	YMCA

2ND COURSE

DURATION	½ day (AM)
DATE	8 March 2012
TRAINING PROVIDER	Safety Nett Ltd
VENUE	LFR

TARGET GROUP

Staff who are responsible for ensuring that service users have adequate nutrition and hydration

AIM

This course aims to enable staff to understand the importance of hydration and nutrition and their responsibilities for helping and supporting service users to eat and drink

OBJECTIVES

The training will cover –

- The reasons why good diet, nutrition and hydration is important to health and well-being
- Signs and symptoms of poor nutrition and hydration
- Approaches to encouraging and enabling individuals to eat and drink.

PERSON CENTRED CARE PLANNING

1ST COURSE

DURATION	½ day (PM)
DATE	13 December 2011
TRAINING PROVIDER	Dynamic Training UK Ltd
VENUE	LFR

2ND COURSE

DURATION	½ day (AM)
DATE	23 February 2012
TRAINING PROVIDER	Joined-up Training LLP
VENUE	YMCA

TARGET GROUP

Staff who have responsibilities for developing, implementing and maintaining care plans

AIM

This session aims to help participants understand why Care Plans are important and what is meant by person centred care planning. Participants will explore how to develop and maintain good care plans and approaches to involving service users and the families/friends in the process

OBJECTIVES

This session will cover -

- The purpose and contents of individual care plans
- How to assess clients' needs prior to formulating a care plan
- Person-centred approaches to developing care plans involving service user and their families
- Participants' roles and responsibilities for developing, implementing and maintaining up to date care plans
- The relationship between care planning and risk assessment.

PROMOTING EQUALITY, DIVERSITY AND RIGHTS IN THE WORKPLACE

1ST COURSE

DURATION	1 day
DATE	22 February 2012
TRAINING PROVIDER	Joined-up Training LLP
VENUE	WV

TARGET GROUP

Support Workers, Care Workers, Health Care Assistants, Senior Carers, Supervisors, Managers

AIM

Everyone working in a care setting, whatever their role, is responsible for acting in a way that respects the uniqueness of each individual and actively promotes their rights to have their needs and wishes respected and understood. Sometimes our own opinions and prejudices can get in the way and this course aims to build awareness and understanding so that participants can actively promote equality and value diversity in their workplace

OBJECTIVES

The training will cover –

- The meaning of the terms equality and diversity
- The rights of the individual as enshrined in the legislation
- What it means to understand and respect each individual's needs and wishes and to treat them with dignity at all times
- Recognising and understanding your own values, views and prejudices
- Promoting individual rights, equality and diversity in the workplace
- Discriminatory behaviour and approaches to dealing with it.

RECORD KEEPING

1ST COURSE

DURATION	½ day (AM)
DATE	21 February 2012
TRAINING PROVIDER	Astor Care
VENUE	WV

TARGET GROUP

Staff who are responsible for recording information and completing documentation concerning service users

AIM

Staff working in a care home setting and client's own homes need to feel confident to record information accurately and appropriately for reporting purposes

OBJECTIVES

The training will enable participants to –

- Understand the purpose of care records and the types of records they complete
- Have an awareness of the legislation and guidance around documentation and record keeping
- Understand their accountability for good record keeping and how to handle confidentiality
- Know how to complete records accurately and the common errors that can occur.

CORE TRAINING COURSES

SAFEGUARDING ADULTS AT RISK - AWARENESS LEVEL

1ST COURSE

DURATION ½ day (AM)
DATE 6 October 2011
TRAINING PROVIDER Horsley Training Solutions
VENUE SP

2ND COURSE

DURATION ½ day (PM)
DATE 26 January 2012
TRAINING PROVIDER Horsley Training Solutions
VENUE LFR

3RD COURSE

DURATION ½ day (AM)
DATE 9 February 2012
TRAINING PROVIDER Horsley Training Solutions
VENUE WV

4TH COURSE

DURATION ½ day (PM)
DATE 29 March 2012
TRAINING PROVIDER Horsley Training Solutions
VENUE WHC

TARGET GROUP

Care workers in domiciliary care services, Care assistants in residential and nursing care homes, and those who work alongside and supervise them, including Senior Care Assistants, Team Leaders and Registered Nurses

AIM

This session is aimed at staff who have little or no knowledge or understanding of safeguarding issues or adult abuse. The session aims to help participants develop their knowledge and understanding of safeguarding issues, and how they can help to prevent abuse and respond appropriately if they suspect someone is being abused

OBJECTIVES

By the end of the session participants will –
Be aware of who is vulnerable to abuse

- Be familiar with the types of abuse
- Be aware of signs and symptoms of abuse
- Understand what action to take if abuse is suspected
- Be aware of preventative measures
- Have an awareness of how the investigative process works
- Be aware of the need for familiarity with local policy and procedure.

SAFEGUARDING ADULTS AT RISK FOR MANAGERS & DEPUTIES

1ST COURSE

DURATION ½ day (PM)
DATE 23 January 2012
TRAINING PROVIDER Astor Care
VENUE LFR

2ND COURSE

DURATION ½ day (PM)
DATE 21 February 2012
TRAINING PROVIDER Astor Care
VENUE WV

TARGET GROUP

Registered Managers and Deputy/Assistant Managers who may have delegated responsibilities for safeguarding in the absence of the RM

AIM

The session aims to ensure managers are familiar with safeguarding Issues, their role in protecting vulnerable people and their responsibilities for applying internal and local multi-agency safeguarding policies and procedures

OBJECTIVES

By the end of the session managers will –

- Be familiar with all aspects of abuse – types, indicators, risk factors and prevalence
- Be confident in relation to their role within the process of reporting and investigation.
- Be aware of the process for Investigation
- Understand the importance of multi agency working
- Be aware of the Multi Agency procedures.

UNDERSTANDING RISK & RISK ASSESSMENT IN A CARE ENVIRONMENT

1ST COURSE

DURATION ½ day (PM)
DATE 4 November 2011
TRAINING PROVIDER Safety Nett Ltd
VENUE LFR

2ND COURSE

DURATION ½ day (AM)
DATE 13 March 2012
TRAINING PROVIDER Edify Training
VENUE RC

TARGET GROUP

Care Workers, Team Leaders and Supervisors

AIM

Understanding and being able to manage risks is vital to establishing and maintaining a safe living and working environment and for the well-being of staff, service users and their families

OBJECTIVES

This training will enable participants to –

- Understand the purposes and benefits of utilising a risk assessment approach to the management of health and safety
- Define hazard, risk and risk assessment
- Understand the basic principles of risk assessment and stages involved in carrying out a risk assessment in practice
- Know the key legislative requirements for assessing risk
- Carry out, record, monitor and review risk assessments within a care setting.

SPECIALIST TRAINING COURSES

AN INTRODUCTION TO END OF LIFE CARE

1ST COURSE

DURATION	1 day
DATE	1 December 2011
TRAINING PROVIDER	Training for You
VENUE	LFR

2ND COURSE

DURATION	1 day
DATE	22 March 2012
TRAINING PROVIDER	Edify Training
VENUE	RC

TARGET GROUP

Support Workers, Care Workers, Health Care Assistants, Senior Carers, Supervisors who are frequently involved in End of Life Care. Note: This courses does not cover the clinical aspects of End of Life Care and will be of limited interest to Registered Nurses

AIM

The aim of this course is to enable participants to develop an understanding of how they can provide good quality care at the end of someone's life by adapting and improving their own practice and by working collaboratively with other health and social care professionals and agencies

OBJECTIVES

Participants will -

- Understand what constitutes good End of Life Care and what is meant by palliative care
- Be aware of tools for providing EoL care
- Know how symptoms can be managed,
- Understand how they can communicate effectively with relative and friends of the cared for person and how they can involve them in their care
- Understand the roles and responsibilities of key health and social care professionals e.g. GP, palliative care team.

DEPRIVATION OF LIBERTY SAFEGUARDS (DOLS) – AN INTRODUCTION

DURATION	½ day (AM)
DATE	24 February 2012
TRAINING PROVIDER	Edify Training
VENUE	LFR

TARGET GROUP

Staff who provide direct care and support

AIM

To enable all staff to have an understanding of the DOLS and how it relates to the work they do

OBJECTIVES

By the end of the workshop participants will-

- Be aware of the background to DOLS
- Understand its relationship to the MCA
- Have explored what might constitute a deprivation of liberty
- Be aware of what action to take if they suspect a service users liberty is at risk.

CARING FOR AND SUPPORTING PEOPLE WITH DEMENTIA – AN INTRODUCTION

1ST COURSE

DURATION	1 day
DATE	18 October 2011
TRAINING PROVIDER	Joined-up Training LLP
VENUE	SP

2ND COURSE

DURATION	1 day
DATE	14 December 2011
TRAINING PROVIDER	Training for You
VENUE	WV

3RD COURSE

DURATION	1 day
DATE	10 January 2012
TRAINING PROVIDER	Chatsworth Training Services Ltd
VENUE	LFR

TARGET GROUP

Care workers in domiciliary care services, Care assistants in residential and nursing care homes, and those who work alongside and supervise them, including Senior Care Assistants, Team Leaders and Registered Nurses

AIM

This session is aimed at staff who have little or no knowledge or experience of working with people who have dementia, and those looking to refresh their knowledge and skills. The session aims to help participants develop their knowledge and understanding of dementia and ways of communicating with and providing practical care and support to people who have dementia

OBJECTIVES

Participants will -

- Understand what is meant by dementia, causes, signs and symptoms
- Explore what it means to have dementia from the perspective of someone who has dementia
- Know about the factors that can make life difficult for people with dementia
- Learn ways of communicating effectively with people who have dementia
- Understand what person-centred care for people with dementia means in practice
- Know how to build and maintain relationships with the individual, their family and other carers
- Explore ways of involving relatives/friends in caring for the individual with dementia.

COPING WITH BEREAVEMENT, LOSS AND CHANGE

1ST COURSE

DURATION	½ day (AM)
DATE	23 January 2012
TRAINING PROVIDER	Astor Care
VENUE	LFR

TARGET GROUP

For staff who experience bereavement and loss in the course of their work and who need to be able to support bereaved relatives, friends, other service users and work colleagues following a death

AIM

This course aims to provide guidance for participants about coping with loss and grief, both for themselves and for the relatives and friends of the person who has died

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.

DEPRIVATION OF LIBERTY SAFEGUARDS (DOLS) – FOR MANAGERS

DURATION	1 day
DATE	12 December 2011
TRAINING PROVIDER	Astor Care
VENUE	LFR

TARGET GROUP

Managers and Supervisors

AIM

To provide decision makers with a clear understanding of the DOLS and the application process

OBJECTIVES

At the end of the session participants will -

- Understand the background and context for DOLS and it's relationship to associated legislation
- Have a comprehensive understanding of who and what the DOLS apply to
- Be familiar with the direct relationship between DOLS and the MCA
- Have explored what might constitute a DOL
- Have a clear understanding of roles and key partners in decision making
- Be familiar with Surrey's process for application for a DOL
- Have explored the documentary requirements
- Be familiar with Surrey's contacts for DOL.

SPECIALIST TRAINING COURSES

DEVELOPING THE ROLE OF ACTIVITIES COORDINATORS

DURATION	½ day (PM)
DATE	13 March 2012
TRAINING PROVIDER	Edify Training
VENUE	RC

TARGET GROUP

Activity Co-ordinators and those wishing to develop this role within their organisation

AIM

Activity Co-ordinators and other staff who are involved in designing, planning and providing activities with and for service users will find this course useful

OBJECTIVES

This training will enable participants to -

- Explore current thinking and approaches to providing meaningful activities in a care setting and the role of an Activities Co-ordinator
- Understand how they can involve service users and family carers in designing, planning and providing activities
- Develop a variety of activities to cater for individuals with a range of interests and abilities in their care setting
- Identify ways of keeping themselves up to date and informed about potential new activities.

END OF LIFE CARE FOR MANAGERS

DURATION	1 day
DATE	17 January 2012
TRAINING PROVIDER	Training for You
VENUE	LFR

TARGET GROUP

Registered Managers and those in a managerial role with responsibility for overseeing the provision of End of Life Care in a care setting

AIM

The aim of this course is to enable managers to develop their knowledge and understanding about how they can provide good quality care at the end of someone's life by promoting best practice within their team, supporting staff and by developing effective working relationships with other health and social care agencies

OBJECTIVES

Participants will -

- Know about the key messages in the End of Life Care Strategy and what constitutes good End of Life Care
- Understand what is meant by palliative care
- Know about tools for EoL care including the Liverpool Care Pathway, Advanced Care Planning and the Gold Standards Framework, know how symptoms can be managed
- Understand how to promote and maintain effective communication between staff and the relatives and friends of the cared for person
- Explore ways of involving relatives and friends in EoL care
- Understand the roles and responsibilities of key health and social care professionals and the importance of collaborative working e.g. with GP, palliative care team
- Explore ways of supporting staff who are caring for people at the end of their life.

INTRODUCTION TO AUTISM

DURATION	1 day
DATE	5 October 2011
TRAINING PROVIDER	Safety Nett Ltd
VENUE	LFR

TARGET GROUP

Staff working with and supporting people who have autism

AIM

This course provides an introduction to the autistic spectrum and associated disorders. Participants will explore how autism affects an individual's view of the world, and learn about strategies to improve communication, social interaction and associated behaviours.

OBJECTIVES

Participants will gain a significant insight into working with service users who have autistic spectrum disorders. Participants will work with examples of autistic behaviour and have the opportunity to practice the training through group exercises.

MANAGING MEDICINES SAFELY

1ST COURSE

DURATION	½ day (AM)
DATE	1 November 2011
TRAINING PROVIDER	Safety Nett Ltd
VENUE	SP

2ND COURSE

DURATION	½ day (PM)
DATE	8 March 2012
TRAINING PROVIDER	Safety Nett Ltd
VENUE	LFR

TARGET GROUP

Managers and those with responsibilities for managing medicines

AIM

This course aims to enable participants to obtain, record, handle, store, administer and dispose of medicines safely and correctly

OBJECTIVES

This training covers -

- The legislation regarding prescribing, administering and storing medicines
- Roles and responsibilities for managing medicines in a care setting
- Storing and disposing of medicines safely
- Monitored dosage systems.

MENTAL CAPACITY ACT - AWARENESS

1ST COURSE

DURATION	½ day (PM)
DATE	4 October 2011
TRAINING PROVIDER	Armstrong Henry Ltd
VENUE	LFR

2ND COURSE

DURATION	½ day (AM)
DATE	25 January 2012
TRAINING PROVIDER	Armstrong Henry
VENUE	YMCA

TARGET GROUP

Support Workers, Care Workers, Health Care Assistants, Senior Carers, Supervisors, Managers

AIM

The Mental Capacity Act 2005 is designed to protect people who can't make decisions for themselves or lack the mental capacity to do so. This could be due to a mental health condition, a severe learning difficulty, a brain injury, a stroke or unconsciousness due to an anaesthetic or sudden accident. This course provides a basic introduction to the Mental Capacity Act and guidance for staff who may be required to assist people in day to day decision making

OBJECTIVES

The training will enable participants to have a basic awareness and understanding of; The 5 principles and key elements of the Mental Capacity Act is -

- Who is affected by the MCA and in what ways
- What is meant by the term Mental Capacity
- The assessment process and best interest decision
- Reporting and recording procedures, Lasting Powers of Attorney and Advance Decisions
- Roles and responsibilities under the MCA.

SPECIALIST TRAINING COURSES

POSITIVE APPROACHES TO CHALLENGING BEHAVIOUR

1ST COURSE

DURATION	1 day
DATE	11 October 2011
TRAINING PROVIDER	Joined-up Training LLP
VENUE	WV

2ND COURSE

DURATION	1 day
DATE	31 January 2012
TRAINING PROVIDER	Joined-up Training LLP
VENUE	LFR

TARGET GROUP

Staff who support and care for individuals whose behaviour can be challenging and those who work alongside and supervise them including Team Leaders, Senior Care Officers, Registered Nurses and Managers

AIM

This course aims to enable participants to learn positive responses and techniques for working with people to reduce behaviour that challenges and promote positive behaviour and outcomes

OBJECTIVES

Participants will –

- Have insight into what kinds of behaviour they find challenging and reasons for this
- Understand the causes, functions and triggers for behaviour that is challenging
- Understand their own feelings and responses to challenging behaviour
- Have techniques and approaches they can apply to respond effectively.

WORKING WITH PEOPLE WHO HAVE EPILEPSY – AN INTRODUCTION

1ST COURSE

DURATION	½ day (AM)
DATE	4 November 2011
TRAINING PROVIDER	Safety Nett Ltd
VENUE	LFR

2ND COURSE

DURATION	½ day (AM)
DATE	28 March 2012
TRAINING PROVIDER	Chatsworth Training Services Ltd
VENUE	LFR

TARGET GROUP

Staff working in services for people with learning disabilities and others who provide care and support to people who have epilepsy

AIM

Epilepsy is a neurological condition where there is a tendency for people to have seizures that start in the brain. Epilepsy is the most common serious neurological condition in the UK. This course provides an introduction for staff who provide care and support to individuals who have epilepsy

PREVENTING FALLS IN OLDER PEOPLE

1ST COURSE

DURATION	½ day (PM)
DATE	28 March 2012
TRAINING PROVIDER	Chatsworth Training Services Ltd
VENUE	LFR

TARGET GROUP

Care workers and supervisors providing care and support to older people in care homes and the community

AIM

Accidents, and in particular falls are a major cause of death and disability in older people. This course provides an introduction to the common causes of falls and what can be done to prevent them occurring

OBJECTIVES

This course is aimed at enabling staff to –

- Know about the common causes of falls
- Understand what can be done to prevent falls.
- Know what to do in the event of an individual falling
- Understand the role of other professionals e.g. Occupational Therapists in preventing falls.

WORKING WITH PEOPLE WHO HAVE DIABETES – AN INTRODUCTION

DURATION	½ day (AM)
DATE	2 February 2012
TRAINING PROVIDER	Training for You
VENUE	LFR

TARGET GROUP

Staff who provide care and support to people who have diabetes

AIM

This course aims to raise awareness and understanding of types of diabetes, their causes, symptoms and effects, and approaches to treating and managing the condition. It does not include instruction in the administration of insulin

OBJECTIVES

The training will cover –

- Types of diabetes, signs, symptoms and diagnosis
- Long-term effects of diabetes and potential complication
- Hypoglycemia and Hyperglycemia
- The treatment and management of diabetes
- Practical ways of supporting individuals who have diabetes.

WORKING WITH SERVICE USERS WITH A LEARNING DISABILITY AND DEMENTIA – AN INTRODUCTION

DURATION	1 day
DATE	14 March 2012
TRAINING PROVIDER	Training for You
VENUE	WV

TARGET GROUP

Care Staff, Senior Care Staff and Managers who provide care and support to service users with learning disabilities who develop dementia

AIM

Advances in medical and social care have led to a significant increase in the life expectancy of people with learning disabilities. The effect of ageing on people with learning disabilities – including the increased risk of developing dementia – has become an increasingly important issue. This course provides an introduction to providing effective care and support to people who have a learning disability who develop

OBJECTIVES

This course will enable participants to –

- Understand the term dementia, causes, signs and symptoms
- Know the risks of developing dementia for people with learning disabilities and barriers to correct diagnosis
- Explore what it means to have dementia from the perspective of someone who has dementia
- Know about the factors that can make life difficult for people with learning disabilities who develop dementia
- Learn ways of communicating effectively with people who have dementia
- Understand what person-centred care for people with dementia means in practice
- Know how to build effective relationships with the individual, their family and other carers, and involve them in caring for the person.

OBJECTIVES

The training will enable participants to –

- Understand what epilepsy is, who can be affected and how
- Know about common triggers, signs symptoms and seizures
- Understand when to call for help and how they can assist an individual experiencing a seizure
- Have an awareness of treatments for epilepsy
- Understand how they can assist individuals in managing their epilepsy.

MANAGERIAL AND SUPERVISORY SKILLS TRAINING COURSES

AN INTRODUCTION TO EFFECTIVE NEGOTIATION

DURATION	½ day (AM)
DATE	21 October 2011
TRAINING PROVIDER	Alan Willmott Training & Consultancy
VENUE	LFR

TARGET GROUP

Individuals in a managerial or supervisor role who need to be able to work with others to reach an agreement or solution that is satisfactory to all

AIM

Negotiation is the process of searching for an agreement that satisfies various parties, and a real negotiation implies a "win-win" situation in which all parties are satisfied. Negotiation can be used to avoid dominance by one or more parties where different parties want or need to reach an agreement about the way to work, their responsibilities etc.

OBJECTIVES

This course will enable participants to -

- Demonstrate an increased understanding and awareness of effective negotiation and its benefits
- Identify through group and individual activities the skills knowledge and understanding necessary to be an effective negotiator whilst developing their own negotiating skills
- Develop general strategies for successful negotiation
- Produce win-win resolutions for all parties
- Identify their own negotiation style and potential strengths and weaknesses.

INTRODUCTION TO SUPERVISORY MANAGEMENT

1ST COURSE	
DURATION	1 day
DATE	29 November 2011
TRAINING PROVIDER	Alan Willmott Training & Consultancy
VENUE	LFR

TARGET GROUP

Staff who are new to a role in which are responsible for supervising the work of others and individuals in a supervisory or team leader role who would benefit from refreshing their supervisory skills

AIM

Many staff progress into a supervisory role after being a care worker, often within the same organisation. Moving into a role in which you are responsible for supervising other staff can be a daunting prospect. This course provides an introduction to what it means to be a supervisor, the knowledge and skills required to be effective and the role of formal supervision in social care

OBJECTIVES

This course will enable participants to -

- Understand the role of the supervisor and it's relationship to management
- Understand the Supervisor Competency Model and its relevance to their new role
- Become familiar with the main responsibilities of a supervisor/team leader
- Identify the skills that they need to be an effective supervisor
- Explore their own experiences of supervision, skills and areas for development
- Know how their manager can help and support them
- Understand the role and function of formal supervision within a care setting.

MANAGING PERFORMANCE

1ST COURSE

DURATION	1 day
DATE	7 December 2011
TRAINING PROVIDER	Alan Willmott Training & Consultancy
VENUE	LFR

2ND COURSE

DURATION	1 day
DATE	7 March 2012
TRAINING PROVIDER	Alan Willmott Training & Consultancy
VENUE	WHC

TARGET GROUP

Managers and supervisors who are responsible for managing the performance of individuals and/or teams

AIM

Managing the performance of individuals and team is crucial to providing effective care and support to people who use social care services. This course provides an introduction to approaches and tools for managing individual and team performance and strategies for dealing with poor performance when it occurs

OBJECTIVES

This course will enable participants to -

- Understand what is meant by managing performance and its relationship to the quality of care services provided
- Understand the factors that contribute to good and poor performance
- Explore their own experiences and perceptions of performance management
- Understand the behaviours and skills that will enable them to manage performance effectively
- Understand the role of effective supervision and appraisal in performance management
- Explore what constitutes poor performance and ways of dealing with it.

HOW TO BOOK:

- Identify the course(s) of interest to you, and discuss with your manager.
- Photocopy the form in this brochure (Page 12 and 13) and complete it with your manager.
Return the form(s) as soon as possible to:

**Adult Social Care Grant Administration, SCA Ltd
Suite H4, Leatherhead Enterprise Centre, Randalls Way,
Leatherhead, Surrey, KT22 7RY**

Tel: 01372 825154 Fax: 01372 825125

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 14 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. If you are in doubt of whether you have secured a booking please call Richard on the telephone number given below.

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

If you have any queries please contact ASCG Administration, **Richard Monnery on 01372 825154**
or email training@surreycare.org.uk

CHECK LIST: Please remember to return

Signed completed application form

Signed declaration & Other Information Form

Please return all completed forms to:

**Adult Social Care Grant Administration, SCA Ltd
Suite H4, Leatherhead Enterprise Centre, Randalls Way,
Leatherhead, Surrey, KT22 7RY**

Adult Social Care Grant 2011-12 Phase 2

Course Application Form

Office use only.

Rec'd		Query	Y / N
Conf		Comm	

To be photocopied and completed by each applicant/manager. Please complete all sections of the form. Failure to fully complete all sections will result in a delay in the process of your application form. Please use block capitals.

Surname		First Name		Title	
Job Title					
Home Address					
Town		County		Postcode	
Daytime Phone No	Delegate Email Address (in caps)				
Do you have any special requirements?					
Organisation Name					
Organisation Address					
Line Manager's Name					
Care Service or Branch Name					
Care Service or Branch Address					
Town		County		Postcode	
Phone No.			Fax		
Business Email of Training Manager or Line Manager (in caps)					
(An email address and/or fax number MUST BE PROVIDED to ensure confirmation of applicants place) PLEASE ENSURE THE EMAIL ADDRESS THAT YOU INCLUDE HERE IS CHECKED REGULARLY					

	Name of Course	Date	Office Use only	
			All	W/L
1				
2				
3				
4				

Places will initially be restricted to 2 courses per candidate and 2 places on each course per company. If a course you are interested is scheduled more than once, you may wish to apply for further dates on the same form. Please include details of courses in order of preference.

To be signed by the applicant: I agree to attend the courses applied for, and to complete any post-course evaluation and the Reflection on Learning form for discussion with my manager back at work

Name

Please print name

Signed

Date

To be signed by the applicant's line manager: I agree to enable the applicant to attend the courses applied for, to complete any post-course evaluation, and to support them to put their learning into practice. I confirm that the applicant is physically able to participate fully in any practical exercises within the course

Name

Please print name

Signed

Date

RETURN COMPLETED FORM TO: **Adult Social Care Grant Administration, SCA Ltd**
Suite H4, Leatherhead Enterprise Centre, Randalls Way, Leatherhead, Surrey, KT22 7RY FAX NO: 01372 825125

Declaration:

Name _____

Please print name

In applying for training supported by the Adult Social Care Grant

- I understand that this training contributes towards individuals in my organisation achieving the competencies required to meet the Essential Standards of Quality and Safety and/or relevant occupational qualifications e.g. NVQs
- I agree to provide any information and evidence about the training attended to satisfy audit requirements
- I am not accessing both Adult Social Care grant funding and Skills for Care TSI unit funding to support the same individual on the same NVQ unit or training activity (ie double funding)
- I am not funding the named applicants for this training with Adult Social Care grant accessed from another Local Authority
- I understand places will be allocated subject to the eligibility criteria for the Adult Social Care 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 ASCG administration is informed of the change 1 week in advance of the courses.
- Data Protection Act 1998 The information you provide will be passed to Surrey County Council (and Department of Health), and shared with SCA Ltd for the purpose of administration, statistical and research purposes. At no time will your personal information be passed to organisations for marketing or sales purposes.

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? Tick as appropriate

- NVQ Level 2 NVQ Level 3 NVQ Level 4
- NVQ Level 4 in Management Registered Managers Award

Other (please specify) _____

Is this being supported by any of the funding streams? Tick as appropriate

- 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 Adult Social Care Grant (Formerly NTSG) Course in the 2010-11 Programme ? **Yes / No**

If so, how many courses _____

Adult Social Care Grant 2011-12 Training Programme: October 2011 – March 2012

	Course	Time	Trainer	Location	Date
OCTOBER 2011	Mental Capacity Act – Awareness	PM	Armstrong Henry Ltd	Leatherhead	Tues 4 Oct
	Introduction to Autism	Full Day	Safety Nett Ltd	Leatherhead	Wed 5 Oct
	Safeguarding Adults at Risk - Awareness Level	AM	Horsley Training Solutions	Guildford	Thurs 6 Oct
	First Aid Annual Refresher	PM	Horsley Training Solutions	Guildford	Thurs 6 Oct
	Basic Food Hygiene	AM	Safety Nett Ltd	Runnymede	Mon 10 Oct
	Infection Control	PM	Safety Nett Ltd	Runnymede	Mon 10 Oct
	Positive Approaches to Challenging Behaviour	Full Day	Joined-up Training LLP	Walton on Thames	Tues 11 Oct
	Emergency First Aid at Work (EFAW)	Full Day	Edify Training	Leatherhead	Thurs 13 Oct
	Moving & Handling People	Full Day	Astor Care	Woking	Mon 17 Oct
	Caring for and Supporting People with Dementia - An Introduction	Full Day	Joined-up Training LLP	Guildford	Tues 18 Oct
	An Introduction to Effective Negotiation	AM	Alan Willmott Training & Consultancy	Leatherhead	Fri 21 Oct
	Moving & Handling People	Full Day	Assist Care Training Services	Beare Green	Wed 26 Oct

NOVEMBER 2011	Managing Medicines Safely	AM	Safety Nett Ltd	Guildford	Tues 1 Nov
	Introduction to COSHH (Control of Substances Hazardous to Health)	PM	Safety Nett Ltd	Guildford	Tues 1 Nov
	Working with People who have Epilepsy – An Introduction	AM	Safety Nett Ltd	Leatherhead	Fri 4 Nov
	Understanding Risk and Risk Assessment in a Care Environment	PM	Safety Nett Ltd	Leatherhead	Fri 4 Nov
	Emergency First Aid at Work (EFAW)	Full Day	Safety Nett Ltd	Walton on Thames	Tues 8 Nov
	An Introduction to Effective Communication	Full Day	Alan Willmott Training & Consultancy	Leatherhead	Mon 14 Nov
	Fire Safety in Care Homes	AM	Edify Training	Guildford	Thurs 24 Nov
	Nutrition and Hydration	PM	Edify Training	Guildford	Thurs 24 Nov
	Introduction to Supervisory Management	Full Day	Alan Willmott Training & Consultancy	Leatherhead	Tues 29 Nov

DECEMBER 2011	An Introduction to End of Life Care	Full Day	Training for You	Leatherhead	Thurs 1 Dec
	Managing Performance	Full Day	Alan Willmott Training & Consultancy	Leatherhead	Wed 7 Dec
	Deprivation of Liberty Safeguards (DOLS) - For Managers	Full Day	Astor Care	Leatherhead	Mon 12 Dec
	Person Centred Care Planning	PM	Dynamic Training UK Ltd	Leatherhead	Tues 13 Dec
	Caring for and Supporting People with Dementia - An Introduction	Full Day	Training for You	Walton on Thames	Wed 14 Dec

Adult Social Care Grant 2011-12 Training Programme: October 2011 – March 2012

	Course	Time	Trainer	Location	Date
JANUARY 2012	Introduction to COSHH (Control of Substances Hazardous to Health)	AM	Astor Care	Leatherhead	Wed 4 Jan
	Basic Food Hygiene	PM	Astor Care	Leatherhead	Wed 4 Jan
	Health & Safety in the Workplace	Full Day	Safety Nett Ltd	Runnymede	Thurs 5 Jan
	Caring for and Supporting People with Dementia - An Introduction	Full Day	Chatsworth Training Services Ltd	Leatherhead	Tues 10 Jan
	End of Life Care for Managers	Full Day	Training for You	Leatherhead	Tues 17 Jan
	Emergency First Aid at Work (EFAW)	Full Day	Edify Training	Guildford	Thurs 19 Jan
	Coping with Bereavement, Loss and Change	AM	Astor Care	Leatherhead	Mon 23 Jan
	Safeguarding Adults at Risk for Managers & Deputies	PM	Astor Care	Leatherhead	Mon 23 Jan
	Mental Capacity Act – Awareness	AM	Armstrong Henry Ltd	Guildford	Wed 25 Jan
	First Aid Annual Refresher	AM	Horsley Training Solutions	Leatherhead	Thurs 26 Jan
	Safeguarding Adults at Risk – Awareness Level	PM	Horsley Training Solutions	Leatherhead	Thurs 26 Jan
	Positive Approaches to Challenging Behaviour	Full Day	Joined-up Training LLP	Leatherhead	Tues 31 Jan
FEBRUARY 2012	Working with People who have Diabetes - An Introduction	AM	Training for You	Leatherhead	Thurs 2 Feb
	Health & Safety in the Workplace	Full Day	Safety Nett Ltd	Leatherhead	Tues 7 Feb
	An Introduction to Effective Communication	Full Day	Alan Willmott Training & Consultancy	Walton on Thames	Wed 8 Feb
	Safeguarding Adults at Risk - Awareness Level	AM	Horsley Training Solutions	Walton on Thames	Thurs 9 Feb
	Moving & Handling People	Full Day	Assist Care Training Services	Beare Green	Wed 15 Feb
	Record Keeping	AM	Astor Care	Walton on Thames	Tues 21 Feb
	Safeguarding Adults at Risk for Managers & Deputies	PM	Astor Care	Walton on Thames	Tues 21 Feb
	Promoting Equality, Diversity and Rights in the Workplace	Full Day	Joined-up Training LLP	Walton on Thames	Wed 22 Feb
	Person Centred Care Planning	AM	Joined-up Training LLP	Guildford	Thurs 23 Feb
	Deprivation of Liberty Safeguards (DOLS) - An Introduction	AM	Edify Training	Leatherhead	Fri 24 Feb
MARCH 2012	Emergency First Aid at Work (EFAW)	Full Day	Safety Nett Ltd	Leatherhead	Tues 6 Mar
	Managing Performance	Full Day	Alan Willmott Training & Consultancy	Reigate	Wed 7 Mar
	Nutrition and Hydration	AM	Safety Nett Ltd	Leatherhead	Thurs 8 Mar
	Managing Medicines Safely	PM	Safety Nett Ltd	Leatherhead	Thurs 8 Mar
	Understanding Risk and Risk Assessment in a Care Environment	AM	Edify Training	Runnymede	Tues 13 Mar
	Developing the Role of Activities Coordinators	PM	Edify Training	Runnymede	Tues 13 Mar
	Working with Service Users with a Learning Disability and Dementia - an Introduction	Full Day	Training for You	Walton on Thames	Wed 14 Mar
	An Introduction to End of Life Care	Full Day	Edify Training	Runnymede	Thurs 22 Mar
	Infection Control	AM	Assist Care Training Services	Leatherhead	Tues 27 Mar
	Working with People who have Epilepsy - An Introduction	AM	Chatsworth Training Services Ltd	Leatherhead	Wed 28 Mar
	Preventing Falls in Older People	PM	Chatsworth Training Services Ltd	Leatherhead	Wed 28 Mar
	Safeguarding Adults at Risk - Awareness Level	PM	Horsley Training Solutions	Reigate	Thurs 29 Mar
	Moving & Handling People	Full Day	Astor Care	Woking	Fri 30 Mar