



Adult Social Care

**Annual Training
Programme**

2022 - 2023



Introduction

Our aim is to develop a high performing and competent workforce who have the right skills, attitudes, and opportunities to be able to support our residents to lead fulfilled and independent lives. We provide you with the opportunities to develop, grow and enhance skills and knowledge as you progress your career with us.

Audience for our programme

This specialised programme has been developed and designed to support all colleagues in Buckinghamshire's Adult Social Care and Health services within Buckinghamshire Council.

Choosing the right course

This programme comprises of a range of training sessions which have been developed and mapped to the breadth of roles within Adult Social Care. To help you navigate through we have included a training matrix aligned to operational roles. This will help you decide which training should be undertaken based on your role.

Other learning and development

Please visit the [learning and development section](#) on the Adults and Health Knowledge Hub, and the Corporate [Learning Hub](#) where you can find further training, careers information and resources.

Training needs

This programme will evolve throughout the year and expand as service needs and priorities change. If you require training that is not currently included, please do not hesitate to contact us.

How to contact us

Email: asctraining@buckinghamshire.gov.uk



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Managing your booking

Booking a course place

Your learning and development needs are important to us. To ensure we develop the best learning environment for you, it is important to discuss your learning and development needs with your line manager during your supervision or 1-1s. If you would like to book onto a course, please ensure you have had a discussion with your supervisor or line manager in the first instance.

You will need a course link to make a booking. We use an external booking system called Eventbrite. Look for the link 'click here to book' to open Eventbrite and book a place. If you wish to book onto a course, please click [here](#).



Cancellation of a course place

If you have booked onto a course and can no longer attend, please cancel your place so we can reallocate this as soon as possible. To do this, log into your Eventbrite account, view your tickets, select the course you wish to cancel, click cancel order. Please note, if you do not cancel your place, there may be a charge to your team.

Joining a course on the day

If your course is virtual, you will be sent a Microsoft Teams invite to the email address you booked your ticket under within 48 hours of the start date. Within the invite there will be a link to join the training. Please accept the invite.

If you haven't received your link within this time, please contact the team who can check your booking. If you contact us on the day, there is no guarantee your query will be actioned in time so please do this as early as possible.

Expectations of learners during training

- Join the meeting 10-15 minutes before the start time to ensure the link works and your connection is stable
- If you exit the training unintentionally, you can re-join using the original meeting details and wait to be re-admitted by the trainer
- We suggest taking part from a private setting where interruptions are minimised
- If possible, please keep your camera on and your microphone muted to help the trainer facilitate the session smoothly

Using this brochure

The brochure is broken down into three sections:

1. **training for new starters**.....[Page 2](#)
2. **refresher training**.....[Page 25](#)
3. **additional training for existing staff**.....[Page 30](#)

Throughout the year, core and refresher training will be advertised. If you would like to attend a course in the existing staff section but cannot see any dates advertised, please contact us via asctraining@buckinghamshire.gov.uk to express your interest. When we have enough interest in that course, we will then arrange training dates.

Additionally, under each course description, there is a brief matrix highlighting the job roles that the course is suitable for. If you are a new staff member, or supporting a new staff member, please focus on the courses marked with this symbol: ⚙ which denotes it is core training and is expected as part of your professional role.

For any refresher training, please ensure you are up to date with all the refresher courses applicable to your job role.

Please note, this brochure is not prescriptive and is there to act as a guide.

If you are unsure whether a course is suitable for you, please discuss this with your line manager or supervisor in the first instance. Alternatively, you can contact the Workforce Development and Training team - asctraining@buckinghamshire.gov.uk.

Training for New Starters

Adult Social Care and Health Induction

All new starters within Adult Social Care & Health

This workshop will provide you with an overview of the Directorate and give you the opportunity to meet Gill Quinton, Corporate Director for Adults & Health, as well as members of the senior management team, and ask questions relating to the service.

Home Independence	Social Work Assistant	👤
	Social Care Assistant	👤
	Operations Deputy Team Leader	👤
	Operations Team Leader	👤
	Operations Deputy Co-ordinator	👤
	Operations Co-ordinator	👤
	Registered Manager	👤
Short Breaks	Social Care Assistant	👤
	Operations Deputy Team Leader	👤
	Operations Team Leader	👤
	Operations Deputy Co-ordinator	👤
	Operations Co-ordinator	👤
	Registered Manager	👤
Social Work Teams	Social Work Assistant	👤
	Social Work Degree Trainee	👤
	Newly Qualified Social Worker	👤
	Social Worker	👤
	Advanced Practitioner	👤
Occupational Therapy	Assistant Team Manager	👤
	Occupational Therapy Assistant	👤
	Occupational Therapy Degree Trainee	👤
	Newly Qualified Occupational Therapist	👤
	Occupational Therapist	👤
Leadership	Advanced Practitioner	👤
	Assistant Team Manager	👤
	Team Manager	👤
	Head of Service	👤
	Service Director	👤

Anti-Discriminatory and Anti-Oppressive Practice for HIT & SB

Staff working in Home Independence (HIT) & Short Breaks teams (SB)

- Explain how the Equality Act 2010 applies to your own role
- Give examples of anti-discriminatory practice within the context of your work
- Give examples of anti-oppressive practice within the context of your work
- Identify ways to challenge anti-discriminatory and anti-oppressive practice
- Identify the long term and short-term effects of discrimination
- Describe ways of being able to reflect on own practice

Home Independence	Social Work Assistant	👤
	Social Care Assistant	👤
	Operations Deputy Team Leader	👤
	Operations Team Leader	👤
	Operations Deputy Co-ordinator	👤
	Operations Co-ordinator	👤
	Registered Manager	👤
Short Breaks	Social Care Assistant	👤
	Operations Deputy Team Leader	👤
	Operations Team Leader	👤
	Operations Deputy Co-ordinator	👤
	Operations Co-ordinator	👤
	Registered Manager	👤
Leadership	Team Manager	👤
	Head of Service	👤
	Service Director	👤

Anti-Discriminatory and Anti-Oppressive Practice for SW & OT

Staff working in Social Work (SW) & Occupational Therapy (OT) teams

- Describe the key pieces of legislation that underpin Equality and Diversity
- Give examples of anti-oppressive practice and anti-discriminatory practice in your own work
- Describe cultural competence and intersectionality
- Explain the links between personal experience, beliefs and attitudes and the wider social group
- Identify models for reflective practice to support anti-discriminatory practice

Social Work Teams	Social Work Assistant	👤
	Social Work Degree Trainee	👤
	Newly Qualified Social Worker	👤
	Social Worker	👤
	Advanced Practitioner	👤
Occupational Therapy	Assistant Team Manager	👤
	Occupational Therapy Assistant	👤
	Occupational Therapy Degree Trainee	👤
	Newly Qualified Occupational Therapist	👤
	Occupational Therapist	👤
Leadership	Advanced Practitioner	👤
	Assistant Team Manager	👤
	Team Manager	👤
	Head of Service	👤
	Service Director	👤

Autism: Awareness Level 1

Staff working in Home Independence & Short Breaks teams, Social Work and Occupational Therapy teams

This workshop introduces the autism spectrum, the complex and challenging long-term condition, how it affects individuals and families, what to take into consideration and how to work effectively and support individuals with autism.

- Better understand the condition
- Be able to understand communication and social interaction needs of a person on the spectrum
- Be able to understand some of the possible sensory areas of difficulty for a person on the spectrum
- Understand that everyone will be different and have different needs

Home Independence	Social Work Assistant	👤
	Social Care Assistant	👤
	Operations Deputy Team Leader	👤
	Operations Team Leader	👤
	Operations Deputy Co-ordinator	👤
	Operations Co-ordinator	👤
	Registered Manager	👤
Short Breaks	Social Care Assistant	👤
	Operations Deputy Team Leader	👤
	Operations Team Leader	👤
	Operations Deputy Co-ordinator	👤
	Operations Co-ordinator	👤
Social Work Teams	Registered Manager	👤
	Social Work Assistant	👤
	Social Work Degree Trainee	👤
	Newly Qualified Social Worker	👤
	Social Worker	👤
Occupational Therapy	Advanced Practitioner	👤
	Assistant Team Manager	👤
	Occupational Therapy Assistant	👤
	Occupational Therapy Degree Trainee	👤
	Newly Qualified Occupational Therapist	👤
	Occupational Therapist	👤
	Advanced Practitioner	
	Assistant Team Manager	

Basic Life Support

Staff working in Home Independence, Short Breaks & Occupational Therapy Teams

This 3-hour course covers basic lifesaving first aid, workplace health and safety regulations.

- Understand the role of the first aider
- Know how to manage an emergency
- Understand communication and casualty care
- Know how to manage bleeding (minor and severe)
- Know how to deal with burns
- Know how to deal with choking
- Know what to do in the event of an unresponsive casualty
- Know how to use the defibrillator (pad placement / prompts)
- Know how to conduct adult CPR
- Know how to manage adult seizures and shock

Home Independence	Social Work Assistant	Ⓢ
	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	
	Registered Manager	
Occupational Therapy	Occupational Therapy Assistant	Ⓢ
	Occupational Therapy Degree Trainee	Ⓢ
	Newly Qualified Occupational Therapist	Ⓢ
	Occupational Therapist	Ⓢ
	Advanced Practitioner	Ⓢ
	Assistant Team Manager	Ⓢ

Catheter Care

Staff working in Home Independence & Short Breaks teams

Learners will look at the protocols and good practice in relation to catheterisation and explore and discuss the points of regular monitoring and care of the catheter.

- Legislation, national guidelines and local policies and practices
- The anatomy and physiology of the genito-urinary systems
- Ethical issues surrounding catheterisation
- What is a urinary catheter and why would it be used?
- Types of catheters that can be used
- Gaining valid consent
- Monitoring catheterisation equipment
- Emptying draining bags and stoma bags
- Measuring and recording urine output
- Catheter associated Urinary Tract Infection
- Signs from urine and urinalysis
- Apply standard precautions for infection control and cleanliness
- Taking action when problems arise
- Maintaining privacy and dignity
- Monitor and care for the urethral catheter after insertion
- Demonstrate how to care for and support the individual during and after the procedure

Home Independence	Social Work Assistant	Ⓢ
	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
	Registered Manager	Ⓢ
Short Breaks	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
	Registered Manager	Ⓢ
Social Work Teams	Social Work Assistant	Ⓢ
	Social Work Degree Trainee	Ⓢ
	Newly Qualified Social Worker	Ⓢ
	Social Worker	Ⓢ
	Advanced Practitioner	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	Ⓢ
	Occupational Therapy Degree Trainee	Ⓢ
	Newly Qualified Occupational Therapist	Ⓢ
	Occupational Therapist	Ⓢ
	Advanced Practitioner	
	Assistant Team Manager	

Dementia Awareness

Staff working in Home Independence & Short Breaks teams, Social Work & Occupational Therapy teams

This introductory skills-based course will equip you with the knowledge and skills to confidently support people living with dementia.

Made up of four core modules, this dementia awareness training course will equip you with the tools to build positive relationships with people affected by dementia using increased knowledge, empathy and practical skills.

You will learn about the signs and symptoms of dementia and how the condition affects behaviour, the senses and communication.

This course also contains information on sight loss and dementia, which was developed in partnership with the Royal National Institute of Blind People.

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
Short Breaks	Registered Manager	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
Social Work Teams	Operations Co-ordinator	
	Registered Manager	
	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
Occupational Therapy	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

Domestic Abuse Level 1

Staff working in Home Independence & Short Breaks teams, Social Work and Occupational Therapy teams

The aim of this course is to provide staff working with adults with an awareness of domestic abuse and violence.

- Demonstrate an understanding of domestic abuse and violence
- Demonstrate an understanding of the possible indicators of domestic abuse and violence
- Have considered the effects and impact of domestic abuse and violence
- Be able to follow the relevant and appropriate policies
- Be able to recognise domestic violence and abuse and be aware of the dynamics, impact and the effects on individuals, agency and society
- Know about the referral pathways for professional support

Home Independence	Social Work Assistant	🟢
	Social Care Assistant	🟢
	Operations Deputy Team Leader	🟢
	Operations Team Leader	🟢
	Operations Deputy Co-ordinator	🟢
	Operations Co-ordinator	🟢
Short Breaks	Registered Manager	🟢
	Social Care Assistant	🟡
	Operations Deputy Team Leader	🟡
	Operations Team Leader	🟡
	Operations Deputy Co-ordinator	🟡
Social Work Teams	Operations Co-ordinator	🟡
	Registered Manager	🟡
	Social Work Assistant	🟡
	Social Work Degree Trainee	🟡
	Newly Qualified Social Worker	🟡
Occupational Therapy	Social Worker	🟡
	Advanced Practitioner	🟡
	Assistant Team Manager	🟡
	Occupational Therapy Assistant	🟠
	Occupational Therapy Degree Trainee	🟠
	Newly Qualified Occupational Therapist	🟠
	Occupational Therapist	🟠
	Advanced Practitioner	🟠
	Assistant Team Manager	🟠

Domestic Abuse Level 2

Staff working in Social Work & Occupational Therapy teams

This course aims to help professionals understand the impact of domestic abuse and sexual violence.

This is an advanced course aimed at individuals who work with people at risk of domestic abuse and sexual violence.

- Know how to define and identify indicators of domestic violence and sexual abuse
- Know about the impact of domestic abuse on those that experience it and the effect on behaviours and choices
- Have explored the impact on parents, children and males as victims
- Have reflected on your own values and beliefs in relation to professional responses to domestic abuse
- Have explored the links between grooming and domestic abuse and sexual violence
- Know about safety planning and other safeguarding tools
- Know the importance of assessment when working with victims and perpetrators

Home Independence	Social Work Assistant	Ⓢ
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Social Work Teams	Social Work Assistant	Ⓢ
	Social Work Degree Trainee	Ⓢ
	Newly Qualified Social Worker	Ⓢ
	Social Worker	Ⓢ
	Advanced Practitioner	Ⓢ
	Assistant Team Manager	Ⓢ
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

Dysphagia

Staff working in Home Independence & Short Breaks & Occupational Therapy teams

This course has been developed for learners who support people with or at risk of dysphagia. The course will provide all learners with an understanding of dysphagia as a condition and how to support an individual to eat and drink using the International Dysphagia Diet Standardisation Initiative (IDDSI) framework.

- Know what causes swallowing difficulty
- Know about the types of dysphagia
- Know how to identify dysphagia
- Know how swallowing difficulty is diagnosed
- Understand the complications

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

Emergency First Aid at Work (1 day)

Designated first aiders working in Short Breaks & Occupational Therapy teams

This course meets the requirements of the Health and Safety Executive for first aiders working in medium and high-risk environments.

- The ability to act safely and effectively when an accident or emergency occurs
- The treatment and priorities of care for an unconscious patient
- The recognition of cardiac arrest and delivery of cardio-pulmonary resuscitation (CPR)
- The ability to safely and promptly treat a patient who is bleeding
- The ability to recognise and treat a patient in shock
- The keeping of simple records following an accident at work
- Know how to provide care for patients who have:
 - Suffered a burn or scald
 - Injured bones, muscles, or joints
 - Been poisoned by ingestion or inhalation of a substance or gas
 - Suffered an injury to the eye
 - Signs and symptoms of a major illness, e.g. heart attack

Short Breaks	Social Care Assistant	☺
	Operations Deputy Team Leader	☺
	Operations Team Leader	
	Operations Deputy Co-ordinator	☺
	Operations Co-ordinator	
	Registered Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
Assistant Team Manager		

Epilepsy and Buccal Midazolam

Staff working in Short Breaks teams

This course has been designed to provide staff with the confidence and skills to fully support a person with epilepsy.

This course provides detailed information on buccal midazolam, when and how it should be administered and recorded, its side effects, storage and up to date guidance on how to manage epilepsy in your care setting.

- Know what epilepsy is
- Know what a seizure is
- Understand the types of epilepsy and seizures
- Know the signs and symptoms of partial seizures
- Know what triggers seizures
- Know the treatments available
- Know about medications and the potential risks
- Know how to administer medications
- Know about buccal midazolam, after treatment, side effects and how to store and dispose safely

Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

Fire Warden

Staff working in Short Breaks teams

This course has been designed to provide staff working in a care home setting with an understanding of how to reduce the risk of fire in the workplace and how to respond in the event of a fire. The training will also ensure that the use of fire extinguishers for 'first aid' firefighting will be both safe and effective.

- Be aware of the dangers of fires
- Understand the nature of fire and how it spreads
- Be aware of simple fire prevention measures
- Understand what to do in the event of a fire alarm
- Be able to distinguish between different types of fire extinguishers
- Be able to tackle small fires safely and effectively
- Fire Safety Legislation
- Basic fire prevention
- Building fire protection
- Evacuation procedures
- Chemistry of combustion
- Practical 'first aid' firefighting on live fire

Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

First Aid at Work (3 day)

Staff working in Home Independence and Short Breaks teams

This course meets the requirements of the Health and Safety Executive in low-risk environments.

- Have the ability to act safely and effectively when an accident or emergency occurs
- Know the treatment and priorities of care for an unconscious patient
- Know how to recognise and treat a person in seizure
- Know how to recognise cardiac arrest and deliver Cardio-Pulmonary Resuscitation (CPR)
- Be able to recognise and safely treat a patient who is choking
- Be able to safely and promptly treat a patient who is bleeding
- Be able to manage the keeping of simple records following an accident at work

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	Ⓢ
Short Breaks	Registered Manager	Ⓢ
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	
Leadership	Operations Co-ordinator	Ⓢ
	Registered Manager	Ⓢ
	Team Manager	Ⓢ
	Head of Service	
	Service Director	

Food Hygiene Certificate L2

Staff working in Home Independence and Short Breaks teams

It is a requirement for all staff who handle and prepare food and looks at CQC recommendations for food safety.

- Review of the food standards agency legislation
- Contamination and hazards – Hazard Analysis and Critical Control Point HACCP system
- Pathogens
- Types of health hazards
- Bacteria
- Safe storage and temperatures
- What can go wrong
- Hygiene hazards
- Infection control and PPE
- Cleaning and micro-organisms
- Environmental health and the role of HSE

This course is the national level 2 award in food hygiene and has been mapped to the Health and Social Care Act 2008 (Regulated Activities), Regulations 2014 (Part 3), the Care Quality Commission (Registration) Regulations 2009 (Part 4), and the CQC Guidance for providers on meeting the regulations. It also complies with Regulation 12 Safe Care and Treatment and Regulation 18 Staffing of the CQC fundamental standards.

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

Infection Control /Donning PPE

Staff working in Home Independence & Short Breaks teams

- What is an Infection?
- The Importance of Infection Control
- The Chain of Infection
- Infectious Agent
- Reservoir
- Portal of Exit
- Mode of Transmission
- Portal of Entry
- Susceptible Host
- Roles and Responsibilities
- Standard Infection Control Precautions (SICP)
- Hand Hygiene
- Respiratory and Personal Hygiene
- Personal Protective Equipment (PPE)
- Safe management of laundry
- Safe use and disposal of sharps
- Management of the Environment
- Management of Care Equipment
- Waste Management

Home Independence	Social Work Assistant	Ⓢ
	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
Short Breaks	Registered Manager	Ⓢ
	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
Occupational Therapy	Registered Manager	Ⓢ
	Occupational Therapy Assistant	Ⓢ
	Occupational Therapy Degree Trainee	Ⓢ
	Newly Qualified Occupational Therapist	Ⓢ
	Occupational Therapist	Ⓢ
	Advanced Practitioner	Ⓢ
Assistant Team Manager	Ⓢ	

Making Every Contact Count

All staff working in Adult Social Care & Health

MECC stands for Make Every Contact Count which is an approach to behaviour change that uses the millions of day-to-day interactions that organisations and people have with other people to support them in making positive changes to their physical and mental health and wellbeing.

A MECC interaction takes a matter of minutes and is not intended to add to the busy workloads of health, care and the wider workforce staff, rather it is structured to fit into and complement existing professional clinical, care and social engagement approaches.

- Define what is Making Every Contact Count
- Key principles
- How conversations about health can fit into your everyday life
- Give you the skills and confidence to have healthy conversations

Home Independence	Social Work Assistant	⊗
	Social Care Assistant	⊗
	Operations Deputy Team Leader	⊗
	Operations Team Leader	⊗
	Operations Deputy Co-ordinator	⊗
	Operations Co-ordinator	⊗
	Registered Manager	⊗
Short Breaks	Social Care Assistant	⊗
	Operations Deputy Team Leader	⊗
	Operations Team Leader	⊗
	Operations Deputy Co-ordinator	⊗
	Operations Co-ordinator	⊗
	Registered Manager	⊗
Social Work Teams	Social Work Assistant	⊗
	Social Work Degree Trainee	⊗
	Newly Qualified Social Worker	⊗
	Social Worker	⊗
	Advanced Practitioner	⊗
	Assistant Team Manager	⊗
Occupational Therapy	Occupational Therapy Assistant	⊗
	Occupational Therapy Degree Trainee	⊗
	Newly Qualified Occupational Therapist	⊗
	Occupational Therapist	⊗
	Advanced Practitioner	⊗
	Assistant Team Manager	⊗
Leadership	Team Manager	⊗
	Head of Service	⊗
	Service Director	⊗

Manual Handling Induction

Staff working in Home Independence & Short Breaks teams

This course introduces the problems associated with caring for people needing assistance with moving or who use a wheelchair and offers the opportunity to practice up to date techniques and explore strategies for the safer handling of clients/patients in the 24-hour care setting or their own home.

- Reviewed spinal anatomy and biomechanics to enable staff to understand the importance of back care in the workplace and all aspects of daily life
- Discussed appropriate legislation and their relevance to the assessment of people needing assistance when moving or being moved
- Explored the importance of balanced decision making with regards to equality for people with care needs and/or disability
- Participated and discussed a range of current techniques and strategies for working with clients/patients requiring assistance with mobility
- Practiced using a range of large and small handling equipment designed to aid client/patient transfers in line with current accepted good practice
- Considered strategies to assist the falling/fallen client/patient

This course is also available as a refresher session.

Home Independence	Social Work Assistant	
	Social Care Assistant	⊗
	Operations Deputy Team Leader	⊗
	Operations Team Leader	⊗
	Operations Deputy Co-ordinator	⊗
	Operations Co-ordinator	⊗
	Registered Manager	⊗
Short Breaks	Social Care Assistant	⊗
	Operations Deputy Team Leader	⊗
	Operations Team Leader	⊗
	Operations Deputy Co-ordinator	⊗
	Operations Co-ordinator	⊗
	Registered Manager	⊗
Occupational Therapy	Occupational Therapy Assistant	⊗
	Occupational Therapy Degree Trainee	⊗
	Newly Qualified Occupational Therapist	⊗
	Occupational Therapist	⊗
	Advanced Practitioner	⊗
	Assistant Team Manager	⊗

Medication: Safe Handling of Medicines for Care Homes

Skills for Care recommend that staff renew their medication management and administration training annually.

Safe Handling of Medicines Foundation course ensures your staff are fully trained and up to date with best practice guidance to help reduce medicines errors in your care home.

- Administration
- Storage
- Recording
- Disposal
- Homely remedies and over the counter medication
- The importance of dose timings
- How to use eye drops, patches, inhalers, creams etc
- Understanding dosage instructions
- Basic hygiene when administering medicines
- Principles of a medicines policy
- Specialist tasks
- How to reduce medicines errors
- Reporting refusals, side effects and errors
- Expiry dates

Short Breaks	Social Care Assistant	⊕
	Operations Deputy Team Leader	⊕
	Operations Team Leader	⊕
	Operations Deputy Co-ordinator	⊕
	Operations Co-ordinator	⊕
	Registered Manager	⊕

Medication: Safe Handling of Medicines for DOM Care

NICE Guidance requires that 'home care workers have the knowledge and skills needed to perform their duties safely'.

Safe Handling of Medicines Foundation course ensures all staff are fully trained and up to date with best practice guidance to handle medicines safely and reduce medicines errors and incidents.

- Levels of support with medicines
- Family-filled dosette boxes
- Non-prescribed/over-the-counter medication
- Storage
- Administration (including basic hygiene)
- Recording administration of medicines
- Recording verbal prompts
- Disposal
- Recognising and reporting side effects
- Side effects of commonly prescribed drugs
- Importance of dose timings
- How to use eye drops, patches, inhalers, creams etc
- Legal issues
- Compliance aids
- Understanding dosage instructions
- Principles of a medication policy
- How to reduce medication errors
- Expiry dates

Home Independence	Social Work Assistant	
	Social Care Assistant	⊕
	Operations Deputy Team Leader	⊕
	Operations Team Leader	⊕
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
Registered Manager		

Mental Capacity Act Level 1

Staff working in Home Independence, Short Breaks, Social Work and Occupational Therapy teams

This practical course is aimed at all staff who work with individuals who may lack capacity to make decisions for themselves. The overall aim is to ensure staff are aware of the Mental Capacity Act 2005 and how it impacts on their day-to-day work.

- Understand what capacity means
- Know the principles of assessing capacity
- Know who the 'decision maker' is
- Know how to determine an individual's best interest
- Have an awareness of the Deprivation of Liberties Safeguards (DoLS)
- Know about new measures introduced by the Act

Home Independence	Social Work Assistant	Ⓜ
	Social Care Assistant	Ⓜ
	Operations Deputy Team Leader	Ⓜ
	Operations Team Leader	Ⓜ
	Operations Deputy Co-ordinator	Ⓜ
	Operations Co-ordinator	Ⓜ
	Registered Manager	Ⓜ
Short Breaks	Social Care Assistant	Ⓜ
	Operations Deputy Team Leader	Ⓜ
	Operations Team Leader	Ⓜ
	Operations Deputy Co-ordinator	Ⓜ
	Operations Co-ordinator	Ⓜ
	Registered Manager	Ⓜ
Social Work Teams	Social Work Assistant	Ⓜ
	Social Work Degree Trainee	Ⓜ
	Newly Qualified Social Worker	Ⓜ
	Social Worker	Ⓜ
	Advanced Practitioner	Ⓜ
	Assistant Team Manager	Ⓜ
Occupational Therapy	Occupational Therapy Assistant	Ⓜ
	Occupational Therapy Degree Trainee	Ⓜ
	Newly Qualified Occupational Therapist	Ⓜ
	Occupational Therapist	Ⓜ
	Assistant Team Manager	Ⓜ
Leadership	Team Manager	
	Head of Service	
	Service Director	

Mental Capacity Act Level 2

Staff and managers working in Social Work and Occupational Therapy teams

You must complete Level 1 before attending Level 2.

This in-depth and practical course is aimed at social work and occupational therapy staff who have an active role in adhering to the Act, complete Mental Capacity Assessments and may identify when deprivation of liberty might be occurring.

- Understand and apply the 5 key principles of the MCA
- Be able to support and enable people to make their own decisions
- Identify when to complete a Capacity Assessment
- Know how to complete a Capacity Assessment in accordance with the MCA
- Understand who the 'decision maker' is and what their role is when someone lacks capacity
- Understand the procedures to protect people who lack capacity from abuse or neglect
- Understand when DoLS might need to be used
- Understand when a Judicial DoLS is required, the process required and more

Home Independence	Social Work Assistant	Ⓜ
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Social Work Teams	Social Work Assistant	Ⓜ
	Social Work Degree Trainee	Ⓜ
	Newly Qualified Social Worker	Ⓜ
	Social Worker	Ⓜ
	Advanced Practitioner	Ⓜ
	Assistant Team Manager	Ⓜ
Occupational Therapy	Occupational Therapy Assistant	Ⓜ
	Occupational Therapy Degree Trainee	Ⓜ
	Newly Qualified Occupational Therapist	Ⓜ
	Occupational Therapist	Ⓜ
	Assistant Team Manager	Ⓜ
Leadership	Team Manager	
	Head of Service	
	Service Director	

MCA Liberty of Protection Safeguards (LPS)

Staff working in Social Work and Occupational Therapy teams

This training focuses on what you need to know to prepare for these changes.

- What the new LPS are
- How the new MCA Code of Practice defines and describes “deprivation of liberty”
- How the new LPS will operate in practice
- The different settings that will be covered by the LPS, including a person’s own home
- The assessments needed to authorise a deprivation of liberty
- How the LPS apply to young people who are 16 and 17 years of age
- The role of advance consent
- The role of the new Approved Mental Capacity Professional and when they will be involved
- Who will need to be consulted on the proposed arrangements for a person’s care or treatment
- What the new MCA Code of Practice says about capacity assessments, best interests' decision-making and advance decision-making
- How you can prepare for the new MCA Code of Practice and the LPS

Home Independence	Social Work Assistant	🟢
	Social Care Assistant	🟢
	Operations Deputy Team Leader	🟢
	Operations Team Leader	🟢
	Operations Deputy Co-ordinator	🟢
	Operations Co-ordinator	🟢
	Registered Manager	🟢
Short Breaks	Social Care Assistant	🟡
	Operations Deputy Team Leader	🟡
	Operations Team Leader	🟡
	Operations Deputy Co-ordinator	🟡
	Operations Co-ordinator	🟡
	Registered Manager	🟡
Social Work Teams	Social Work Assistant	🟢
	Social Work Degree Trainee	🟢
	Newly Qualified Social Worker	🟢
	Social Worker	🟢
	Advanced Practitioner	🟢
	Assistant Team Manager	🟢
Occupational Therapy	Occupational Therapy Assistant	🟡
	Occupational Therapy Degree Trainee	🟡
	Newly Qualified Occupational Therapist	🟡
	Occupational Therapist	🟡
	Advanced Practitioner	🟡
	Assistant Team Manager	🟡
Leadership	Team Manager	🟡
	Head of Service	🟡
	Service Director	🟡

Need to Know

Managers working in Home Independence, Short Breaks, Social Work and Occupational Therapy teams.

This seminar will explore the new need to know form and how this can be used to provide a comprehensive account of events.

- When do I need to complete a need to know form?
- Why do I need to complete a need to know form?
- Who should complete this form?
- Who will the form go to?
- What if I don't have all the information?
- What does the form look like?
- What is the purpose of the background of events section?
- Communication with the Media

ADD VIDEO LINK

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	🟢
	Operations Team Leader	🟢
	Operations Deputy Co-ordinator	🟢
	Operations Co-ordinator	🟢
	Registered Manager	🟢
Short Breaks	Social Care Assistant	🟡
	Operations Deputy Team Leader	🟡
	Operations Team Leader	🟡
	Operations Deputy Co-ordinator	🟡
	Operations Co-ordinator	🟡
	Registered Manager	🟡
Social Work Teams	Social Work Assistant	🟢
	Social Work Degree Trainee	🟢
	Newly Qualified Social Worker	🟢
	Social Worker	🟢
	Advanced Practitioner	🟢
	Assistant Team Manager	🟢
Occupational Therapy	Occupational Therapy Assistant	🟡
	Occupational Therapy Degree Trainee	🟡
	Newly Qualified Occupational Therapist	🟡
	Occupational Therapist	🟡
	Advanced Practitioner	🟡
	Assistant Team Manager	🟡
Leadership	Team Manager	🟡
	Head of Service	🟡
	Service Director	🟡

Positive Behaviour Support/What's the Message

Staff working in Short Breaks teams

- Understand why people challenge –what’s the message?
- Understand behaviour escalation and the different strategies that can be used at each phase
- Recognise the importance of person-centred communication and what we need to consider in everyday situations
- Apply a range of de-escalation interventions to de-escalate a situation and empower the person to regain self-control
- Complete an ABC (Antecedent, Behaviour, Consequence) chart and other good practice planning tools through the use of case studies - how does this information contribute to a positive behaviour support plan?
- Implement the Rapid Support sheet to ensure staff understand the priorities for prevention and active support
- Demonstrate competency with relevant physical intervention techniques – stance, protective stance, touch support and release techniques
- Understand the Law and relevant national/local policy in relation to physical intervention and health and safety considerations
- Physical guides or release techniques will be risk assessed for this session

Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

Professional Boundaries

Staff working in Home Independence & Short Breaks teams

This workshop will help new or existing staff understand the importance of professional boundaries and the legal, ethical and organisational requirements around safe working practices.

- Identify the key principles and requirements of professional boundaries in relationship-centred practices that are by nature time-bound
- Recognise the importance of professional boundaries in communication, self-disclosure and confidentiality, particularly when personal versus professional dilemmas present
- Understand the importance of recognising your personal capabilities and limitations in your role and when to seek support
- Consider your role and responsibility in looking after yourself and managing your behaviours and emotions
- Appreciate the significance of crossing boundaries and explore how to mitigate the likelihood of such contraventions
- Recognise when practices are unacceptable

Home Independence	Social Work Assistant	Ⓢ
	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

Professional Curiosity

Staff working in Social Work & Occupational Therapy teams

This workshop will help delegates explore how they can strengthen professional curiosity within professional practice.

- Define the terms professional curiosity, respectful uncertainty, and disguised compliance
- Identify strategies and general principles of professional curiosity
- Consider the importance of effective communication and information sharing in professional curiosity
- Recognise to role of professional challenge and differing perspectives in strengthening professional curiosity
- Appreciate the importance of supervision in developing ethical understanding and curiosity

Social Work Teams	Social Work Assistant	🕒
	Social Work Degree Trainee	🕒
	Newly Qualified Social Worker	🕒
	Social Worker	🕒
	Advanced Practitioner	🕒
	Assistant Team Manager	🕒
Occupational Therapy	Occupational Therapy Assistant	🕒
	Occupational Therapy Degree Trainee	🕒
	Newly Qualified Occupational Therapist	🕒
	Occupational Therapist	🕒
	Advanced Practitioner	🕒
	Assistant Team Manager	🕒

Quality Assurance Practice

Managers working in Social Work & Occupational Therapy teams

This workshop aims to help delegates explore the principles, strategies, methods and importance of quality assurance practice in preventing mistakes and in providing confidence that quality requirements will be consistently fulfilled.

- Identify the key principles of quality assurance practice and the relevance of inclusive and professional partnership approaches
- Understand the role of local practice and clinical governance in quality assurance practice and the setting of performance measures/indicators
- Recognise the expectations set out in national and local quality standards and drivers for service provision, including Buckinghamshire Quality Assurance Framework
- Appreciate how operational procedures underpin a cyclical quality assurance process
- Explore how to quality assure practice through supervision in order to facilitate the continuous improvement of person-centred and outcome-based practices
- Consider your contributions to service delivery self-assessment, monitoring, process mapping and assisting continuous improvement

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	

Quality Complaints Management (Introduction)

New starters and those with limited experience in managing complaints

- Recognising concerns and complaints with a focus on local resolution
- Improve complaint management
- Look at complaints from the service user/representative’s view
- The role of the Statutory Complaints Officer, Adult Social Care and joint working with other teams
- Have a clear understanding of the complaints process
- What good written complaint responses look like

Home Independence	Social Work Assistant	⊗
	Social Care Assistant	⊗
	Operations Deputy Team Leader	⊗
	Operations Team Leader	⊗
	Operations Deputy Co-ordinator	⊗
	Registered Manager	⊗
Short Breaks	Social Care Assistant	⊗
	Operations Deputy Team Leader	⊗
	Operations Team Leader	⊗
	Operations Deputy Co-ordinator	⊗
	Registered Manager	⊗
Social Work Teams	Social Work Assistant	⊗
	Social Work Degree Trainee	⊗
	Newly Qualified Social Worker	⊗
	Social Worker	⊗
	Advanced Practitioner	⊗
	Assistant Team Manager	⊗
Occupational Therapy	Occupational Therapy Assistant	⊗
	Occupational Therapy Degree Trainee	⊗
	Newly Qualified Occupational Therapist	⊗
	Occupational Therapist	⊗
	Advanced Practitioner	⊗
	Assistant Team Manager	⊗
Leadership	Team Manager	⊗
	Head of Service	⊗
	Service Director	⊗

Quality Complaints Management (Intermediate/Advanced)

Assistant Team Managers, Team Managers, Commissioning Managers, anyone responding to formal complaints.

- Recognising concerns and complaints with a focus on local resolution and responding to complaints
- Improve complaint management
- Using a case study to deepen understanding
- A reminder of the role of the Statutory Complaints Officer, Adult Social Care and joint working with other teams
- A reminder of the complaints process
- What good written complaint responses look like

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	⊗
	Advanced Practitioner	⊗
	Assistant Team Manager	⊗
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	⊗
	Advanced Practitioner	⊗
	Assistant Team Manager	⊗
Leadership	Team Manager	⊗
	Head of Service	⊗
	Service Director	⊗

Recording Standards for HIT & SB

Staff working in Home Independence & Short Breaks teams

This workshop looks at key principles in record keeping that lead to safe practices and meet regulatory requirements.

- Understand the importance and scope of good quality record keeping
- Recognise key principles, methods and systems that contribute to complete, accurate, legible and up to date record keeping
- Refresh your understanding of a Record's Life Cycle
- Explore issues of confidentiality and information sharing
- Know your accountability and responsibility in record keeping
- Appreciate the implications of getting record keeping wrong

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
Registered Manager		

Recording Standards for SW & OT

Staff working in Social Work & Occupational Therapy teams

This workshop looks at professional practice, skills and techniques in completing records that are clear, informed, factual and co-produced. This programme is suitable for social workers and their managers who complete care records within their job role.

- Refresh your knowledge of professional standards and local record keeping policies
- Recognise the importance of clear, jargon free, accurate, factual and understandable record keeping for all stakeholders
- Consider the use of incorporating professional curiosity and challenge into practice
- Understand co-production in record keeping through the PARTNERSHIP model
- Explore issues around record keeping in dealing with complaints
- Assess your own record-keeping skills and identify your areas for personal development

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

Safeguarding Adults - Chairing Safeguarding Meetings

Social Workers, Advanced Practitioners, Assistant Team Managers, Team Managers

- To consider the decision-making process in relation to holding various types of safeguarding meetings
- Understand the purpose of each type of meeting
- To understand the relevant legislation in relation to the 'authority' of the meeting and the decisions made
- Understand how to prepare for the meeting and the tasks involved
- Consider the issues surrounding information sharing and confidentiality
- Explore the role of the adult/advocate within safeguarding meetings
- Identify the skills needed to chair safeguarding meetings
- Consider the importance of risk assessment and the Safeguarding plan
-

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	Ⓢ
	Assistant Team Manager	Ⓢ
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

Safeguarding Adults Level 1 Awareness

All staff working in Adult Social Care & Health

To provide you with an awareness around Safeguarding Adults so you will have the confidence to report matters through identified routes. It will centre upon and provide you with confidence in the areas of recognising, responding, recording, reporting and reviewing when you may have a concern for an adult. In addition, you will learn about the importance of protecting the rights of adults and how critical partnership working is.

- Describe what Safeguarding Adults means
- Understand the principles of Safeguarding Adults
- Recognise the categories and indicators of abuse of adults at risk of harm
- Know how to respond to a safeguarding concern
- Understand how safeguarding adults is managed correctly in the context of the Mental Capacity Act
- Know who to report your safeguarding concerns to

[Click here to view the course](#)

Home Independence	Social Work Assistant	Ⓢ
	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
	Registered Manager	Ⓢ
Short Breaks	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
Registered Manager	Ⓢ	
Social Work Teams	Social Work Assistant	Ⓢ
	Social Work Degree Trainee	Ⓢ
	Newly Qualified Social Worker	Ⓢ
	Social Worker	Ⓢ
	Advanced Practitioner	Ⓢ
Assistant Team Manager	Ⓢ	
Occupational Therapy	Occupational Therapy Assistant	Ⓢ
	Occupational Therapy Degree Trainee	Ⓢ
	Newly Qualified Occupational Therapist	Ⓢ
	Occupational Therapist	Ⓢ
	Advanced Practitioner	Ⓢ
	Assistant Team Manager	Ⓢ
Leadership	Team Manager	Ⓢ
	Head of Service	Ⓢ
	Service Director	Ⓢ

Safeguarding Level 2 Person Centred

Staff working in Adult Social Care & Health who have direct contact with residents

You must have completed Level 1 before booking onto Level 2.

This session will enable participants to understand the core principles for adult safeguarding and provide a good understanding of how to make safeguarding personal.

- Demonstrate an understanding of the requirements of the Care Act 2014 in relation to adult safeguarding
- Be able to describe personalised responses to adults at risk of harm that reflect the principles of safeguarding
- Understand their roles and responsibilities
- Understand the roles and responsibilities of partner agencies
- Consider the issues surrounding consent, capacity, confidentiality and information sharing
- Describe the key steps and timescales of the adult safeguarding pathway in line with policy and procedures
- Understand what informs a decision to undertake an enquiry

Home Independence	Social Work Assistant	⊕
	Social Care Assistant	⊕
	Operations Deputy Team Leader	⊕
	Operations Team Leader	⊕
	Operations Deputy Co-ordinator	⊕
	Operations Co-ordinator	⊕
	Registered Manager	⊕
	Registered Manager	⊕
Short Breaks	Social Care Assistant	⊕
	Operations Deputy Team Leader	⊕
	Operations Team Leader	⊕
	Operations Deputy Co-ordinator	⊕
	Operations Co-ordinator	⊕
Registered Manager	⊕	
Social Work Teams	Social Work Assistant	⊕
	Social Work Degree Trainee	⊕
	Newly Qualified Social Worker	⊕
	Social Worker	⊕
	Advanced Practitioner	⊕
	Assistant Team Manager	⊕
Occupational Therapy	Occupational Therapy Assistant	⊕
	Occupational Therapy Degree Trainee	⊕
	Newly Qualified Occupational Therapist	⊕
	Occupational Therapist	⊕
	Advanced Practitioner	⊕
Assistant Team Manager	⊕	
Leadership	Team Manager	⊕
	Head of Service	⊕
	Service Director	⊕
	Service Director	⊕

Safeguarding Level 3 Making Enquiries

Staff working in Adult Social Care & Health who are involved in undertaking safeguarding enquiries

You must have completed Levels 1 & 2 before booking onto Level 3.

This session will enable participants to understand how to undertake effective outcome-based safeguarding adults enquiries in line with local policies and procedures. They will clearly understand the purpose and criteria for a Section 42 enquiry and know how to respond to concerns and referrals.

- Identified factors that contribute towards a decision to undertake a Section 42 Enquiry
- Identified who can carry out an enquiry
- Described the factors that contribute towards a Provider-Led Enquiry
- Identified the objectives of a Section 42 Enquiry
- Identified a need for independent advocacy
- Worked with an adult/in their best interests to develop an action plan
- Identified a range of possible actions
- Developed a safeguarding plan

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	⊕
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
Registered Manager	⊕	
Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	⊕
	Advanced Practitioner	⊕
Assistant Team Manager	⊕	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	⊕
Assistant Team Manager	⊕	
Leadership	Team Manager	⊕
	Head of Service	⊕
	Service Director	⊕
	Service Director	⊕

Safeguarding Level 4 Management & Leadership

Managers in Adult Social Care & Health with supervisory roles who have a lead safeguarding responsibility and responsibility for making decisions about actions and next steps

You must have completed Levels 1 - 3 before booking onto Level 4.

By completing this one-day programme, participants will understand their role in supervising staff, chairing meetings and applying best practice in safeguarding adults.

- How to lead the development of effective policy and procedures for Safeguarding Adults services in your organisation
- How to ensure plans and targets for Safeguarding Adults are embedded at a strategic level across your organisation
- How to develop and maintain systems to ensure the involvement of those who use your services in the evaluation and development of your Safeguarding Adults services
- How to promote awareness of Safeguarding Adults systems within your organisation and outside of your organisation

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	
Leadership	Team Manager	Ⓢ
	Head of Service	Ⓢ
	Service Director	Ⓢ

Safeguarding Practice & Decision-Making

Social Workers, Occupational Therapists, Advanced Practitioners, Assistant Team Managers, Team Managers, Heads of Service and Service Directors

This session will enable participants to confidently make and record evidence-based safeguarding eligibility decisions in line with national and locality guidance. Participants will be clear about adult safeguarding intervention options and how guidance and eligibility criteria inform and guide their own practice and decision-making.

- Confidence to make evidence-based safeguarding eligibility decisions
- Develop an understanding and confidence in the Care Act 2014 section 42 eligibility criteria and how this translates into practice
- Develop skills in recording evidence-based rationale to support decision-making based on facts
- Familiarity and confidence in working with the “Confidence in Safeguarding Practice and Decision-Making” guidance alongside Buckinghamshire Council Safeguarding procedures and guidance

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	
Leadership	Team Manager	
	Head of Service	
	Service Director	

Self-Neglect and Hoarding Level 1

Staff working in Home Independence, Short Breaks, Social Work and Occupational Therapy teams

This course provides an awareness of self-neglect and hoarding and the key concepts of support.

- Identify what constitutes as self-neglect and what signals self-neglect
- Have working knowledge of the Mental Health Act and Mental Capacity Act in relation to self-neglect
- Identify when the Court of Protection could be considered
- Understand the importance of multi-agency information sharing and creating robust risk management plans
- Understand the principles of intervention and the key concepts of support
- Awareness of the challenges that may be encountered
- Explain what hoarding is and how it can manifest
- Awareness of other conditions that can co-exist with hoarding
- Describe the impact hoarding can have on an individual
- Know how to support an individual with solution-based support

Home Independence	Social Work Assistant	⊕
	Social Care Assistant	⊕
	Operations Deputy Team Leader	⊕
	Operations Team Leader	⊕
	Operations Deputy Co-ordinator	⊕
	Operations Co-ordinator	⊕
	Registered Manager	⊕
Short Breaks	Social Care Assistant	⊕
	Operations Deputy Team Leader	⊕
	Operations Team Leader	⊕
	Operations Deputy Co-ordinator	⊕
	Operations Co-ordinator	⊕
	Registered Manager	⊕
Social Work Teams	Social Work Assistant	⊕
	Social Work Degree Trainee	⊕
	Newly Qualified Social Worker	⊕
	Social Worker	⊕
	Advanced Practitioner	⊕
	Assistant Team Manager	⊕
Occupational Therapy	Occupational Therapy Assistant	⊕
	Occupational Therapy Degree Trainee	⊕
	Newly Qualified Occupational Therapist	⊕
	Occupational Therapist	⊕
	Advanced Practitioner	⊕
Leadership	Assistant Team Manager	⊕
	Team Manager	
	Head of Service	
	Service Director	

Self-Neglect & Hoarding Level 2

Staff working in Social Work & Occupational Therapy teams

You must have completed Self-Neglect level 1 to attend this course.

The course provides a higher level of awareness of self-neglect and hoarding. The course also covers what hoarding is and the risks associated with this.

- Define self-neglect and list the signs of self-neglect
- Explain what is meant by the self-neglect threshold and pathway
- Evaluate how a multi-agency works to support an individual
- List the challenges that could be presented in self-neglect
- Describe the practitioner's role in self-neglect
- Define the term hoarding
- Explain how to use the clutter ratings
- Describe the primary types and manifestations of hoarding
- Explain the risks of hoarding and the appropriate response
- Highlight areas of the Safeguarding Adults Framework that impact their own role
- Explain the link with Obsessive Compulsive Disorder (OCD)
- List comorbid and associated disorders of hoarding and explain their link
- Describe the assessment process and the treatment options available

Social Work Teams	Social Work Assistant	⊕
	Social Work Degree Trainee	⊕
	Newly Qualified Social Worker	⊕
	Social Worker	⊕
	Advanced Practitioner	⊕
	Assistant Team Manager	⊕
Occupational Therapy	Occupational Therapy Assistant	⊕
	Occupational Therapy Degree Trainee	⊕
	Newly Qualified Occupational Therapist	⊕
	Occupational Therapist	⊕
	Advanced Practitioner	⊕
Leadership	Assistant Team Manager	⊕
	Team Manager	
	Head of Service	
	Service Director	

Stoma Care

Staff working in Home Independence & Short Breaks teams

This course has been developed for staff who are involved in stoma care. Learners will gain the knowledge of how and why stomas are used and will gain an understanding of how to care for the stoma within the boundaries of their role.

- Describe the relevant anatomy and physiology
- Demonstrate how to care for and support the individual during and after the procedure
- List reasons why a stoma is required
- Identify the different types of stoma
- Demonstrate how to change a stoma bag

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

Strength Based Assessments

Staff working in Social Work and Occupational Therapy teams

This workshop will provide staff with the knowledge, understanding and skills to undertake strength-based assessments under the Care Act 2014. The aim of the workshop is to enable professionals to be able to conduct assessments collaboratively and holistically through adopting strength-based approaches to support people to use their own strengths and assets to prevent and delay care and support needs.

- Describe how strength-based approaches fit with the customer journey through the statutory assessment process
- Explain ways to prevent and delay care and support needs using a strength-based approach
- Describe a range of strength-based approaches and tools that can be used during the assessment process
- Explain how to use a strength-based approach to determine eligible and personal outcomes
- Explain how strength-based interventions support the person’s outcomes and aspirations identified in the assessment at the care and support planning stage
- Explain ‘professional curiosity’ in the context of assessment
- Explain the importance of being able to come to and record a reasoned, defensible decision

Social Work Teams	Social Work Assistant	Ⓢ
	Social Work Degree Trainee	Ⓢ
	Newly Qualified Social Worker	Ⓢ
	Social Worker	Ⓢ
	Advanced Practitioner	Ⓢ
	Assistant Team Manager	Ⓢ
Occupational Therapy	Occupational Therapy Assistant	Ⓢ
	Occupational Therapy Degree Trainee	Ⓢ
	Newly Qualified Occupational Therapist	Ⓢ
	Occupational Therapist	Ⓢ
	Advanced Practitioner	Ⓢ
	Assistant Team Manager	Ⓢ

Strength Based Care and Support Planning

Staff working in Social Work and Occupational Therapy teams

This workshop will provide staff with the knowledge, understanding and skills to undertake Care and Support Planning under the Care Act 2014.

The aim of the workshop is to enable professionals to identify a person’s strengths and assets, identify the difference between those needs Buckinghamshire Council has a duty to meet (eligible) and other needs (non-eligible), assess risk and have the tools to hold strength-based conversations during care and support planning.

- Explain strength-based practice in care, support planning and risk assessment and how this applies to your own role
- Identify the drivers in culture and processes that can default workers and citizens to a deficit- based approach
- Describe strategies for overcoming expectations for a deficit-based approach by using co- production techniques
- Explain how strength-based approaches are underpinned by the Care Act
- Explain the benefits of a strength-based approach and ways to incorporate into care planning and risk assessment
- Explain best practice principles in recording decisions and obtaining consent

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
	Occupational Therapy Assistant	
Occupational Therapy	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

Strength Based Carer's Approach

Staff working in Social Work and Occupational Therapy teams

This workshop, aimed at care and support workers, will enable staff to support strength-based conversations to identify and maximise a person’s strengths and assets during the assessment, eligibility and care and support planning.

- Describe a range of strength-based approaches and tools that can be used during the assessment process
- Explain how to use a strength-based approach to determine eligible and personal outcomes
- Explain how strength-based interventions support the carers’ outcomes and aspirations identified in the assessment at the care and support planning stage
- Explain ‘professional curiosity’ in the context of assessment
- Explain the importance of being able to come to and record a reasoned, defensible decision

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
	Occupational Therapy Assistant	
Occupational Therapy	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

Strength Based Reviews

Staff working in Social Work and Occupational Therapy teams

This workshop will provide staff with the knowledge, understanding and skills to undertake reviews under the Care Act 2014.

The aim of the workshop is to enable professionals to ensure that reviews are carried out using strength-based approaches collaboratively and holistically to identify whether a care and support plan is working or needs amending,

- Describe how strength-based approaches fit with the customer journey through the statutory review process
- Describe strength-based tools that can be used to reflect on a person's care and support plan
- Describe strength-based tools that can be used to reflect on whether a person's care and support needs have changed
- Explain 'professional curiosity' in the context of reviews
- Explain how to balance the views of the person with the resources available to the council to meet outcomes and aspirations
- Explain how a person's personal and community assets can contribute to a care and support plan to meet outcomes and aspirations
- Explain the importance of being able to come to and record a reasoned, defensible decision

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

Strength Based Supervision

Staff working in Home Independence & Short Breaks, Social Work and Occupational Therapy teams with responsibility for supervising staff, and Leadership & Management staff.

This workshop looks at the practice and importance of strength-based approaches in supervision and explores the management of difficult or challenging conversation within supervision.

- Explore key principles of strength-based supervision compared to traditional approaches to supervision
- Identify the relationship between Buckinghamshire's Better Lives strategy and strength-based supervision
- Describe the role of the supervisor in creating an environment that facilitates strength-based approaches in supervision
- Consider how to use strength-based supervision to recognise skills, build confidence and progressively challenge practitioners
- Investigate how to apply the Buckinghamshire Better Lives Policy: Supervision, and the related documents to support your strength-based approach

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Registered Manager	
Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	
Leadership	Team Manager	
	Head of Service	
	Service Director	

Refresher Training

Advanced Care Planning for HIT and SB

Staff working in Home Independence (HIT) & Short Breaks teams (SB)

- Describe the legal framework surrounding advance care planning
- Explain what advance care planning and advance directives are
- Identify the benefits of advance care planning
- Explain how information will be gathered for an advance care plan and with whom and when this might be shared
- Provide appropriate and timely advice to individuals and families about legal provisions related to advance care planning
- Carry out timely conversations in advance care planning
- Share information appropriately, adhering to GDPR and safeguarding guidelines

Home Independence	Social Work Assistant	Ⓢ
	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
	Registered Manager	Ⓢ
Short Breaks	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
Registered Manager	Ⓢ	
Leadership	Team Manager	Ⓢ
	Head of Service	Ⓢ
	Service Director	Ⓢ

Advanced Care Planning for SW & OT

Staff working in Social Work (SW) & Occupational Therapy (OT) teams

- Describe the legal framework surrounding advance care planning
- Identify the role of social work in advance care planning
- Discuss people's attitudes and fears towards death and dying; recognising it is unique to each individual
- Describe communication techniques to tackle supporting individuals facing poor or uncertain prognosis and end of life
- Explain how to support decisions for people without capacity
- Explain ways to ensure accessibility of information across agencies to ensure individual preferences are known
- Provide appropriate and timely advice to individuals and families about legal provisions related to advance care planning
- Carry out timely conversations in advance care planning
- Have undertaken/referred to a mental capacity assessment where required ahead of advance care plan
- Record advance care planning decisions confidently
- Share information appropriately, adhering to GDPR and safeguarding guidelines

Social Work Teams	Social Work Assistant	Ⓢ
	Social Work Degree Trainee	Ⓢ
	Newly Qualified Social Worker	Ⓢ
	Social Worker	Ⓢ
	Advanced Practitioner	Ⓢ
	Assistant Team Manager	Ⓢ
Occupational Therapy	Occupational Therapy Assistant	Ⓢ
	Occupational Therapy Degree Trainee	Ⓢ
	Newly Qualified Occupational Therapist	Ⓢ
	Occupational Therapist	Ⓢ
	Advanced Practitioner	Ⓢ
	Assistant Team Manager	Ⓢ
Leadership	Team Manager	Ⓢ
	Head of Service	Ⓢ
	Service Director	Ⓢ

Anti-Discriminatory and Anti-Oppressive Practice for HIT & SB

[Click here for the course description](#)

Anti-Discriminatory and Anti-Oppressive Practice for SW & OT

[Click here for the course description](#)

Autism: Awareness Level 1

[Click here for the course description](#)

Autism: Intermediate Level 2

Staff working in Social Work and Occupational Therapy teams

This advanced workshop will explore current thinking on autism and identify strategies of support when working with clients with autism.

- Have refreshed your understanding of the autism spectrum
- Understand how behaviour is a form of communication
- Understand why a person-centred approach is needed
- Be better prepared for assessments and visits

Social Work Teams	Social Work Assistant	Ⓜ
	Social Work Degree Trainee	Ⓜ
	Newly Qualified Social Worker	Ⓜ
	Social Worker	Ⓜ
	Advanced Practitioner	Ⓜ
Assistant Team Manager	Ⓜ	
Occupational Therapy	Occupational Therapy Assistant	Ⓜ
	Occupational Therapy Degree Trainee	Ⓜ
	Newly Qualified Occupational Therapist	Ⓜ
	Occupational Therapist	Ⓜ
	Advanced Practitioner	Ⓜ
	Assistant Team Manager	Ⓜ

Basic Life Support

[Click here for the course description](#)

Domestic Abuse Level 1

[Click here for the course description](#)

Domestic Abuse Level 2

[Click here for the course description](#)

Driver/Escort

Staff working in Short Breaks teams

This training is for staff using minibuses or vehicles to transport people with impaired mobility and may be required to restrain occupied wheelchairs with WTORs.

- The correct strategies for assisting people into a vehicle will be discussed and practised
- Confidence dealing with unpredictable events
- There will be an opportunity to practise securing wheelchairs into a vehicle
- Wheelchair pushing will be practised, emphasising person centred strategies
- Relevant legal issues

Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

Emergency First Aid at Work (1 day)

[Click here for the course description](#)

Epilepsy and Buccal Midazolam

[Click here for the course description](#)

Fire Warden

[Click here for the course description](#)

First Aid at Work (3 day)

[Click here for the course description](#)

Food Hygiene Certificate L2

[Click here for the course description](#)

Infection Control /Donning PPE

[Click here for the course description](#)

Manual Handling Facilitator Update (1 day)

Staff working in Home Independence and Short Breaks

This course is to provide trainers of manual handling the opportunity to update their knowledge and skills with regards to teaching current best practice. It is offered only to those who have successfully completed the 5-day key trainer course and where appropriate attended a key trainer update annually.

- Been reminded of the basic anatomy; biomechanics and causes of back injury
- Reviewed current and relevant legislation and cases with regards to balanced decision making and improving quality of care through best practice
- Reflected on workplace policies, procedures, training and practices
- Demonstrated the ability to teach up-to-date practice in an effective way
- Participated in a range of current practical techniques

The certificate will be valid for one year.

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
Assistant Team Manager		

Manual Handling Refresher

Staff working in Home Independence and Short Breaks

As a refresher session, ongoing monitoring and supervision in the workplace by management is an essential requirement under Health & Safety law.

This course refreshes the problems associated with caring for people needing assistance with moving or who use a wheelchair.

- Review spinal anatomy and biomechanics to enable staff to understand the importance of back care in the workplace and all aspects of daily life
- Discuss appropriate legislation and their relevance to the assessment of people needing assistance when moving or being moved
- Explore the importance of balanced decision making with regards to equality for people with care needs and/or disability
- Participate and discuss a range of current techniques and strategies for working with clients/patients requiring assistance with mobility
- Practice using a range of large and small handling equipment designed to aid client/patient transfers in line with current accepted good practice
- Consider strategies to assist the falling/fallen client/patient
- Ongoing tutor monitoring will reinforce good practice during the session and emphasise the dangers to client/ patient and staff of unsafe methods

Home Independence	Social Work Assistant	
	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
	Registered Manager	Ⓢ
Short Breaks	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
	Registered Manager	Ⓢ
Occupational Therapy	Occupational Therapy Assistant	Ⓢ
	Occupational Therapy Degree Trainee	Ⓢ
	Newly Qualified Occupational Therapist	Ⓢ
	Occupational Therapist	Ⓢ
	Advanced Practitioner	Ⓢ
	Assistant Team Manager	Ⓢ

Medication: Safe Handling of Medicines for Care Homes

[Click here for the course description](#)

Medication: Safe Handling of Medicines for DOM Care

[Click here for the course description](#)

Mental Capacity Act Level 1

[Click here for the course description](#)

Mental Capacity Act Level 2

[Click here for the course description](#)

Positive Behaviour Support/What's the Message

[Click here for the course description](#)

Professional Curiosity

[Click here for the course description](#)

Recording Standards for HIT & SB

[Click here for the course description](#)

Recording Standards for SW & OT

[Click here for the course description](#)

Safeguarding Adults - Chairing Safeguarding Meetings

[Click here for the course description](#)

Safeguarding Level 2 Person Centred

[Click here for the course description](#)

Safeguarding Level 3 Making Enquiries

[Click here for the course description](#)

Safeguarding Level 4 Management & Leadership

[Click here for the course description](#)

Safeguarding Practice & Decision-Making

[Click here for the course description](#)

Self-Neglect and Hoarding Level 1

[Click here for the course description](#)

Self-Neglect & Hoarding Level 2

[Click here for the course description](#)

Strength Based Assessments

[Click here for the course description](#)

Strength Based Care and Support Planning

[Click here for the course description](#)

Strength Based Carer's Approach

[Click here for the course description](#)

Strength Based Reviews

[Click here for the course description](#)

Strength Based Supervision

[Click here for the course description](#)

Additional Training for Existing Staff

Assessing the Care Certificate

Staff working in Home Independence & Short Breaks teams

This is a short demonstration workshop delivered by our e-learning provider Grey Matter Group.

- Adding the care certificate to a staff member's account
- Checking progress
- Adding evidence
- Linking assessments
- Sign off modules

The session will be approximately 15 minutes with 15 minutes for Q&A after the demonstration.

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

Dealing with Death and Dying

Staff working in Home Independence & Short Breaks teams

People working at all levels within care and support will form bonds with individuals and can become very attached to those they support. Working in a personalised way brings a greater understanding of the lives of individuals and their families and with this, brings connections on a personal level.

For these reasons, when someone you support becomes unwell and dies, it can trigger a whole range of emotions which can be difficult to understand and cope with.

This session is designed to provide support, guidance and coping strategies to those who have already, or may in the future, experience loss.

- Understand the phases of dying
- The practical steps to take when someone dies
- Understand the 7 stages of grief
- Explore the common feelings and emotions surrounding grief
- Develop a better understanding of how to look after your own self and well-being through:
 - Resilience
 - Mindfulness
 - Grounding techniques
 - Coping with change
 - Develop an understanding of how to support others through grief

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

Delirium Awareness

Staff working in Home Independence & Short Breaks teams

- Describe the main types and signs of delirium
- Identify the groups most at risk
- Explain the main causes of delirium
- Describe the importance of timely detection and the consequences of undetected delirium
- Identify tools that can be used to identify and report delirium
- Explain ways to prevent delirium

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

Dementia: Meaningful Engagements

Staff working in Social Work & Occupational Therapy teams

This course follows on from Dementia awareness training and is a skills-based course. The course provides participants with evidence and understanding about the link between meaningful engagement and wellbeing.

Participants learn how to make a baseline assessment of peoples' experiences of dementia and of their treatment setting. The assessment approach can also be used to measure the impact of practice development. In addition, participants explore techniques to help them to connect with people with dementia; including person centred planning to support people with dementia to use their skills through meaningful engagement.

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
Occupational Therapy	Assistant Team Manager	
	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
Assistant Team Manager		

Health and Neurological Conditions

Staff working in Social Work and Occupational Therapy teams

This workshop will explore the most common neurological conditions, such as epilepsy, strokes, multiple sclerosis, Parkinson’s and Functional Neurological Disorder (FND), and how to work with people who suffer from neurological conditions.

- Be able to identify the most common neurological conditions
- Know how symptoms present in these conditions and how to identify and report decline
- Know how these conditions can impact in multiple areas of a person’s life
- Be able to recognise cardiac arrest and deliver Cardio-Pulmonary Resuscitation
- Be able to identify key sources of information, support and signposting

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Registered Manager	
Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

Influencing Decision Making

Managers working in Home Independence & Short Breaks, Social Work and Occupational Therapy teams

This workshop aims to help managers explore how to make decisions effectively and consider the best interests of those who will be affected by them.

- Be able to analyse the purpose, nature and types of decision making
- Be aware of the relationship between decision making and problem solving
- Explore models and methods of decision making that are most effective and consider their impact on others
- Be able to identify approaches that foster collaboration and provide support when engaging others in decision making
- Recognise the importance of gathering feedback and valid data in making informed decisions
- Critically evaluate your own strengths and areas of development in the management decision-making process

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Assistant Team Manager	
Leadership	Team Manager	
	Head of Service	
	Service Director	

Interaction of Adult Social Care Legislation

Staff in Social Work & Occupational Therapy teams

- The complex relationship between professional ethics, the application of the law and the impact of social policy
- The key principles of the Care Act 1989 and other relevant legislation in the area of adult social care, including mental health
- The impact of the law on the responsibilities and duties owed to adults, and the impact on everyday social work practice
- Your responsibilities as a social worker to the service user
- How the law impacts on social work practice, local authority’s policy and the need to act within the law
- The impact of Human Rights on decision making
- Application of the law and the local authority’s responsibilities to support vulnerable adults
- The interplay of the Care Act 2014, and other key legislation in Adult Social Care including mental capacity, mental health in the protection of vulnerable adults
- The court process and the role of the adult social worker with court proceedings
- How the local authority can be challenged if it “fails” in its duty to care
- Participants will be provided with relevant and up to date case law, guidance, legislation and examples of good practice

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	
Leadership	Team Manager	
	Head of Service	
	Service Director	

Managing Difficult Conversations with Families

Staff working in Social Work and Occupational Therapy teams

This workshop looks at how adult social care professionals can prepare for and manage challenging communication dynamics and difficult conversations with families in their practice.

- Understand how the model of transactional analysis can improve communication for professionals working with families
- Appreciate the importance of gathering facts, and considering emotional responses when planning difficult conversations
- Identify strategies to manage unexpected disturbing situations/environments to minimise fraught and unproductive conversations
- Explore strength-based approaches to managing difficult and contentious conversations around conflicting needs and preferences
- Recognise the signals of dissonance or disagreement in a family and how to remain focused and productive
- Appreciate the skills and professional behaviours required to represent the preferences and needs of your clients in multi-disciplinary forums
- Reflect on the impact of difficult interactions or conversations on you as the adult social care professional

Social Work Teams	Social Work Assistant	
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	Assistant Team Manager	
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	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

MCA Court of Protection Workshop

You must have completed MCA/DOLS L1 & L2 before attending this session.

Does the prospect of applying to Court concern you? Do you think about whether your decision about capacity or best interests could be challenged? Do you know what the Court of Protection is and what it can do? The Office of the Public Guardian? Come along and learn how the involvement of the Court can help you and your client.

- The roles and responsibilities of the Court of Protection and the Office of the Public Guardian
- The range of applications that the Court of Protection will deal with
- How the Court of Protection protects people who lack capacity, particularly in its approach to best interests

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MCA Assessing Capacity - Social Media and Internet Use

You must have completed MCA/DOLS L1 & L2 before attending this session.

Could you name a range of popular social media tools? Are you confident you could describe relevant information for a decision to use the internet and social media? How do you balance a person's right to have contact with others online, with risk, in this fast developing area?

- The range of social media apps with which people use to make contact with others
- The rights and risks associated with using the internet and social media
- The test for capacity to use the internet and social media to contact others
- The importance of the United Nations Convention on the Rights of Persons with Disabilities

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MCA Assessing Capacity - What's love got to do with it

You must have completed MCA/DOLS L1 & L2 before attending this session.

Are you confident about what to do when someone is getting into a risky situation relating to sex? What does a person need to be able to understand, use or weigh in order to decide to marry?

- The "salient factors" in relation to assessing a person's capacity to:
 - marry
 - engage in sexual relations (including using contraception)
- The factors which are not relevant to capacity to consent to sexual relations and the reason why
- Whether a person can understand the need for the other to consent to sex

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MCA Assessing Capacity and Unwise Decisions

You must have completed MCA/DOLS L1 & L2 before attending this session.

What do you do when you're worried about someone making an unwise decision? How do you know whether someone is making an informed lifestyle choice that seems risky?

- The importance of establishing a sound basis for lack of capacity
- The relationship between mental capacity and mental ill health
- The danger of fusing capacity and best interests
- The difference between assenting and consenting

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MCA Best Interest Workshop

You must have completed MCA/DOLS L1 & L2 before attending this session.

What are the different ways to make a decision in someone's best interests? What is the best interests checklist? How much weight should be placed on someone's wishes? What happens if their present and past wishes are different?

- The approach to best interests decision-making under the MCA 2005
- The difference between "objective best interests" and "substituted judgement"
- The factors to take into account, to make a best interests decision
- Why it is important to take into account a person's wishes

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Mental Health Level 1: Supporting Customers with Mental Health

Staff working in Home Independence & Short Breaks teams

This workshop aims to raise awareness of mental health, how it can vary and how best to support residents, whilst also building skills to look after your own mental health when supporting people.

- Develop an informed understanding of mental health
- Outline experiences of different mental health problems
- Provide practical guidance and tools for supporting people
- Share information about different types of support
- Explore how we can look after ourselves when supporting others
- Increase confidence around having supportive conversations about mental health

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
Occupational Therapy	Registered Manager	
	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
Assistant Team Manager		

Motivational Interviewing

Staff working in Social Work teams

Consider the challenges that the motivational interview has set in your experience and explore how to best manage these barriers.

This workshop aims to help delegates recognise motivational interviewing as a guiding style to engage clients and promote autonomy in decision making. Delegates will consider the benefits and challenges that this model presents.

- Explore the scope, general principles and assumptions of motivational interviewing
- Identify the key elements of motivational interviewing including engaging, focusing, evoking and planning and the OARS strategy
- Consider the role of motivational interviewing in addressing the common problem of ambivalence and resistance
- Explore the use of Socratic questions in motivational interviewing
- Investigate the effectiveness of motivational interviewing in strengthening commitment and change

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Reflective Practice in Action for HIT & SB

Staff working in Home Independence & Short Breaks teams

This workshop aims to help delegates understand the purpose and importance of reflective practice in both negative and positive situations. Delegates will explore how to use reflective practice in everyday practice to facilitate self-awareness, personal growth, development and learning.

- Identify the main purpose and benefits of reflective practice in the workplace
- Explore the skills and attitudes required to foster effective reflective practice
- Identify the primary models of reflection
- Recognise the stages of reflection
- Understand the significance of reflective practice in personal development, improving performance and increasing confidence
- Assess how you can embed reflection into everyday practice

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Short Breaks	Registered Manager	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

Reflective Practice in Action for SW & OT

Staff working in Social Work & Occupational Therapy teams

This workshop aims to help delegates identify the importance, benefits and common features of different reflective practice models. Delegates will explore how learning from active reflection and using critical analysis can be integrated into everyday practice to improve professional growth.

- Identify the importance of reflection-in-action and reflection-on-action in professional practice
- Compare and contrast the different reflective practice models and their effectiveness in professional practice
- Understand the importance of critical analysis in reflective practice
- Investigate how reflective practice facilitates personal and professional growth and development, and improved outcomes for clients
- Explore how to demonstrate continuing competence through active reflection

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Sepsis Awareness

Staff working in Home Independence & Short Breaks teams

- Describe the causes of sepsis
- Identify those most at risk
- Describe the main signs and symptoms of Sepsis
- Explain the differences between Septicaemia, Sepsis, Severe Sepsis and Septic Shock
- Outline the inflammatory process in Sepsis
- Describe ways of preventing Sepsis that are relevant to own role
- Outline ways to identify and report Sepsis
- Identify actions to take following the identification of Sepsis
- Explain how Sepsis stories can be used to develop a greater empathy for individuals with sepsis and sepsis survivors

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Technology Enabled Care

Staff working in Home Independence & Short Breaks teams, Social Work and Occupational Therapy

This workshop has been developed to help staff who are looking at support options for clients living in their own homes and supported living to enable them to lead more fulfilling and independent lives.

- Understand the positive outcomes that Assistive Technology can bring
- Explore a range of Assistive Technology products and services available in Bucks
- Know who to refer and how to make a referral to the NRS Assistive Technology Service
- Understand what happens after a referral is made to NRS from assessment to installation

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Writing Reports for Court

Staff working in Social Work teams

To enable delegates to develop essential skills to write court reports and apply objective assessment criteria to written information. To read and 'weigh' information, select appropriate information and express it effectively to best support the case, and present robust recommendations. Understand court 'etiquette' and enable participants to present information confidently and professionally. The course incorporates compliance with the Care Act 2014.

- Describe their duties when providing reports to the Court
- Outline the Court's expectation of the report writer
- Explain how to use records and notes as primary sources of information
- Describe what makes a good report; importance of language, analysis and recommendations
- Identify the issues, facts and sources and the weight of them –distinguishing between fact, opinion and hearsay
- Confidently apply an objective and critical eye in relation to written information
- Explain when and how to use expert research and theories
- Describe appropriate layout, form and style

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