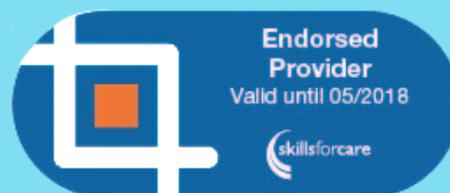




Surrey Skills Academy Learning and Development Brochure

October 2018



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Introduction

Surrey Skills Academy is pleased to offer a wide range of short courses for managers and staff working in the private, voluntary and independent social care sector in Surrey.

In order to support the development of the adult social care workforce, there are no fees payable as all courses are fully funded by the Adult Social Care Grant provided by Surrey County Council.

Helping you with CQC Compliance

Surrey Skills Academy is also able to assist you with CQC compliance via our bespoke on-site sessions that are tailored to meet the needs of your own service; more details are available on the SSA website: <http://surreyskillsacademy.learningpool.com> under Bespoke Delivery.

If you would like specific guidance around Moving and Handling, Infection Control, Reporting and Recording, Challenging Behaviour or any other topic, please contact us to discuss how we can help you.

For further details or to book places on any of the courses, please contact:

Email: surreyskillsacademy@surreycc.gov.uk

Tel: 02085 417 213

Website: <http://surreyskillsacademy.learningpool.com/>

If you cannot see the course you require or would like to arrange a course to be held at your own venue, please contact us by email: surreyskillsacademy@surreycc.gov.uk or phone 02085 417 213.

Frequently used training venues

County Hall

Penrhyn Road
Kingston upon Thames
KT1 2DN

<http://www.surreycc.gov.uk/your-council/council-offices/county-hall>

Quadrant Court

35 Guildford Road
Woking
Surrey
GU22 7QQ

<http://www.surreycc.gov.uk/your-council/council-offices/quadrant-court>

Fairmount House

Fairmount House
Bull Hill
Leatherhead
Surrey
KT22 7AH

<http://www.surreycc.gov.uk/your-council/council-offices/fairmount-house>

St Francis Centre

The St Francis Centre
Southway
Guildford
Surrey
GU2 8WZ

<http://www.surreycc.gov.uk/your-council/council-offices/st-francis-centre>

Consort House

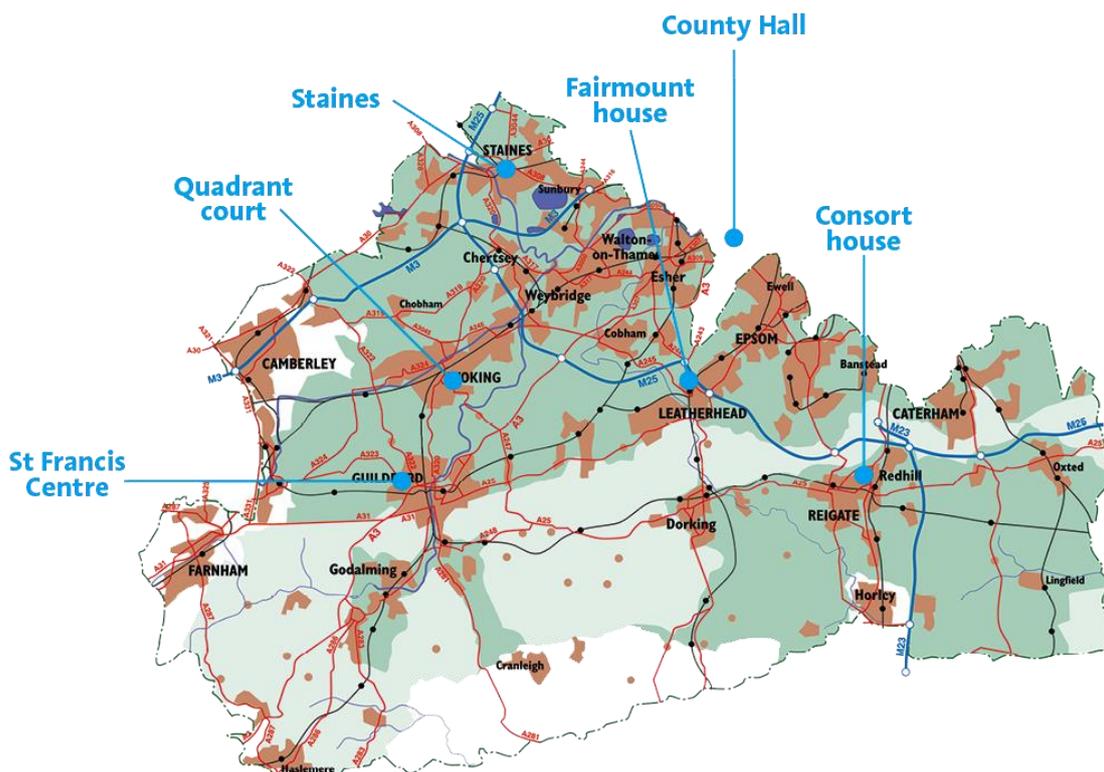
Consort House
5-7 Queensway
Redhill
Surrey
RH1 1YB

<http://www.surreycc.gov.uk/your-council/council-offices/consort-house>

Thameside Centre

Wyatt Road
Staines Upon Thames
Surrey
TW19 2AY

http://snet.surreycc.gov.uk/snet/core/sccwspages.nsf/LookupWebPagesByTITLE_RTF/Thameside+Centre?opendocument



Classroom Courses

Adult Safeguarding Essentials

What are the benefits?

It raises your awareness and understanding of staff roles and responsibilities in relation to the safeguarding of adults. This course includes all aspects of basic awareness and Surrey's multi-agency approach.

What will I learn?

- Meaning of 'abuse and neglect' in the context of adult safeguarding
- Identify who an adult safeguarding enquiry applies to and the s42 duties
- Types of abuse
- Common indicators of abuse
- The adult safeguarding roles of Surrey County Council, Surrey Safeguarding adults Board and other partners
- How Making Safeguarding Personal (MSP) works in Practice
- Response to disclosures of abuse and neglect effectively
- Correct reporting and recording of adult safeguarding concerns in Surrey
- The relationship between adult safeguarding, child protection and domestic abuse
- What happens when a safeguarding concern is reported to the Local Authority

Who is this course for?

Adult Social Care and Health staff that work as Administrative staff, Finance staff, Social Care Development Coordinators, Support Brokers, Commissioning Managers, Project Managers, Reablement Assistants, Team Leaders, Senior/Residential Support Workers, Support Workers, Community Care Assistants, Support Assistants, Team Administrators and Night Care Assistants.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 1.

* Book using the Surrey Skills Academy application form

Autistic Spectrum Conditions: Level 1



What are the benefits?

Develop an awareness and understanding of Autism Spectrum Conditions.

What will I learn?

- Historical context of autistic spectrum disorder
- “Triad of impairment”
- Sensory perceptions
- Day to day difficulties experienced by individuals with autism
- Positive strategies to support interaction and communication
- How to implement positive behaviour support plans

Who is this course for?

Adult Social Care and Health staff that work in services providing direct care such as Managers, Care Assistants, Reablement Assistants, Team Leaders, Day Service Staff, Healthcare Assistants and Support Workers. Additionally in services assessing the needs of individuals and carers such as Social Care Assistants, Occupational Therapists, Social Workers and Mental Health Workers.

This course is open to volunteers and carers.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 1.

* Book using the Surrey Skills Academy application form

Basic Life Support



What are the benefits?

Gain the ability to perform Basic Life Support (CPR) to the standard required by the UK Resuscitation Council until the arrival of Emergency Services.

What will I learn?

- How to perform CPR on Adults, Children and Babies
- How to respond to the choking of Adults, Children and Babies
- Demonstrate the recovery position

Who is this course for?

Adult Social Care and Health staff that work in services providing direct care such as Care Assistants, Reablement Assistants, Team Leaders, Day Service Staff, Healthcare Assistants and Support Workers.

This course is open to volunteers and carers.

Will I need to do a refresher?

You will need to attend this course every 3 years.

How is this delivered?

This is a ½ day classroom course.

Which level is this course?

This course is at level 1.

* Book using the Surrey Skills Academy application form

Bereavement, Loss and Change



What are the benefits?

Explore both the creative potential and painful consequences of physical and psychosocial change and loss in the life experience of individuals and carers.

What will I learn?

- How to identify major periods of change, loss and transition
- Human reactions to change, loss and transition
- The models and stages of grief and loss
- How this may vary for different groups of individuals
- Appropriate helping and supportive behaviours
- How to improve your communication and inter-personal skills

Who is this course for?

Adult Social Care and Health staff that work in services providing direct care such as Managers, Care Assistants, Reablement Assistants, Team Leaders, Day Service Staff and Healthcare Assistants. Additionally those working with individuals and families such as Support Workers.

This course is open to volunteers and carers.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Care Certificate Assessor Workshop

What are the benefits?

To ensure that staff are able to assess and record the achievement of outcomes in relation to the Care Certificate.

Familiarisation with; Care Certificate standards, the role of the assessor, how to assess, validity of learning providers, appropriate/holistic evidence, identify solutions to the challenges, share experiences and best practice, identify support required.

What will I learn?

- Implement the Care Certificate standards within your own organisation
- Identify the roles and responsibilities of Managers and Supervisors in supporting new staff to meet the requirements of the Care Certificate Framework (CCF)
- Identify the skills required to assess the Care Certificate
- How to assess performance and knowledge in relation to the Care Certificate
- The validity of learning
- Different types of activities that evidence competence
- Networking opportunities
- How to share best practice with others

Who is this course for?

All job roles that are required to assess and support staff to achieve the Care Certificate.

Will I need to do a refresher?

No.

How is this delivered?

This is a ½ day workshop.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Clinical Skills Refresher



What are the benefits?

To improve the outcomes for individuals by developing the knowledge and skills of nurses in care and nursing homes to reduce hospital admissions and improve standards of care.

By attending the course you will have the opportunity to refresh your knowledge and skills and reflect on your own practice.

What will I learn?

You will be able to update your knowledge in the area of clinical skills outlined below:

- Observation and monitoring – assessment and skills
- Person centred care and implementation of improved assessment practice
- Catheterisation
- Venepuncture
- Risk Assessment
- Fluid replacement
- End of life care
- Pain management
- Wound care

Who is this course for?

Registered nurses (current PIN number required) in care and nursing homes.

Will I need to do a refresher?

You will need to attend this course every two years.

How is this delivered?

This is a 5 day classroom course

Which level is this course?

This course is at level 3.

* Book using the Surrey Skills Academy application form

Coaching Skills



What are the benefits?

Develop your coaching and team building skills in an Adult Social Care setting.

What will I learn?

- Current coaching models
- Benefits of using coaching in the workplace
- How to use practical techniques for providing effective coaching
- Explore the roles and functions of a team and its members
- What makes teams work well and what can cause teams to fail

Who is this course for?

Adult Social Care and Health staff that work as Team Managers, Assistant Team Managers, Team Leaders and Supervisors. Additionally any other job role that is responsible for supervising and managing people.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 1.

* Book using the Surrey Skills Academy application form

Dementia Awareness: Level 1



What are the benefits?

Gain knowledge of and develop your practical skills in relation to dementia care.

What will I learn?

- Definition of dementia
- Types, causes, signs and symptoms of dementia
- Day-to-day difficulties experienced by individuals with dementia
- Positive strategies to support interaction and communication
- Positive behaviour support plans
- The effect that dementia may have on nutrition and hydration
- How to support meaningful participation from the individuals, family and carers

Who is this course for?

Adult Social Care and Health staff that work as Social Workers, Day Centre Managers, Dementia Champions in health or social care settings, Specialist Day Care and Care Home Staff, Care Home Managers, Nurses, Nursing Home Managers, Community Health Workers and Commissioning Managers.

This course is open to volunteers and carers.

Will I need to do a refresher?

You will need to attend this course every two years.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 1.

* Book using the Surrey Skills Academy application form

Dementia Enhanced Knowledge: Level 2



What are the benefits?

Enhance your existing knowledge and practical skills to an intermediate level in relation to dementia care.

What will I learn?

- Dementia in different settings such as; Nursing homes and A&E
- Functions of different types of medication and recognise their side effects
- Range of behavioural management techniques
- Design a range of activities (Reminiscence techniques)
- The referral pathway
- Impact of environmental factors such as; home design, room planning and ward layouts
- Effect that the dementia may have on nutrition and hydration
- Co-morbidity
- Recognise pain and describe methods of pain management
- Use a range of communication strategies

Who is this course for?

Adult Social Care and Health staff that work as Social Workers, Day Centre Managers, Dementia Champions in health or social care settings, Specialist Day Care and Care Home Staff, Care Home and Nursing Home Managers, Nurses, Community Health Workers and Commissioning Managers.

This course is open to volunteers and carers.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Dementia Specialist Knowledge: Level 3



What are the benefits?

Develop your previously existing knowledge and practical skills to an advanced level in relation to dementia care.

What will I learn?

- An in-depth knowledge of dementia
- Medical understanding of dementia
- Processes and pathways to support dementia care

Who is this course for?

Adult Social Care and Health staff that work as Occupational Therapists, Dementia Lead and Navigators, Registered Nurses, Dementia Leads, Nursing Home Managers, Social Workers with a lead responsibility for those with dementia and Commissioning Managers.

What do I need to do before?

You must have completed Dementia – Enhanced Knowledge (stage 2).

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 3.

* Book using the Surrey Skills Academy application form

DOLS – An Introduction



What are the benefits?

Develop your understanding of the Deprivation of Liberty Safeguards under the Mental Capacity Act and outline the implications of this on working practice.

What will I learn?

- Definition of the provision of liberty
- How to describe the relationship with the Mental Capacity Act
- Identify what may constitute the deprivation of liberty
- How to raise a concern

Who is this course for?

All Adult Social Care Staff.

Will I need to do a refresher?

No.

How is this delivered?

This is a ½ day classroom course.

Which level is this course?

This course is at Level 1.

* Book using the Surrey Skills Academy application form

End of Life Care

What are the benefits?

Gain the knowledge to provide person centred care to meet the needs of the individuals.

What will I learn?

- Roles and responsibilities of Care Workers, Managers and other professionals
- Changes in needs of individuals and carers towards the end of life
- Identify the skills, attitudes and behaviours required to work with individuals at the end of life
- Demonstrate the practical skills to help deal with difficult conversations
- Explain the dying process as well as the common signs and symptoms
- Awareness and understanding of Advance Care Planning
- Reasons for use of a Syringe Driver
- Principles of managing symptoms and have an increased awareness of non-pharmacological therapies

Who is this course for?

Adult Social Care and Health staff that work in services providing direct care such as Care Assistants, Reablement Assistants, Team Leaders, Day Service Staff, Healthcare Assistants and Support Workers.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Emergency First Aid at Work

What are the benefits?

Be awarded a Health and Safety Executive statutory certificate for basic life-saving skills and minor first aid treatment in the workplace.

What will I learn?

- Role of the First Aider and the legal context
- How to communicate with and care for a casualty
- Deal with First Aid emergencies at work
- Conduct a primary survey
- Treat:
 - Severe bleeding
 - An unconscious casualty
 - Shock
 - Choking of an adult
 - Minor workplace injuries
- How to perform a cardiopulmonary resuscitation on an adult

Who is this course for?

This course is for all Adult Social Care staff that must have knowledge of emergency first aid as part of their job role.

What should I know?

Ensure that you bring photographic ID with you for this course. You will be turned away if you do not produce this.

As this course requires the completion of practical activities, please ensure that you wear loose, comfortable clothing and no bulky jewellery. You will also need to be wearing suitable footwear.

Will I need to do a refresher?

You will need to attend this course every 2 years.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 1.

* Book using the Surrey Skills Academy application form

Epilepsy and Emergency Medication



What are the benefits?

Gain knowledge of epilepsy care and the skills required to administer emergency medication by doing a practical session on this course.

What will I learn?

- Definition of epilepsy and the causes
- Classify seizures and list potential triggers
- Importance of having a person centered approach to ensure the wellbeing of an individual
- How to support an individual during and after a seizure and how to respond to potential emergency situations.
- Administer the emergency medications Rectal Diazepam and Buccal Midazolam

Who is this course for?

Adult Social Care and Health staff who are required to administer emergency medication to individuals with epilepsy.

This course is open to volunteers and carers.

What do I need to do before?

You need to have completed the Medication Administration Training course.

Will I need to do a refresher?

You will need to attend this course every 2 years.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 3.

* Book using the Surrey Skills Academy application form

Equality and Rights for Managers



What are the benefits?

Acquire knowledge in equality and diversity in the workplace in line with legislative requirements by being trained in all facets of building and developing an inclusive and productive workplace culture.

What will I learn?

- The business cases as well as organisational and legal drivers in delivering equality and diversity for staff
- Organisational performance risks involved in not removing inclusion barriers
- Individual needs of staff and the services they provide
- The impact of negative behaviours, actions, decisions and the personal responsibilities in addressing these
- How to identify and agree clear local responsibilities that will move the organisation towards excellence in creating positive workplace cultures

Who is this course for?

Adult Social Care and Health staff that work as Registered Managers, in job roles that manage Care and Health Staff or roles with a responsibility to develop an inclusive culture within their organisation.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 3.

* Book using the Surrey Skills Academy application form

Fire Safety Awareness with Practical

What are the benefits?

To provide delegates with greater awareness of the threat posed by fire to people, property and business continuity.

What will I learn?

- You will know your fire safety duties under the law
- Be able to support effective evacuation
- Know how to prevent fire and limit fire spread
- Be able to identify the requirements of an effective fire action plan
- Minimise risk to persons with disabilities
- Conduct a fire safety briefing

Who is this course for?

All Adult Social Care and Health staff.

Will I need to do a refresher?

No.

How is this delivered?

This is a ½ day classroom course.

Which level is this course?

This course is at level 1.

* Book using the Surrey Skills Academy application form

Health and Safety Induction for Managers

What are the benefits?

As managers, this course facilitates with the management of health and safety in Surrey.

What will I learn?

- Understanding of relevant civil and criminal law
- Health & Safety legislations
- Roles and responsibilities for health, safety and welfare in the workplace
- Principles of conducting risk assessments
- How to identify and control the risks from common workplace hazards
- Use procedure for responding to accidents and incidents in the workplace
- How to manage the Risk Assessment process
- Manage fire
- How to manage Incident reporting best practice
- Communicate the Health & Safety message

Who is this course for?

All Adult Social Care and Health managers.

What should I know?

There will be a learning assessment on the day of the course in order to achieve the accreditation.

Will I need to do a refresher?

You will need to complete the Health & Safety for Managers e-learning once every 3 years.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 2.
You will gain a level 2 award in Health and Safety which is accredited by Qualsafe.

* Book using the Surrey Skills Academy application form

Infection Control Awareness

What are the benefits?

It enables you to provide services to individuals safely by following the appropriate hygiene practices.

What will I learn?

- Define and describe an infection, colonisation and infection control
- How to minimise and prevent the spread of infections
- Causes of infections
- The infection pathway
- Universal precautions and infection control practices
- Common infectious agents and diseases they cause
- Perform waste management procedures

Who is this course for?

Adult Social Care and Health staff that work in services providing direct care such as Care Assistants, Reablement Assistants, Team Leaders, Day Service Staff, Healthcare Assistants and Support Workers.

This course is open to volunteers and carers.

Will I need to do a refresher?

You will need to do the Infection Control e-learning course once every 2 years.

How is this delivered?

This is a ½ day classroom course.

Which level is this course?

This course is at level 1.

* Book using the Surrey Skills Academy application form

KLOE for Managers



What are the benefits?

It provides you with a comprehensive understanding of the CQC's new Fundamental Standards and five key lines of enquiry.

What will I learn?

- Five Key Lines of Enquiry
- The new fundamental Standards of Inspection
- How to implement the new ways of working to ensure compliance
- Produce the evidence applicable under each standard
- Identify both poor and good practice
- Develop action plans to aid continuous improvement and develop a thorough understanding of staff, in order to reach an outstanding rating

Who is this course for?

Adult Social Care that work as Managers. Additionally any other job roles involved in the process or preparation of the inspection such as Owners and nominated individuals.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Management of Diabetes



What are the benefits?

Explore diabetes and be trained in the practical management of an affected individual.

What will I learn?

- Define diabetes and how it is diagnosed
- Risk factors and causes of diabetes
- Differences between type 1 and type 2 diabetes
- Three main treatments for diabetes – diet, oral medication and insulin
- Recognition and response to both hypo- and hyperglycaemic episodes
- Importance of monitoring clients with diabetes
- How to perform blood glucose monitoring

Who is this course for?

Adult Social Care and Health staff that support individuals with diabetes and are required to undertake blood glucose monitoring.

Will I need to do a refresher?

No.

How is this delivered?

This is a ½ day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Medication Administration Training



What are the benefits?

Increase your knowledge and skills to administer medication safely in an interactive course with a simulated assessment at the end.

What will I learn?

- Safe procedures for handling medication
- How to administer medication safely and effectively
- Correct method to use and maintain accurate medication records
- How to support individuals with medication according to their needs

Who is this course for?

Adult Social Care staff that work in services providing direct care such as Care Assistants, Reablement Assistants, Team Leaders, Day Service Staff, Healthcare Assistants and Support Workers.

This course is open to volunteers and carers.

Will I need to do a refresher?

You will need to attend this course once every 2 years.

How is this delivered?

This is a ½ day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

MCA and DOLS for Registered Managers



What are the benefits?

Develop an understanding of the Deprivation of Liberty Safeguards under the Mental Capacity Act and how to outline the implications of this in working practice.

What will I learn?

- Background of the Mental Capacity Act and Deprivation of Liberty Safeguards
- How to identify a Deprivation of Liberty
- Process for authorising a Deprivation of Liberty
- Implications of the process for social work practice and safeguarding

Who is this course for?

Adult Social Care and Health staff that work as Registered Managers.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Mental Capacity Act Awareness

What are the benefits?

It provides you with an overview of the principles of the Mental Capacity Act 2005 in a course with practical case studies and exercises.

What will I learn?

- Principles and main provisions of the Mental Capacity Act 2005
- When a best interest decision could be made
- Who the 'decision maker' should be
- Undertaking and recording a Capacity Test
- Making and recording Best Interest Decisions

Who is this course for?

Adult Social Care staff that have any job roles in service delivery and reablement.

Will I need to do a refresher?

No.

How is this delivered?

This is a ½ day classroom course.

Which level is this course?

This course is at level 1 of the Safeguarding Competency Framework.

* Book using the Surrey Skills Academy application form

Medical Conditions

What are the benefits?

Develop your knowledge of specified medical conditions and how they affect both individuals and carers.

What will I learn?

- Description of Parkinson's disease, motor-neurone disease, multiple sclerosis, arthritis and strokes
- Recognise their signs and symptoms
- How the conditions affect an individual and carer
- Implementation of support strategies for the individual and carer
- Promote independent living

Who is this course for?

Adult Social Care and Health staff that work services providing direct care such as Care Assistants, Reablement Assistants, Team Leaders, Day Service Staff, Healthcare Assistants and Support Worker. Additionally in services assessing the needs of individuals and carers such as Occupational Therapists, Social Workers and Social Care Assistants.

This course is open to volunteers and carers.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Moving and Handling People

What are the benefits?

It enables you to learn how to move and assist individuals safely.

What will I learn?

- Demonstrate safe techniques to assist individuals with the following manoeuvres; sitting down, standing up, walking, transferring and moving on and off the bed/chair
- Use a range of small handling equipment such as slide sheets, Return, Zimmer frames
- Assess, fit and attach commonly used slings
- Use a range of hoists
- Identify unsafe and hazardous handling techniques

Who is this course for?

Adult Social Care and Health staff that work in services providing direct care such as Care Assistants, Reablement Assistants, Team Leaders, Day Service Staff, Healthcare Assistants and Support Workers. Additionally in services assessing the moving and handling needs of individuals and carers such as Social Care Assistants and Occupational Therapists.

This course is open to volunteers and carers.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course. Please note if you are more than 15 minutes late you will not be able to attend the course.

What should I know?

The majority of the day is practical. The emphasis is for staff to understand and be able to demonstrate safe practice achieving competency on the day in practical skills, which will be assessed.

Fitness: It is important that you are physically able to participate in this course. Should you have any medical condition which prevents this, including pregnancy or recent injury, please make this known to the trainer on the day

Clothing: Due to the practical nature of the course please arrive in comfortable clothing (preferably trousers). Please note if you arrive in unsuitable clothing (e.g. skirts or dresses) or are wearing unsuitable footwear (flip flops, sandals, open toed shoes or high heels) you may be sent home.

Footwear: Trainers or equivalent (i.e. flat, supportive, closed toed shoes with heel support).

Jewellery: Participants will be asked to remove all rings, bracelets, and watches etc except for a plain wedding band throughout the duration of the course.

Which level is this course?

This course is at level 1.

This course contains a written knowledge assessment and involves practical exercises.

* Book using the Surrey Skills Academy application form

National Minimum Data Set Workshop

Context

The Department of Health and Skills for Care are responsible for the wider planning and improvement of the adult social care sector and to have a clear picture of current providers and the workforce in the sector to ensure that the funding available to support the development of the sector can be used in the best possible way. Care providers need to be NMDS-SC compliant in order to access the funding from the Workforce Development Fund (WDF).

What are the benefits?

It supports you to update your organisational NMDS-SC account in a practical setting.

What will I learn?

- How to access and use the NMDS-SC on the Skills for Care website
- Understand the requirements of the NMDS-SC return
- Achieve NMDS-SC compliance
- How to access WDF

Who is this course for?

Care providers wanting to find out more about how to complete a NMDS-SC return on the Skills for Care website and claim WDF funding.

Will I need to do a refresher?

No.

How is this delivered?

This is a ½ day classroom course.

Which level is this course?

This course is at level 1.

* Book using the Surrey Skills Academy application form

Nutrition and Hydration

What are the benefits?

Become skilled at recognising the signs of malnutrition and dehydration as well as be trained how to use the Malnutrition Universal Screening Tool (MUST).

What will I learn?

- The legal and ethical need for screening
- Effect of food on the body and general health
- Identify key minerals and nutrients required by the body
- What is malnutrition and the implications of malnutrition
- Importance of adequate hydration and the effects of dehydration
- How to provide an adequate diet
- Use the MUST tool
- List different factors affecting an individual's diet and nutrition

Who is this course for?

Adult Social Care and Health staff that work in services providing direct care such as Care Assistants, Reablement Assistants, Team Leaders, Day Services Staff, Healthcare Assistants and Support Workers.

This course is open to volunteers and carers.

Will I need to do a refresher?

No.

How is this delivered?

This is a ½ day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Person Centred Approach



What are the benefits?

It trains you in how to design and implement person centred plans.

What will I learn?

- The purpose and Content of individual plans
- How to assess individuals' needs prior to formulating a plan
- Use the person-centred approach to developing care plans involving individuals and their families
- Participants' roles and responsibilities for developing, implementing and maintaining up to date plans
- The relationship between care/support planning and risk assessment

Who is this course for?

Adult Social Care and Health staff that work in services providing direct care such as Care Assistants, Reablement Assistants, Team Leaders, Day Services Staff, Healthcare Assistants and Support Workers.

This course is open to volunteers and carers.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Positive Behaviour Support

What are the benefits?

Become trained in how to improve the quality of life for individuals who may require positive behaviour support strategies. The course Content is variable depending on the individuals being supported and their needs.

What will I learn?

- Behaviours that can challenge individuals
- Social and physical context in which the behaviour occurs
- Planning and implementing ways of supporting the individual which enhances the quality of life for both the individual and carer
- Principles and procedures from behaviour analysis to assess and support changes in behaviour and other complementary, evidence-based approaches
- How to support meaningful participation from individuals using the service

Who is this course for?

Adult Social Care and Health staff that work in services providing direct care such as Care Assistants, Reablement Assistants, Team Leaders, Day Services Staff, Healthcare Assistants and Support Workers. Additionally in services that assess the needs of individuals such as Occupational Therapists, Social Workers and Social Care Assistants.

This course is open to volunteers and carers.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Quality Assurance Awareness



What are the benefits?

To raise awareness and understanding of quality assurance in care homes and home based care for ASC locality team staff and CCG staff who visit care settings.

What will I learn?

- How to identify good care practice
- How to identify poor care practice
- Explain your role in relation to addressing quality concerns
- Effective approaches to addressing quality concerns
- Explain the approach and partnership context in which Surrey County Council, CCGs and partners undertake quality assurance
- Define a quality concern and safeguarding concern

Who is this course for?

All Adult Social Care Staff Managers.

Will I need to do a refresher?

No.

How is this delivered?

This is a ½ day workshop.

Which level is this course?

This course is at level 1.

* Book using the Surrey Skills Academy application form

Recruiting for Values



What are the benefits?

Our practical sessions help you to find out about values based recruitment and learn how to apply it to the recruitment process. You'll have the opportunity to develop and practice new interviewing techniques to ensure you recruit workers with the right values, behaviours and attitudes – and you'll learn how to identify and assess how they align with the values of your organisation.

When you leave the session you'll be clear about the process you need to take to implement a values and behaviours-based approach to recruitment and retention in your workplace.

What will I learn?

- Values and behaviours based recruitment
- Identify questioning and probing techniques to assess a candidates values and behaviours
- How to record and assess a values based interview
- Apply the learnt theory into practice

Who is this course for?

Adult Social Care staff that work as Managers and HR Specialists that are responsible for interviewing candidates within their organisation.

The interviewing skills and techniques you will learn require two people to deliver in practice, therefore **two people** from an organisation must attend together. The second person attending does not need to be a Manager or HR Specialist.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Recruitment, Selection and Retention

What are the benefits?

Develop your expertise to recognise the right skills, attitudes and behaviours for recruiting, selecting and retaining staff.

What will I learn?

- How to apply effective processes and practices for recruiting staff
- Write a Job Profile and Person Specification for a specific post
- How to develop and utilise retention strategies
- Processes of safe recruitment to safeguard adults at risk

Who is this course for?

Adult Social Care staff that work as Team Managers, Assistant Team Managers and Team Leaders. Additionally any other job roles that are responsible for recruiting, selecting and retaining staff.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Reporting and Recording



What are the benefits?

It provides the knowledge for you to perform accurate reporting and recording in line with current legislation.

What will I learn?

- The range of different reports and records required in your work and their purpose
- Practices that ensure confidentiality and comply with legal requirements
- Recording and reporting skills

Who is this course for?

Adult Social Care staff that work in services providing direct care such as Care Assistants, Reablement Assistants, Team Leaders, Day Service Staff, Healthcare Assistants and Support Workers.

Will I need to do a refresher?

No.

How is this delivered?

This is a ½ day classroom course.

Which level is this course?

This course is at level 1.

This course contains exercises and discussions to aid good communication.

* Book using the Surrey Skills Academy application form

Role Development: Activity Co-ordinator

What are the benefits?

Increase your understanding of the social benefits of providing opportunities, by using different kinds of activities in the context of care.

What will I learn?

- Definition of 'activity'
- The components of an activity
- Recognise the opportunities for activities
- How to plan person centred activities
- The physical and mental effects as well as the social benefits of activities
- How an activity can be the basis for a model of care and support
- How to set up activities
- List different methods of carrying out activities
- Support individual rights and choices
- How to evaluate activities

Who is this course for?

Adult Social Care staff that work as Activity Co-ordinators. Additionally any other job role that is wishing to develop this role within their organisation.

This course is open to volunteers and carers.

Will I need to do a refresher?

No.

How is this delivered?

This is a ½ day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Substance Misuse Awareness



What are the benefits?

Increase your knowledge and understanding of the different categories of drugs (and alcohol) and their effects. Be trained to direct individuals with drug issues to suitable support routes.

What will I learn?

- Describe and differentiate between a drug and psychoactive drug
- Differentiate between depressants, stimulants and hallucinogens
- Describe why some people use drugs
- Describe the effects of drugs on the body and mind
- Describe the effects of drug abuse for each type of drug
- Demonstrate an understanding of the personal help and support routes which can be provided for individuals with drug issues

Who is this course for?

Adult Social Care and Health staff that work in services providing direct care such as Care Assistants, Reablement Assistants, Team Leaders, Day Service Staff, Healthcare Assistants, and Support Workers. Additionally any other job role which may encounter individuals with drug issues.

This course is open to volunteers and carers.

Will I need to do a refresher?

No.

How is this delivered?

This is a ½ day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Supervision and Performance

What are the benefits?

It equips you with the knowledge and skills to carry out effective supervision of the staff you manage.

What will I learn?

- Key functions of supervision
- Role of the supervisor and supervisee
- Knowledge and skills to deliver excellent supervision
- Establishing an effective supervisory relationship
- Skills necessary to address performance related issues

Who is this course for?

Adult Social Care and Public Health Staff that work as Senior Management, Managers and Assistant Team Managers (Residential and Outreach), Managers and Team Leaders (Reablement), Supervisors (Residential and Outreach), Business Support Managers and staff with line management responsibilities within Business, Programme and Assurance.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 1.

* Book using the Surrey Skills Academy application form

Supervision Skills

What are the benefits?

It provides you with the opportunity to compare and contrast practice approaches to supervising staff. You will be able to share your experiences of supervising as well as being supervised and further develop your skills and confidence.

What will I learn?

- Role, function and responsibilities of professional supervision with reference to research and theory
- Knowledge of Surrey County Council policy and practice around supervision in Adult Social Care & Public Health
- Awareness of Supervision Agreements
- Role of a supervisor including providing feedback and how to recognise boundaries
- An overview of Adult Learning, including Honey & Mumford's Learning styles questionnaire
- Importance of personal supervision history and how this can impact on supervisory style
- How a Strengths based approach can be used in supervision practice
- Importance of working in an anti-discriminatory way
- Theory and practice of Critical Reflection in supervision
- Role of supervision in promoting professional curiosity, resilience and emotional intelligence
- How blocks in supervisory relationship can develop & how to resolve them
- Improving performance through supervision and how to work with supervisees when there are concerns (sign post to Performance Management and Appraisal SCC course)
- Importance of and how to achieve an accurate recording of supervision
- Links between supervision, appraisal and Continued Professional Development (CPD)

Who is this course for?

Adult Social Care staff that work as Senior/Social Workers, Senior/Occupational Therapists, Senior/Social Care Practitioners, Assistant/Team Managers, Senior Practice Leads, Senior/Approved Mental Health Workers, Senior Managers and Area Directors.

What should I know?

This course consists of two consecutive days training, followed six-eight weeks later by one final day. It benefits you by allowing you to practice your supervision skills by supervising staff outside a classroom environment before the final day. Therefore you will have the opportunity to embed what you have learnt and identify any issues which can then be addressed. You will be required to supervise at least one frontline colleague on two separate occasions between days two and three.

Will I need to do a refresher?

No.

How is this delivered?

This is a 3 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Supporting People: Mental Health

What are the benefits?

It gives an introduction to mental health and how it affects individuals. You will gain the knowledge and skills to provide holistic person centered support for affected individuals.

What will I learn?

- Signs and symptoms of mental health conditions
- The social model of disability and mental health care
- How to explain the legal perspectives (Mental Health Acts 1983 and 2007)
- Risk factors associated with mental health care
- The care programme approach and care co-ordination
- Role of self-directed support
- Importance of providing holistic person centered services for individuals who manage severe mental health conditions, as well as their carers and families

Who is this course for?

Adult Social Care and Health staff that work in services supporting individuals with mental health conditions such as Care Assistants, Reablement Assistants, Team Leaders, Day Service Staff, Healthcare Assistants and Support Workers. Additionally in services that assess the needs of individuals with mental health conditions such as Occupational Therapists, Social Workers and Social Care Assistants.

This course is open to volunteers and carers.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Trainer Skills

What are the benefits?

To learn how to deliver a training session using a variety of different methods to support individuals' different learning styles.

What will I learn?

- Design and deliver training using a variety of methods
- Prepare a training session
- Ways in which you can make your training session more interesting and engaging for delegates
- Create a positive atmosphere for training, and deal with any difficult situations
- Health and safety considerations to be taken into account when delivering a training session
- How to deliver a training session and receive detailed personal feedback
- How to structure a training session to ensure that the delegates' learning is maximised

Who is this course for?

Trainers working in the Adult Social Care and Health sector.

Will I need to do a refresher?

No.

How is this delivered?

This is a 2 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Trainer Skills: Adult Safeguarding Essentials



What are the benefits?

To learn how to deliver a training session on Safeguarding Awareness using a variety of different methods to support individuals' different learning styles. This course will equip in-house trainers with the skills and confidence to design and deliver an effective interactive training session.

What will I learn?

You will learn how to deliver an Adult Safeguarding Essentials session that will include:

- Defining 'harm' and 'abuse'
- The different types of harm and abuse
- The definition of an adult at risk
- Indicators, signs and symptoms of abuse and harm
- Safeguarding Adults Multiagency Procedures
- Reporting concerns

Who is this course for?

Trainers working in the Adult Social Care and Health sector.

Will I need to do a refresher?

You will need to attend this course once every 2 years.

How is this delivered?

This is a 2 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Trainer Skills: Autism Awareness



What are the benefits?

Gain the skills to deliver a training session on Autistic Spectrum Conditions using a variety of different methods to support individuals' different learning styles. This course will equip in-house trainers with the skills and confidence to design and deliver an effective interactive training session.

What will I learn?

You will learn how to deliver an Autism Spectrum Conditions Awareness session that will include:

- Historical context
- 'The triad of impairment'
- Sensory perceptions
- Day to day difficulties experienced by individuals with autism
- Positive strategies to support interaction and communication
- Positive behaviour support plans

Who is this course for?

Trainers working in the Adult Social Care and Health sector.

Will I need to do a refresher?

You will need to attend this course once every 2 years.

How is this delivered?

This is a 2 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Trainer Skills: Dementia Awareness



What are the benefits?

To learn how to deliver a training session on Dementia Awareness using a variety of different methods to support individuals' different learning styles
This course will equip in-house trainers with the skills and confidence to design and deliver an effective interactive training session.

What will I learn?

You will learn how to deliver a Dementia Awareness session that will include:

- The definition of dementia
- Types, causes, signs and symptoms of dementia
- Day to day difficulties experienced by individuals with dementia
- Positive strategies to support interaction and communication
- Positive behaviour support plans
- Supporting meaningful participation from the individuals, carers and families

Who is this course for?

Trainers working in the Adult Social Care and Health sector.

Will I need to do a refresher?

You will need to attend this course once every 2 years.

How is this delivered?

This is a 2 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Trainer Skills: End of Life Care



What are the benefits?

To learn how to deliver a training session on End of Life Care using a variety of different methods to support individuals' different learning styles. This course will equip in-house trainers with the skills and confidence to design and deliver an effective interactive training session.

What will I learn?

You will learn how to deliver an End of Life Care session that will include:

- 'End of life' and 'palliative care' definitions
- Day to day difficulties experienced by individuals at the end of their life
- The ethical issues associated with an end of life strategy
- Practical assistance for end of life care
- Positive strategies to support individuals' choice, control and advanced decisions
- Supporting meaningful participation from the individuals, carers and families
- Grief and bereavement
- Care after death

Who is this course for?

Trainers working in the Adult Social Care and Health sector.

Will I need to do a refresher?

You will need to attend this course once every 2 years.

How is this delivered?

This is a 2 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Trainer Skills: Medication Administration



What are the benefits?

To learn how to deliver a training session on Medication Administration using a variety of different methods to support individuals' different learning styles. This course will equip in-house trainers with the skills and confidence to design and deliver an effective interactive training session.

What will I learn?

You will learn how to deliver a Medication Administration session that will include:

- Safe procedures for handling medication
- Administering medication safely and effectively
- Using and maintaining accurate medication records
- Supporting individuals with medication according to their needs

Who is this course for?

Trainers working in the Adult Social Care and Health sector.

Will I need to do a refresher?

You will need to attend this course once every 2 years.

How is this delivered?

This is a 2 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Trainer Skills: MCA and DOLS



What are the benefits?

To learn how to deliver a training session on MCA and DOLS using a variety of different methods to support individuals' different learning styles. This course will equip in-house trainers with the skills and confidence to design and deliver an effective interactive training session.

What will I learn?

You will learn how to deliver a Mental Capacity Act Awareness session that will include:

- The principles and main provisions of the Mental Capacity Act
- Undertaking and recording the Capacity Test
- Best interest decisions
- Who should be a 'Decision maker'
- Deprivation of Liberty safeguards
- The referral process

Who is this course for?

Trainers working in the Adult Social Care and Health sector.

Will I need to do a refresher?

You will need to attend this course once every 2 years.

How is this delivered?

This is a 2 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Trainer Skills: Moving and Handling



What are the benefits?

To learn how to deliver a training session on Moving and Handling using a variety of different methods to support individuals' different learning styles.

This course will equip in-house trainers with the skills and confidence to design and deliver an effective interactive training session.

What will I learn?

You will learn how to deliver a Moving and Handling session that will include:

- Safe techniques to assist individuals with the following manoeuvres: sitting down, standing up, walking, transferring as well as moving on and off the bed and chair
- Using a range of small handling equipment such as; slide sheets, Return and Zimmer frames
- Assessing, fitting and attaching commonly used slings
- Using a range of hoists
- Unsafe and hazardous handling techniques

Who is this course for?

Trainers working in the Adult Social Care and Health sector.

Will I need to do a refresher?

You will need to attend this course once every 2 years.

How is this delivered?

This is a 2 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Trainer Skills: Nutrition and Hydration



What are the benefits?

To learn how to deliver a training session on Nutrition and Hydration using a variety of different methods to support individuals' different learning styles. This course will equip in-house trainers with the skills and confidence to design and deliver an effective interactive training session.

What will I learn?

You will learn how to deliver a Nutrition and Hydration session that will include:

- Legal and ethical needs for screening
- The effect of food on the body and general health
- Key minerals and nutrients required by the body
- What is malnutrition and the implications of malnutrition
- The importance of adequate hydration and the effects of dehydration
- Adequate diet
- Using the MUST tool
- Factors which affect diet and nutrition

Who is this course for?

Trainers working in the Adult Social Care and Health sector.

Will I need to do a refresher?

You will need to attend this course once every 2 years.

How is this delivered?

This is a 2 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Trainer Skills: Reporting and Recording



What are the benefits?

To learn how to deliver a training session on Reporting and Recording using a variety of different methods to support individuals' different learning styles. This course will equip in-house trainers with the skills and confidence to design and deliver an effective interactive training session.

What will I learn?

You will learn how to deliver a Reporting and Recording session that will include:

- The range of different reports and records required at work and their purposes
- Confidentiality and compliance with legal requirements
- Recording and reporting skills

Who is this course for?

Trainers working in the Adult Social Care and Health sector.

Will I need to do a refresher?

You will need to attend this course once every 2 years.

How is this delivered?

This is a 2 day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

Wound Care

What are the benefits?

To assist staff in wound care and prevention.

This course contains both knowledge and practical elements including quiz, group discussions, dressing application and case studies.

What will I learn?

- How to provide good skin care and prevent the development of pressure ulcers
- Incorporate nutrition, hydration and mobility support strategies in maintaining skin conditions
- Prevent skin breakdown in practical ways
- Recognise the signs of actual or potential skin breakdown
- Adopt a referral process and recognise when specialist expertise are needed
- Identify products that can help to maintain a good skin condition and treat pressure ulcers

Who is this course for?

Adult Social Care and Health staff that work in services providing direct care such as Care Assistants, Reablement Assistants, Team Leaders, Day Service Staff, Healthcare Assistants and Support Workers.

This course is open to volunteers and carers.

Will I need to do a refresher?

You will need to attend this course once every 2 years.

How is this delivered?

This is a ½ day classroom course.

Which level is this course?

This course is at level 2.

* Book using the Surrey Skills Academy application form

E-Learning

Carer Aware

What are the benefits?

To understand the needs and rights of carers and their involvement in the assessment process.

What will I learn?

- Range and nature of care provided by carers
- Knowledge of the legislation underpinning work with carers
- Identify and understand the barriers and challenges for carers
- Practice issues relating to carers and the assessment process
- Strategies for involving carers in the assessment process
- Range of services and resources available to carers

Who is this course for?

All Adult Social Care and Health staff.

Will I need to do a refresher?

No.

How is this delivered?

This is a 30 - 40 minutes e-learning course.



Which level is this course?

This course is at level 1.

* Complete course on the Surrey Skills Academy website

Channel Awareness: Counter-terrorism



What are the benefits?

To equip you with general awareness and knowledge of the Channel process in order to identify people who are at risk of being drawn into terrorism.

What will I learn?

- Definition and purpose of the Channel programme
- How the Channel links to the government's counter-terrorism strategy (CONTEST) through the Prevent strategy
- Guidance on how to identify people who may be vulnerable to radicalisation and how to refer them into the Channel programme

Who is this course for?

All Adult Social Care and Health staff as well as those who have contact with the public.

Will I need to do a refresher?

No.

How is this delivered?

This is a 25 minutes e-learning course.

Which level is this course?

This course is at level 1.

* Complete course on the Surrey Skills Academy website

Mental Capacity Act



What are the benefits?

To ensure that social care staff feel confident in using this piece of important legislation and in turn to support and safeguard some of Surrey's most vulnerable citizens and those who support and care for them.

What will I learn?

- How to support people to make their own decisions
- Day-to-day decisions about care and support
- Making more complex decisions
- Informed decisions when there is a disagreement
- Planning for the future
- Explaining the guide to the deprivation of liberty safeguards
- Interface between the Mental Capacity Act and Mental Health Act

Who is this course for?

All Adult Social Care and Health staff that are required to work with individuals who lack or may lack their mental capacity.

Will I need to do a refresher?

No.

How is this delivered?

This is a 4-5 hour e-learning course. It is approximately 30-45 minutes per module.

Which level is this course?

This course is at level 1.

* Complete course on the Surrey Skills Academy website

Personalisation

What are the benefits?

Get an overview of the term 'Personalisation' and how it can influence your work within Adult Social Care.

What will I learn?

- Assist in exploring the nature of Personalisation and how it can influence individuals and carers

Who is this course for?

New starters to Adult Social Care. Adult Social Care staff that work in services providing direct care such as Reablement Assistants and Care Workers. Additionally in services that assess the needs of individuals such as Social Care Assistants, Trainee/Social Workers, Trainee/Occupational Therapists, ASYE Practitioners and Practitioners.

Will I need to do a refresher?

No.

How is this delivered?

This is a 45 minutes e-learning course.

Which level is this course?

This course is at level 1.

* Complete course on the Surrey Skills Academy website

Promoting Wellbeing in Surrey



What are the benefits?

It will provide you with a variety of information on the support, resources and organisations available within Surrey to help individuals and carers enhance their wellbeing as outlined in the Care Act 2014.

What will I learn?

- Key components of the Care Act 2014
- Definition of wellbeing
- Definition of prevention
- How to provide information and advice or signpost to services and organisations to support Surrey's residents
- The Adult Social Care, care and support journey
- Paying for care process and when to refer Surrey's residents to Adult Social Care
- Key requirements to keep residents' safe from harm and abuse in community and prison settings

Who is this course for?

All Adult Social Care staff, Information Providers and Advice Providers.

Will I need to do a refresher?

No.

How is this delivered?

This is a 60-80 minutes e-learning course.

Which level is this course?

This course is at level 1.

* Complete course on the Surrey Skills Academy website

Reablement

What are the benefits?

This course will broaden your knowledge of reablement services and allow non-reablement staff to form a better understanding of the benefits and work of reablement staff.

What will I learn?

- Ethos of reablement
- Benefits of reablement
- How individuals are assessed and supported during reablement

Who is this course for?

All Adult Social Care staff; especially individuals with job roles in reablement.

Will I need to do a refresher?

No.

How is this delivered?

This is a 1 hour e-learning course.

Which level is this course?

This course is at level 1.

* Complete course on the Surrey Skills Academy website

Telecare: Personalised Care



What are the benefits?

It enables you to understand the basics of telecare provision and how it can be used with individuals.

What will I learn?

- Potential benefits for individuals, including safety and independence
- Why telecare should be commissioned as part of a broader package of social care support
- How telecare can aid individuals to achieve the outcomes they want

Who is this course for?

All Adult Social Care staff.

Will I need to do a refresher?

No.

How is this delivered?

This is an 11 minutes e-learning course.

Which level is this course?

This course is at level 1.

* Complete course on the Surrey Skills Academy website

Young Carer Aware



What are the benefits?

Understand the needs and rights of young carers and their involvement in the assessment process.

What will I learn?

- The definition for "young carer" and key facts and figures on young carers and their work
- Legislation and children's rights
- Needs of young carers
- Range of services and resources available to support young carers

Who is this course for?

All Adult Social Care and Health staff.

Will I need to do a refresher?

No.

How is this delivered?

This is a 30- 45 minutes e-learning course.

Which level is this course?

This course is at level 1.

* Complete course on the Surrey Skills Academy website

Care Certificate Framework

Care Certificate Framework



The Care Certificate is not only a start of the career journey but it is also one of the essential elements of learning and development that prepares staff to apply their learning into practice.

The Care Certificate Workbooks on the [Surrey Skills Academy website](https://surreyskillsacademy.com) have been designed for staff working in both Adult Social Care and Health sectors.

All fifteen workbooks can be found at:

<https://surreyskillsacademy.learningpool.com/mod/page/view.php?id=756>

Bespoke and Audit Sessions

Bespoke and Audit Sessions



**Surrey Skills Academy Supporting Workforce Development:
For your staff
At your chosen venue
At the time that suits you
Tailored to your needs**

Do you need a bespoke session?

- To develop your staff in a specific area of practice
- A course for staff who cannot travel
- To address changes with policies and procedures
- Training for 12 or more staff at the same time
- High quality intervention at no cost

Do you need an audit session?

- Help to identify areas for improvement
- Help with reviewing policies and procedures
- Support with responding to CQC inspection reports
- To improve an area of practice within your organisation
- Assistance implementing action plans

What topics do we offer bespoke and audit sessions in?

- Challenging Behaviour
- Infection Control
- Health & Safety
- Medication Administration
- Mental Capacity Act
- Moving & Handling
- Reporting & Recording
- Risk Assessment

If the topic you are interested in is not listed above please get in touch with us and we will be pleased to discuss it with you.

Terms and Conditions for Surrey Skills Academy Courses and Events



1. Booking

The course or event can be booked using an application form accessible either at the end of the Surrey Skills Academy brochure or on the Surrey Skills Academy website.

2. Waiting List

You may join a waiting list if the course you want to attend on a particular date and at a particular venue is full.

- If there are cancellations and a place becomes available you will be notified via email.
- If you are unable to secure a place via the waiting list you will receive a cancellation email with the cancellation reason as "Unplaced Waiting List Booking"

Please note you will not be charged if you do not get a place.

3. Booking Confirmation

When you book on the course you will receive a confirmation email. This is followed by another email two weeks before the course date confirming the final details. Pre-course material, if relevant, is sent out at this stage. All email correspondence will be sent to the email address supplied at the time of booking.

4. Special Requirements

We advise you to contact Surrey Skills Academy at the time of booking to make us aware of any additional needs you may have. For example, if you are bringing an interpreter to the course or if you have access requirements or allergies then please inform us as soon as possible so we can make adequate arrangements and make the trainer aware.

5. Course Cancellations

Any course cancellations made less than two weeks prior to the course date will result in a cancellation charge as follows:

£60 per person per course

£100 per person per course for non-attendance (no show) on the day of the course

If you send a substitute to the course in your place then no cancellation charge will be made. Please let us know the name of the substitute as soon as possible.

6. Bespoke Course / Audit Cancellations

£500 will be charged if you cancel a bespoke or audit session less than four weeks prior to the course date

Failure to pay these charges will result in bookings no longer being accepted from your organisation until the outstanding amount is settled.

Surrey Skills Academy Application Form



Manager's Name:

Delegate's Name:

Organisation:

Establishment address:

Establishment phone number:

Billing address:

Phone number:

Email:

Click here to enter text.

If you have any special requirements please read section four of the terms and conditions.

Course title:

Click here to enter text.

**First
choice**

Date: Click here to enter a date.

Time: Click here to enter text.

Venue: Click here to enter text.

**Second
choice**

Date: Click here to enter a date.

Time: Click here to enter text.

Venue: Click here to enter text.

By signing you hereby agree to abide by the Surrey Skills Academy terms and conditions found attached to this document or in the Surrey Skills Academy brochure.

Print name:

Click here to enter text.

Signature:

Click here to enter text.

Date:

Click here to enter a date.

Once this form is completed please send it back to:
surreyskillsacademy@surreycc.gov.uk

Bespoke or Audit Session Request Form



Bespoke Session

Audit Session

Contact Name:

Click here to enter text.

Organisation:

Click here to enter text.

Establishment address:

Click here to enter text.

Billing address:

Click here to enter text.

Phone number:

Click here to enter text.

Email:

Click here to enter text.

What kind of bespoke or audit session do you require?

Click here to enter text.

Are there any specific areas you would like the session to focus on?

Click here to enter text.

Have you any policies or procedures that could help in the delivery?

Click here to enter text.

Selection of preferred dates:

Click here to enter text.

Venue address if different from establishment address:

Click here to enter text.

Once this form is completed please send it back to:
surreyskillsacademy@surreycc.gov.uk