

Workforce Development

Workforce Training Directory & Brochure

April 2018 to March 2019



Introduction

Workforce Development supports two main functions Corporate (Council) training and Development and Social Care training. Corporate training supports Corporate & Customer Services, Education, Environmental & Planning, Housing & Economy and Finance. Workforce Development is also in partnership with ITeC to deliver and commission Health and Safety training.

The Wrexham Social Care Workforce Development Partnership membership is made up of the Local Authority, Independent and Third Sector Social Care providers (Domiciliary & Residential), Coleg Cambria, Job Centre Plus, NHS, and others who work together to ensure that the Social Care Sector in Wrexham has a workforce who are trained and qualified to the required standard. We provide access to free short courses and social care qualifications to the social care workforce in Wrexham; developing a quality workforce, whether employed by the Statutory, Voluntary or Independent sector.

There are some course places available for informal carers (relatives or friends caring for people at home) on generic courses. However, we also provide free sessions on some subjects that are specifically for informal carers, which are tailored to meet their need.

Additional courses

We explore new areas and topics for training throughout the year and from time to time we will be issuing information for courses other than those listed in this brochure. There will also be sessions when any new legislation, policies or service initiatives are introduced.

For further information or to discuss training needs please contact Workforce Development - **see page 3 for contact details.**



Louise Davies

Workforce Development Lead

W.C.B.C. on behalf of Wrexham Social Care Workforce Partnerships

NB: This Training Brochure and Training Plan will be available on the Internet at:

http://www.wrexham.gov.uk/english/council/social_services/workforce_strategy/index.htm

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Link to ITeC information: <http://www.wrexhamitec.co.uk>

HOW TO APPLY

Booking a place on a course

Bookings can be made by phone or email. Delegates must have had training agreed by the appropriate Manager.

We allocate on a first come first served basis, although commissioned providers will be given priority. If a course is not fully subscribed by the time of issuing confirmation we will recirculate to obtain maximum capacity.

Confirmation of places

We aim, where possible, to issue confirmations approximately 3 to 5 weeks before the course date. Confirmations will be emailed to the appropriate Manager and the individual where possible and it is the responsibility of the Manager to forward this information to the delegate concerned. We would appreciate it, therefore, if a current email address is clearly shown in any correspondence.

Once received, please ensure that all of the information on each individual confirmation is noted carefully such as: venues, start and finish times, special instructions etc, as these can vary for each course.

If a confirmation has not been received from the Workforce Development Team please **DO NOT ATTEND** as you have not secured a place.

Cancellation of places/Name changes

Once a booking is made we do ask that those allocated a place attend promptly at the venue stated on the confirmation provided.

Cancellation of a place will only be accepted from Managers by phone or email as soon as possible who must also give a valid reason for the cancellation. Phone cancellations must be followed up with an email. Staff calling to cancel their own place will be informed that their Manager will have to contact us for the cancellation to be valid.

Where possible, we ask that we are informed of cancellations 5 working days prior to the course date. If you are unable to give us 5 days' notice, we ask that you attempt to send another person in place of the original delegate and inform us of the change of name as soon as possible. **It is the Manager's responsibility to cancel any training booked if the person booked on the training leaves their employment, on long-term sick or on holiday.**

Non-attendances

Managers will be notified of all non-attendances. We will record non-attendance for monitoring purposes. We therefore reserve the right to charge Providers for persistent non-attendance, as future funding could be affected by large numbers of non-attendance.

Certificates

Due to the Workforce Development Team using a range of facilitators, certificates will be issued in various ways including on the day, by post or by e-mail.

Courses that issue certificates on the day of training will be handed direct to each delegate. It is then their responsibility to issue a copy to their Manager/Line Manager. Workforce Development do not retain copies of these certificates.

For courses where certificates are sent to the Workforce Development Team from the facilitator, certificates will be forwarded by post direct to the Line Managers, who are then responsible for retaining a copy for their records and forwarding the original to the delegate. NB: The Workforce Development Team does not retain copies of these certificates.

Certificates produced by the Workforce Development Team will be e-mailed direct to the Line Managers who are then responsible for retaining a copy for their records and forwarding the original to the relevant delegate.

Although we aim to distribute certificates as soon as possible after the course, there are occasions when there may be a delay. This is due to some certificates being produced by an examination board and others being produced internally by the Workforce Development Team.

Please note that the original certificate is the personal property of the delegate and, unfortunately, duplicate certificates are not available. We recommend, therefore, that they are kept securely for your future convenience.

Contact Details

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Jayne Owen – Team Leader – Tel: 01978 292965

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Janet Watkins-Fletcher – Assessor/Trainer – Tel: 01978 292996

CORPORATE TRAINING



Accident / Incident Reporting and Investigation (BSIC) – Half Day

Target Group Wrexham County Borough Council Employees – All managers, supervisors, team leaders and H&S employee representatives.

What the course provides

Enables managers, supervisors, team leaders, etc to understand and follow our accident/incident reporting and investigation procedures, and therefore ensure compliance with our duties under RIDDOR.

The course covers a basic level of investigation techniques.

Method of delivery

Classroom based learning, delivered in-house.
Booking through the Workforce Development Team is required.

Asbestos Awareness – Half Day

Target Group

Wrexham County Borough Council Employees – All managers, team leaders and supervisors and persons potentially at risk of disturbing Asbestos containing materials:

ICT Employee/installers

Building/Property Maintenance

Caretakers

Street Scene Operatives (including refuse and recycling)

Highways (bridge and structural engineering)

What the course provides

General course on asbestos awareness giving delegates an insight into asbestos and the legislative requirements to manage the associated risks.

Method of delivery

Classroom based training delivered by external provider arranged by the Workforce Development Team.

e-Learning module under development

Asbestos Surveyors and Risk Assessors (3 Days)

Target Group Specialist persons in building services nominated to survey and undertakes risk assessments for Asbestos

What the course provides

- BOHS modules – P402 accredited course.
- For building services personnel in housing or facilities management.

Method of delivery

External course to be arranged through the Workforce Development Team.

Control of Substances Hazardous to Health (COSHH) Risk Assessment – Half Day

Target Group Persons responsible for undertaking assessments of substances hazardous to health.

What the course provides

Develop an understanding of the processes to conduct a suitable and sufficient COSHH risk assessment.

Method of delivery

Delivered by ITeC through the Workforce Development Team.

Display Screen Equipment (DSE) **Workstation Assessment – Half Day**

Target Group Identified persons nominated to undertake DSE assessments for Departments or sections.

What the course provides

Provides employees with the knowledge and ability to assess DSE use at workstations of employees.

Method of delivery

Delivered externally through Workforce Development Team To look at options re. eLearning.

Fire Safety Awareness

Target Group This is part of the mandatory induction process for all employees carried out by the department on the employees first day.

What the course provides

Ensures that Employees know about the risks present in their workplace and what to do in an emergency such as a fire.

Method of delivery

In-house training delivered by ITeC through the Workforce Development Team eLearning under development.

Fire Safety Training /Refresher

Target Group All fire Checkers/Wardens

What the course provides

- Course devised for employees with responsibility for, and checking of buildings in the event of a fire evacuation.
- The sessions includes a hands-on use of fire extinguishers

Method of delivery

In-house training delivered by ITeC through the Workforce Development Team.

Hand Arm Vibration (HAV) Awareness – Half Day

Target Group Managers, supervisors and team leaders and those responsible for undertaking HAVS assessments. Employees identified as users of vibration equipment.

What the course provides

- This course is designed to give delegates knowledge and awareness of the risks associated with Hand Arm Vibration.
- It looks at the practical measures that can be taken to manage and minimise the vibration exposure to employees.
- The course also provides the detailed knowledge and expertise required to conduct risk assessments of the occupational exposure to Hand Arm Vibration.

Method of delivery

Classroom based learning, delivered in-house or external provider.
Booking through the Workforce Development Team is required.

Managing your Well-being – Stress Resilience

Target Group

This course is intended for the individual who is affected by the pressure or a demand placed upon them, which is liable to have an effect on their health and wellbeing. Course is for individuals who would benefit from learning about coping mechanisms and aspects of mental well-being.

What the course provides

- To enable the participants to develop an individual strategy to ensure they are able to prevent and manage stress effectively therefore reducing the impact of their work on their health and wellbeing.
- This course is designed to highlight the factors that cause stress both in and out of the workplace and discuss methods of management in order to provide delegates the tools to identify stress and manage its effects.

Method of delivery

eLearning in plans for development and use.

Classroom based learning if applicable by Occupational Health (new provider)

Managing Violence and Aggression

UNDER DEVELOPMENT

Target Group Corporate Staff

What the course covers

- Basic overview of the importance of managing violence and aggression in the workplace.
- The prevalence of violence and aggression within society and its relevance to the workplace.
- Local policies and procedures.
- The changing culture of violence and aggression in society in relation to organisations' employees'.
- The duty of care owed by the employer and employee.
- The meaning of the terms violence and aggression.
- Staff support systems available within the organisation.
- The importance of reporting incidents of violence and aggression.
- Equipping staff with the skills to recognise and de-escalate potentially violent incidents, customer care and diversity.
- The impact of verbal and non-verbal communication.
- Legal and ethical issues.
- Techniques enabling breakaway from violent/aggressive situations.
- Understanding the term assault.

Noise Awareness

Target Group Managers, supervisors and team leaders and those responsible for employee who may be working in areas where noise assessments may be required. Employees identified as being at risk from noise induced hearing loss.

What the course provides

This training is designed to give delegates the knowledge and awareness of the risks associated with Occupational Noise Exposure. This is to comply with our legal duties under the Control of Noise at Work Regulations 2005.

Method of delivery

Contact the Workforce Development Team for further details.
E-Learning module under development

Pesticides and Herbicides

Target Group All employees required to use pesticides and herbicides.

What the course provides

This course is based around the National Proficiency test council PA1 (foundation) Test and is designed to help delegates successfully prepare for the test.

Method of delivery

Delivered externally on request through Corporate Health and Safety

Responsible Officer (Premises H&S) Course

Target Group The course is designed for Responsible Officer and deputy responsible officers nominated for specific buildings across the Council.

What the course provides

Course delivered to explain the role of the Responsible person in relation to:

- Legal duties
- Asbestos
- Legionella
- Electricity at work
- Gas safety
- Contractors, Fire Safety, etc.

Method of delivery

Classroom based training delivered in-house by ITeC.

Risk Assessment – Half Day

Target Group All managers, supervisors, team leaders and employees responsible for undertaking risk assessments.

What the course provides

- An understanding of the process for completing risk assessments for work-based activities.
- Essential for all staff responsible for carrying out general risk assessments of workplaces or workplace activities.

Method of delivery

Classroom based learning, delivered in-house or externally.
Booking through the Workforce Development Team is required.

Stress Risk Assessment Workshops for Managers – Half Day

Target Group Employees who are required to manage people within busy work environments where work related stress may be an issue.

What the course provides

- This course is designed to give delegates a comprehensive understanding of stress symptoms, indicators and methods of management.
- The course provided a valuable insight into the HSE Management Standards for stress introduces the delegate to the Councils Promoting Mental Well-Being at Work Policy and the Stress Management Tool.

Method of delivery

Delivered by Occupational Health arranged through the Workforce Development Team

Using DSE Workstations Safely – E-learning Module

Target Group All employees using DSE

What the course provides

E-Learning Module for employees who use DSE on a regular basis at work.

Method of delivery

e-Learning module under review.

Working at Height – Half Day

Target Group This course is designed for those whose jobs involve working at height and those who supervise or manage such work.

What the course provides

An awareness course designed for those identified as working at height who need to understand the safety implications of various access methods.

Method of delivery

Delivered externally through the Workforce Development Team.

ADULTS & CHILDREN SOCIAL CARE TRAINING



ACE – Building Resilience in the Face of Adverse Childhood Experiences

Target Group Staff, volunteers and carers from all agencies who are working with Children, Young People and their families.

Sector Children's

What the course covers

This course will examine adverse childhood experiences, children's rights and the concept of a good childhood, resilience and how to build resilience in children to cope with and mitigate the effects of early childhood experiences.

Course Objectives

- To explore adverse childhood experiences.
- To have a better understanding of their impact on children and adults in later life.
- To have a greater understanding of substance misuse, mental health, domestic abuse and violence and their effects on children.
- To explore a "good" childhood.
- To increase knowledge of resilience.
- To have skills and confidence to build resilience with children and young people.

Activity Coordination (2 Day Course)

Target Group Adult Social Care (Residential)

Sector Adults

What the course covers

This 2-Day course is designed to demonstrate the importance and impact activities have on the service user in day-to-day life within the care sector.

- What is classed as an activity?
- Why activity is important.
- The impact activity can have in a client.
- Different aspects of activity.
- Important factors when planning an activity.
- Adapting activities.
- Setting up different activities.
- Workshops on activity used in the care sector.
- Record keeping and development.
- Facts about activity.

Administration and Safe Use of Medicines

Target Group Senior Care Staff, Supervisors, or those staff responsible for administering (not prompting) medication.

Please Note: Staff who have already achieved this unit as part of their QCF will not be able to attend this course, as accreditation cannot be claimed twice.

Sector All

Learning Outcomes

- Understand the administration and safe use of oral and topical medicines.
- Perform the administration and safe use of medication.

Participants successfully completing the course will be accredited through City & Guilds, Unit 4222-92 Administer medication to individuals, and monitor the effects

Administer Medication to Individuals and Monitor the Effects

Managers Responsibilities:

A suitably qualified and competent person must be identified at the point of application, to undertake two competency observations of the participant once they have attended the taught session. This person's name and contact details must be made available upon application in order that a CV and proof of qualification can be obtained and kept on record by the centre, as per awarding body requirements.

- Before attending – Participants must have completed a three month induction in their current workplace.
- Before attending – Participants must be familiar with the medication administration process, either through observations or experience.
- Managers must make available to the participant a copy of their current medication procedure/policy.
- To ensure the competency assessments are completed within four weeks of the course and returned to the trainer.

Participants Responsibilities:

- To attend the training day and contribute to discussions; bring a copy of your employers' medication procedure/policy and a pen/paper.
- Complete Workbook 1 during the taught session.
- Workbook 2 must be completed within four weeks of attending the course and returned to the trainer.

The participant will only be certificated once both workbooks and the competency observations have been satisfactorily completed and have been assessed as meeting the required standard by the course facilitator.

Appropriate Adult

(Delivered by Tony Kerrigan & Tom Scott)

Target Group Social Workers, Nurses, Social Care Assessors, OTs

Sector Adults

Aim

A one day course to familiarize Social Services staff with the implications of the Appropriate Adult role under the Police and Criminal Evidence Act and Codes of Practice in relation to the detention, questioning and identification of mentally disordered or otherwise vulnerable persons in Police custody.

Covering

- Legislative requirements of the Police and Criminal Evidence Act as they relate to the role of Appropriate Adult.
- Duties of the Appropriate Adult and entitled groups.
- Supporting a mentally disordered or learning disabled person in an interview.

Outlining the 'rules' for the detention of arrested persons:

- The relevant time, review and release.
- Cautioning and special warnings.
- Searches.
- Identification.
- Rights under continuing detention.
- Conditions of detention.
- Charging.

The role of the Appropriate Adult:

- Who can be the Appropriate Adult?
- Attending the Police Station.
- Private interview with detainee.
- The formal interview.
- Responsibilities after the interview.

Approved Mental Health Professional Training (A.M.H.P.)

Target Group Registered Social Workers, Nurses, Occupational Therapists or Psychologists working within settings and teams who use the Mental Health Act 1983 (as amended by the MH Act 2007)

Sector Mental Health, Disability, EDT, Older People

What the course covers

The course is delivered by the West Cheshire Partnership with the University of Chester, and will provide the knowledge and practice experience to enable professionals to act within the legislation on behalf of the Local Authority.

The programme consists of three taught modules:

Module 1 – Critical Perspectives on Mental Health – 2 weeks

Module 2 – Mental Health Law and Policy – 2 weeks

Module 3 – Legal Processes in Mental Health (AMHP Practice) – 1 week

In addition to the taught modules, candidates will undertake an assessed placement within a community mental health team (CMHT), of a minimum of 51 days duration. During the placement, candidates will hold a small caseload, undertake shadow assessments and be subject to a minimum of 2 observed practice sessions. Throughout the duration of the programme, candidates will be assessed and supported by a Practice Assessor, an individual who is experienced in both AMHP practice and trained in the assessor role.

A “Pre AMHP” module is available to assist practitioners understanding of the role usually commencing April.

The specialist course commences each January.

For further details, please contact Kâren Hammond on 01978 292984 or email karen.hammond@wrexham.gov.uk

Assessing and Analysing the Risk of Significant Harm

Target Group All frontline Children's Social Workers

Sector Children's Services

Aim

To ensure that children and young people in contact with Children's Social Care are safeguarded

Learning outcomes

To ensure that participants

- Know when and how to use a screening risk assessment (Risk 1).
- Know when and how to use the standard and pre-birth risk assessments (Risk 2).
- Are aware of cross referring to the guidance versions.
- Understand the meaning of significant harm and can use the relevant tool (Significant Harm Supplement).
- Consider the potential use of other tools from the risk system with particular reference to the Home Conditions Assessment.
- Use the results from risk assessments to analyse, inform decisions and provide information to conferences, legal panels and courts.

Assessing Parents in the Context of the Public Law Outline for Social Workers

Target Group Social Workers who work in children services

Sector Internal

What the course covers

The Aim is to ensure that parenting assessment are completed to the required standard and within time scales

- Clarifying the process with families.
- Planning the assessment.
- Developing social worker's confidence.
- Identifying any methods or tools to be used.
- Analysing information.
- Producing the assessment.

This will include the of use assessment tools such as the Graded Care Profile, Home Conditions and Change.

Assessment, Analysis, Planning & Intervention for Support & Other Professional Staff

Target Group Professionals who work with parents and families

Sector Children's

What the course covers

- The Aim is to ensure that support workers and other staff are able to assess, analyse, plan and intervene using the Risk Model and other methods.
- Identifying the threshold of good enough parenting.
- Clarifying significant harm.
- Identifying disguised compliance.
- Assessing the impact of abuse and neglect on the child.
- Developing effective multi-agency working.
- Using assessment tools such as the Graded Care Profile, Home Conditions and Change.
- Using analysis methods.

Assessment, Mental Capacity and Deprivation of Liberty Safeguards

Target Group Social Workers, OTs, and all those involved in direct assessment and planning with Adults who may lack capacity.

(This course is not suitable for qualified BIA/DoLS Assessors.)

Sector Adult Social Care

Learning Outcomes

To enable staff to re-visit mental capacity issues, so that they can appropriately assess and know when to recognise Deprivation of Liberty Safeguards (DoLS) so staff can plan and inform Managing Authorities when to refer individuals who meet the criteria for DoLS assessments in a Care Home or in the community.

Learning Objectives

- Help practitioners understand how case law reinterprets the law relating to Mental Capacity Act 2005 and DoLS 2008 and the interface with Mental Health Act 1983 (as amended 2007).
- Enable practitioners to apply the Mental Capacity Act and the Code of Practice (Wales) within a context of best interest decision-making and challenges.
- Give a clear understanding of the process used for applying DoLS and the role of Managing Authorities and Supervisory Bodies
- How the Mental Capacity Act and related Code impacts upon staff responsibilities in safeguarding adults at risk.

Autism

An introduction to Autism (Half Day)

Target Group Social Care Staff, Supervisors, Informal Carers

Sector Adults

Learning Outcomes

By the end of the session delegates will have an understanding of:

- The behavioural characteristics of autism.
- The development of thinking about autism and the current body of knowledge.
- The autistic spectrum.
- Communication, interaction and flexible thinking.
- A simple model for understanding a person with autism.
- The sensory world of people with autism.
- Strategies and approaches.

The course encourages participants to place the individual with autism at the centre of their thinking about autism – person centred care. Participants will be equipped with a simple model for helping them to understand how each person is uniquely affected by autism. Communication strategies, which help people with autism make choices about their lives, will be examined.

Autism

Autism Awareness (Children's Services)

Target Group All workers who come into contact with children and young people who have autism

Sector Children's services

What the course covers

- How to recognise signs/symptoms of ASD.
- Knowledge of the diagnostic process and how to refer for diagnosis.
- How the ASD affects families lives, and how to help.
- Knowledge and understanding of some general strategies for helping those affected by ASD.

Autistic Spectrum Disorder Interventions

Target Group Workers who plan and provide support for children and young people with Autism.

This course presumes prior knowledge and experience in this area.

Sector Children's services

What the course covers

Learners will have the ability to implement:

- Communication strategies (including signing and picture systems).
- Using visual timetables and schedules.
- Behaviour management strategies.
- Sensory difficulties and how to help diminish the effects.
- Using an Intensive Interaction approach.
- Use of Social Stories.

Best Interest Assessor Training **(20 Academic Credits at Level 7)**

**THIS COURSE ASSUMES A WORKING KNOWLEDGE OF THE
MENTAL CAPACITY ACT AND CAPACITY ASSESSMENT.**

Target Group Experienced: Social Workers, OTs, Nurses who wish to undertake the role of Best Interests Assessor as outlined in The Mental Capacity (Deprivation of Liberty: Standard Authorisations, Assessments and Ordinary Residence) Regulations 2008 and The Mental Capacity (Deprivation of Liberty: Standard Authorisations, and Disputes About Residence) (Wales) Regulations 2009

Note: This course assumes a working knowledge of the Mental Capacity Act and Capacity Assessment.

Sector Adults

Learning Outcomes

The training will equip practitioners with the knowledge and skills necessary to undertake the role of the Best Interests Assessor under the Deprivation of Liberty Safeguards. The module teaching is underpinned by the key principles of the Mental Capacity Act 2005. It will also focus on human rights issues, and enable practitioners to develop their decision making skills in a range of complex practice situations. Practitioners will be required to attend 7 taught days and participate in 2 DoLS assessments.

Module Assessment

- (a) Observation of two DoLS assessments.
- (b) Written Assignment – based on hypothetical case study (3000 words).
- (c) Completion of DoLS Form – based on hypothetical case study.

The course is provided by Chester University, with 3 cohorts per year.

For further details, please contact Kâren Hammond on 01978 292984 or email karen.hammond@wrexham.gov.uk

“Better Conversations” in Information, Advice and Assistance Services

Target Group First Contact Officers

Sector Adults

What the course covers

- To understand the service in the context of the legislation
- To know why effective conversation skills are essential to this service
- Explore essential conversation skills
- Discuss and try out the results you can get using effective conversations

This course is aimed at supporting better conversations by identifying and developing the necessary skills to be part of the information, advice and assistance service within an agreed competency framework.

Note

This course is currently only available for a limited audience but this will be extended once structures are confirmed.

BSL (British Sign Language)

Target Group Adult Social Care and Children's Services

Sector All

What the course covers

- Everyday signs.
- Finger spelling and its place in BSL.
- Question signs.
- Signs relevant to your workplace.
- Know how to use a BSL Interpreter.
- Where to find an interpreter.
- Who funds a BSL Interpreter?
- These sessions are taught by a BSL user who has many years' experience of teaching BSL to numerous students with a high success rate.

Eight hour Accredited will include above plus signs linked to your organisation or work. This course is continuously assessed by the tutor for the day.

Buccal Midazolam

Target Group Social Care Staff and Informal Carers supporting individuals with Learning Disabilities

Sector Adults

What the course covers

- Understanding epilepsy, its causes and management.
- Managing status epilepsy, types of seizures and treatment.
- Epilepsy and learning disabilities.
- Epilepsy and mental health.
- Epilepsy and women.
- Childhood epilepsy.
- Administration of Buccal Midazolam.
- Epilepsy and safety.
- Role of the nurse.
- Epilepsy and quality of life.

This course assumes little or no previous knowledge in this subject.

Certificate of Higher Education in Social Care (Wales)

Target Group Social Care Assessors, all those exercising social services functions in relation to Part 3 (Assessing the needs of individuals) of the Social Services and Well-being (Wales) Act 2014

Sector Adults and Children

Learning Outcomes

The certificate provides a firm foundation for your practice as a social services practitioner (or similar), developing underpinning knowledge and essential study skills, including digital and information literacy.

An introduction to health and social care (K101) and **Foundations for social work practice (KZW113)** offer a fascinating insight into the organisation of social care in Wales and the UK, developing your awareness of the different components of good practice and building your confidence.

K101 An Introduction to Health and Social Care introduces care services in the UK, using real situations of both care workers and those who use services within the learning materials. You will be encouraged to draw on your own experiences in your learning and as you complete the assessment tasks. Themes addressed in the modules also include culturally sensitive care and wellbeing, key current issues in health and social care in Wales.

The module provides an introduction to study at higher education level, building knowledge, skills and understanding of care work in health and social care, and provides a basis for continued study at this level.

KZW113 Foundations for Social Work Practice provides students with an initial understanding of the skills, knowledge and values that underpin the practice of working alongside people within the social care sector. It integrates practice experience with beginning to develop reflective skills that can integrate knowledge of both policy and theory to inform good practice.

Start dates

K101 runs twice a year, starting in October or February.

KZW113 has a February start date only.

If you wish to complete the certificate in the minimum of eighteen months you will need to follow the 'fast-track' study option.

This means you will start with the October presentation of *An introduction to health and social care (K101)*, followed by *Foundations for social work practice (KZW113)* the following February. Students following the standard route will study the modules starting in consecutive years, commencing in February

For further information, please contact Karen Hammond
Karen.hammond@wrexham.gov.uk (Tel: 01978 292984)

Child Car Seat Safety Training

Target Group Workers transporting children in child car seats

Sector Children and Families

What the course covers

Course Objectives:

To outline the current legal directions and the essential principles of transporting babies, children and young people in a vehicle.

Learning Outcomes:

- Understanding the up to date legal requirements for the transporting of passengers in a vehicle.
- Knowledge of manufacturer's guidance in terms of group/stages, types of seats and height/weight restrictions.
- Be able to fit a baby and child car seat in accordance with manufacturer's guidance.

The course is interactive and practical with participants having the opportunity to practice fitting various types of baby and child seats with our car seat demonstrator.

Important Information

Please note that if you have any child car seats or baby seats that you own, or have the use of, for carrying children in cars, you should bring them all along to the training session, together with the vehicle that is used.

This is arguably the most important part of your training – as we will check the seat and how it is fitted in the vehicle, make sure that you know about all the potential issues surrounding it and that you are confident in fitting it correctly in your vehicle. We give priority to this during the practical sessions. If there are problems associated with the seat and/or vehicle, we will advise you accordingly and in writing if necessary.

Child Protection Conferences and Core Groups

Target Group: Staff, volunteers and carers from all agencies who are working with Children, Young People and their families.

Participants should have attended:

- Basic Awareness Course in Child Protection and
- Working Together Foundation Course

Sector: All

What the course covers

This one day course will cover:-

- The legal context for holding Conferences and Core Groups.
- The decision making process.
- The roles of agencies attending Conferences and Core Groups.

All participants will benefit by learning by presentations, discussions, a case study, and participating in a simulation of a conference.

Child Sexual Exploitation (CSE)

Target Group All Professionals who work with children and young people

Sector Children's sector

What the course covers

- Definitions of Child Sexual Exploitation (CSE).
- Indicators and Models.
- Vulnerabilities and risk factors.
- Consent.
- Working with young people, parents, carers and wider family members affected by CSE.
- The Law relating to Child Sexual Exploitation.
- Multi Agency Working.
- Affirming local referral pathways.

Continuing Health Care Training

THERE ARE PLANS TO DELIVER THIS REGIONALLY

Target Group Social Workers, Community Care Workers, OTs employed by the Local Authority and engaged in assessing for and/or reviewing of Continuing Health Care need.

Sector Adults

Course Aims

The session aims to:

- Equip participants with a detailed understanding of the NHS' responsibilities for Continuing Healthcare services in Wales.
- Consider the obligations on the NHS and social services authorities to collaborate.
- To outline specific NHS Continuing Healthcare and joint NHS & social care obligations.
- Update practitioners on important legal / policy developments concerning 'NHS Continuing Healthcare' that have occurred and are likely to occur – as a result of the Social Services and Well-being (Wales) Act 2014.

In the short / medium term:

- Provide a forum where practitioners can bring practical problems that have cropped up in their work and obtain legal and practical advice on how best to resolve these.

Complaints Training

Target Group Social Care Staff

Sector Adults

What the course covers

- The purpose and benefits of the complaints procedure.
- The importance of recording all customer feedback.
- Review existing belief about complaints.
- Discuss the purpose and definition of a complaint.
- Develop familiarity with the system for handling complaints, compliments and suggestions.
- Understand the three stages of the process.
- Reinforce staff involvement and responsibility within the complaints procedures.
- Explain what support staff can expect when dealing with complaints.

County Lines Exploitation – Gangs, Drugs and Wales

Target Group Youth workers

Sector Children's

County lines is a major, cross-cutting issue involving drugs, violence, gangs, safeguarding, criminal and sexual exploitation, modern slavery, and missing persons; and the response to tackle it involves the police, the National Crime Agency, a wide range of Government departments, local government agencies and VCS (voluntary and community sector) organisations. The course is aimed at being a full guide for practitioners working with young people in and leaving care; youth justice; substance misuse; supported accommodation and housing associations.

The course will cover

By the end of the course participants will have a greater understanding of:

- The history of gangs.
- How county lines work.
- Gangs and the law.
- Current trends in substance misuse.
- Cuckooing.
- Child Sexual Exploitation.
- How to spot signs and symptoms.
- How to support young people.
- Referral routes.

Dealing with Drink: Adults and Alcohol Dependency

Target Group Suitable for all staff who require a better understanding of the issues relating to alcohol dependency and how they may be better able to assist their clients.

Sector All

Aims of Course

This one day course provides a comprehensive overview of the issues relating to alcohol problems amongst adults. The course examines the physical and mental health impact of alcohol as well as exploring the practical issues of supporting clients who are experiencing alcohol dependency. The course also analyses the various options available for clients who want to overcome and recover from their alcohol addiction.

Learning objectives

- To understand the changing patterns of alcohol use amongst adults.
- To analyse the differences between physical and psychological dependency.
- To examine the impact of alcohol dependency on a client's mental and physical health.
- To explore the risk factors for alcohol dependency including genetic, psychological and environmental factors.
- To understand the key issues relating to safety and harm reduction.
- To examine models for assessing a client's alcohol use.
- To explore the options for recovery from alcohol dependency.

Course materials

Each participant will receive a course information booklet, a DANOS linked Certificate of Attendance and free subscription to the 'Drugs Now' e-zine.

Demonstrating Care Skills to Carers

Target Group Qualified and experienced practitioners, where it has been agreed that demonstration is part of their role and who are willing to undertake assessment and gain the QALL unit.

Important: Applicants have to be in a position where they are in contact with informal carers and are able to agree with them opportunities for demonstrating care skills.

Sector Adults

Aim

You will understand:-

- The values and principles embedded in the care demonstration process, including the importance of person-centred working.
- The application of listening skills, relationship building and collaborative working.
- Positive risk taking and risk assessment.
- The needs of the unpaid carer.

Learning outcomes

Successful completion of this course will enable you to achieve the QALL unit “Support Carers through the Demonstration of Practical Care Techniques”. The learning outcomes for this qualification are:-

- Understand the roles & responsibilities of a carer demonstrator.
- Be able to establish positive relationships with carers.
- Be able to plan safe demonstrations of care techniques.
- Be able to carry out demonstrations of care techniques.
- Be able to review the effectiveness of the demonstration of care techniques.

Course Programme

The programme consists of two full day taught sessions, with a four week break between sessions for learners to complete personal research and a written assignment. The second session will include learners undertaking a practice demonstration. Learners will have the opportunity to practice demonstration skills prior to an assessor observation, which will take place within eight weeks following the second taught session.

Diabetes Awareness (Half Day Workshop)

Target Group Direct Care staff (Adults) and informal carers

Sector Adults

What the course covers

- General information about this condition.
- The main range of symptoms for each type.
- The effects on daily living.
- Who diabetes can affect.
- Controlling diabetes.
- Myths surrounding diabetes.
- Risk Assessments.

This course assumes little or no previous knowledge in this subject.

(DoLS) Deprivations of Liberty Safeguards for Care Staff in Adults Residential Homes (Half Day)

Target Group Social Care Staff working in residential homes

Sector Adults Residential

Aims of Course

- To raise awareness of Deprivation of Liberty Safeguards.
- To increase understanding of how DOLS apply in daily practice.

Learning outcomes

By the end of this session learners will have an awareness of:

- The links to legislation.
- When and why DOLS came into force.
- The definition of deprivation of liberty and who DOLS applies to.
- How to avoid depriving a person of their liberty.
- The DOLS process and how to apply DOLS to daily practice.
- The workers' role and responsibilities.

(DoLS) Deprivation of Liberty Safeguards for Managing Authorities (Care Homes)

Target Group Managers and Senior Staff of care homes independent sector

Sector Adult Social Care

What the course covers

- To enable participants to understand the principles underpinning the Mental Capacity Act 2005 (MCA 2005) and put them into Practice within a Care Home.
- To enable participants to gain an understanding of how to identify when an individual(s) in a Care Home is being deprived of their liberty and the difference between restrictions, restraint and deprivation of liberty.
- To enable participants to understand their responsibilities within the current legal framework and criteria for a Deprivation of Liberty Safeguards.
- To enable participants to know how to apply for a Deprivation of Liberty Safeguards to their relevant Supervisory Body and to do so in a way which informs and promotes good recording practice in the use of DoLS Forms.

The above training objectives will be met by enabling participants to demonstrate their understanding by the use of group workshops using case scenarios study material as well as presentation material.

Domestic Abuse and Sexual Violence (General Awareness)

Target Group All staff, volunteers and carers who support people and families within the community.

Sector All

Learning Outcomes

The objective of the one day attendance course is to familiarise participants with the multi-agency coordination of reported incidents of domestic abuse within Wrexham.

What the course covers

- Recognising the types of domestic abuse.
- How to respond to disclosures.
- How to refer concerns.
- Action to be taken to provide support.
- How all organisations contribute to safety planning?
- Awareness of Honour Based Violence and Forced Marriage.
- Other sources of support and signposting to other organisations.

Drugs Now: New Substances, New Trends, New Issues

Target Group Suitable for all staff who require up to date information on drugs issues and how to work with clients who may be using.

Sector All

Aims

This one day course draws upon the most up to date research to explore the rapidly changing drugs trends in the UK. In particular the training will examine the increased use of new psychoactive drugs such as the synthetic cannabinoids (aka 'Spice', 'Black Mamba'), synthecaine products such as Dimethocaine and 'grey market' online benzodiazepines and opiates. The course will also explore the particular problems associated with 'poly – drug use' i.e. the use of a range of substances at the same time.

Learning objectives

- To explore how and why patterns of drug use are changing.
- To examine the impact of new psychoactives substances.
- To gain an understanding of the problems associated with poly-drug use.
- To understand the role that the internet is playing in drugs culture.
- To explore appropriate harm reduction advice to give to those using New Psychoactive Substances (NPS).
- To understand where further help, information and advice is available.

Course materials

Each participant will receive a course information booklet, drugs education resources, a DANOS linked Certificate of Attendance and free subscription to the 'Drugs Now' e-zine.

(Effective) Reporting and Recording Skills (Half Day)

Target Group Direct Social Care staff

Sector Adults

Learning Outcomes

By the end of the day delegates will:

- Understand why effective reporting and recording skills are vital in Adult Social Care.
- Recognise and use effective recording systems.
- Know what to record, how to record it and why.
- Understand best practice guidelines for recording and reporting.
- Be familiar with issues and the legislative background on confidentiality and access to information.

Emergency First Aid at Work

Target Group Social Care Staff, Informal Carers, Senior Care Staff, Supervisors, Social Workers and Managers

Sector Adults

Learning Outcomes

To prepare nominated individuals to assist others in need of help should they suffer illness or injury whilst at work.

What the course covers

- Principles, practices and aims of first aid.
- Action at an incident and record keeping.
- Mechanism of injury.
- Care of the casualty – conscious and unconscious.
- Hypoxia, choking and shock.
- Rescue breathing and cardiopulmonary resuscitation.
- First aid boxes and hygiene.
- Control of bleeding.
- Burns, scalds and eye injuries.
- Major illnesses.
- Fractures and spinal injuries.
- Practical workshops and ongoing assessments.
- Use of defibrillator

Epilepsy Awareness

Target Group Social Care Staff, Informal Carers, Senior Care Staff, Supervisors, Social Workers and Managers

Sector Adults

What the course covers

- Understanding epilepsy, its causes and management.
- Managing status epilepsy, types of seizures and treatment.
- Epilepsy and learning disabilities.
- Epilepsy and mental health.
- Epilepsy and women.
- Childhood epilepsy.
- Administration of Rectal Diazepam.
- Epilepsy and safety.
- Role of the nurse.
- Epilepsy and quality of life.

This course assumes little or no previous knowledge in this subject.

BCUHB Falls Prevention – Sensory Awareness Workshop

Target Group Falls Champions, Registered Nurses and carers in Care homes in Wrexham & Flintshire

Sector Adult Social Care

Learning outcomes:

Delegates will gain a greater awareness of understanding domains within the falls resource pack, which is based on NICE guidelines (CG 161) and advocated best practice by BCUHB falls prevention co-ordinating team, CSSIW and Contracts Monitoring Team. The aim of the session is to:

Familiarise delegates with the importance of the link between sensory function and falls risk factors.

To gain confidence in the risk assessment process and correlating with falls reducing interventions.

To support delegates with compliance with falls resource pack and working towards local and national guidelines to prevent falls amongst the older population.

What the course covers:

Background to NICE Guidance and integration within the falls resource pack.

Gain greater understanding of hearing, vision and foot disorders which affect sensory awareness.

Raise awareness of the tool being person centred, recognising individual risk factors and first line and MDT interventions.

Sensory awareness session will then formulate the foundation of knowledge for future sessions regarding cognitive/understanding the ageing process and effects on sensory awareness.



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government

Introduction

Welsh Government is committed to ensuring that Wales provides a stable and nurturing environment in which families and children can thrive and aims to deliver this through its five year strategic plan 'Taking Wales Forward', which encompasses the Families First programme as part of this strategy.

Following the first five years of the Families First programme (2012-17), WG have announced the new Families First programme will focus on a reduced number of themes from 2017-18; parenting support, youth support and disability, including TAC as a key part of its delivery. To accompany this re-direction, new guidance has been published which emphasizes the need to continue using an early intervention approach and includes a focus on the prevention of Adverse Childhood Experiences (ACE's) by helping to build family resilience. This change in the programme will require local authorities to develop strategically commissioned services that are able to deliver the support required for families to achieve identified outcomes. In Wrexham Council, this process is underway and the new programme will begin in October 2017.

Workshops and Training

As part of the FF programme there is an expectation for local authorities to support the development of skills and knowledge of the workforce working with vulnerable families. To address this, a programme of awareness raising workshops and skill build training will be developed to coincide with the start of the new programme.

As previously, the workshops and training sessions will be able to be accessed free by staff and volunteers from the local authority, local third organisations and statutory agencies who are working with families (parents, carers, children and young people) accessing support from early intervention and prevention services. A late cancellation / non-attendance fee will apply however.

It is hoped that information for the 2017-18 WFD programme will be available shortly on Wrexham council's website training portal. Information will be circulated when this portal is launched but should you have any enquiries before then, please contact the Families First team on 01978 295377/ 295379.

First Aid at Work (2 Day) Refresher

Target Group Adults and Children

Sector All

What the Course Covers

- Aims of first aid
- Legislation
- Contents of first aid boxes and their use
- Managing / accidents
- Treatment of breathing difficulties
- Personal hygiene in treating wounds
- Management of the unconscious casualty
- Cardio Pulmonary Resuscitation (for adults, children and babies)
- Conditions that effect the airway
- Treatment of control of bleeding
- Treatment of shock
- Treatment of injuries to bones, muscles and joints
- Head injuries
- First aid management of poisoning
- Disorders of the Brain
- Recognition and treatment of major illnesses (heart attacks etc)
- Treatment of chronic conditions (epilepsy and diabetes)
- Treatment of burns and scalds
- Simple record keeping
- Treatment of eye injuries
- Use of a defibrillator

Delegates MUST take their valid 3-Day Certificate along with them to this course to ensure validity.

First Aid at Work (3 Day)

Target Group Adults

Sector Training dates are available within WCBC

What the Course Covers

- Aims of first aid.
- Legislation.
- Contents of first aid boxes and their use.
- Managing / accidents.
- Treatment of breathing difficulties.
- Personal hygiene in treating wounds.
- Management of the unconscious casualty.
- Cardio Pulmonary Resuscitation (for adults, children and babies).
- Conditions that affect the airway.
- Treatment of control of bleeding.
- Treatment of shock.
- Treatment of injuries to bones, muscles and joints.
- Head injuries.
- First aid management of poisoning.
- Disorders of the Brain.
- Recognition and treatment of major illnesses (heart attacks etc).
- Treatment of chronic conditions (epilepsy and diabetes).
- Treatment of burns and scalds.
- Simple record keeping.
- Treatment of eye injuries.
- Use of a defibrillator.

Food Safety in Catering CIEH Level 2 Award

Target Group Social Care staff and individuals who are responsible for the preparation or handling of food in their job/role

Sector All

What the course covers

- The Law.
- Food safety hazards.
- Taking temperatures.
- Refrigeration, chilling and cold holding of foods.
- Cooking, hot holding and re-heating of foods.
- Food handlers.
- Principles of safe food storage.
- Food premises and equipment.

This course is aimed at all food handlers working in a catering and hospitality setting where food is prepared, cooked and served.

Fostering Service

The local authority Fostering Service has established a training plan for foster carers.

When prospective foster carers enquire about fostering they are offered a place on the “Skills to Foster” pre-approval training programme. This is a nationally recognised programme designed by the Fostering Network, delivered across North Wales.

It is made up of five modules:

- What do foster carer’s do?
- Identity and life chances.
- Understanding behaviour.
- Working with others.
- Safer Caring.
- Transitions.

These modules are delivered by members of the fostering team as group sessions and learners participate in activities and workshops designed to prepare prospective foster carers for their role. “Skills to Foster” also forms part of the Fostering Assessment, which is integral to the process of becoming an approved Foster Carer.

Once approved, Foster Carers will be required to attend the post approval training programme. This is made up of seven courses on core subjects that are mandatory within the first year of approval, prior to their first annual review.

- Joint safeguarding- basic awareness.
- Working Together: Child Protection.
- Solihull Approach to Fostering
- Paediatric or Basic Emergency First Aid.
- Recording Skills.
- Level 2 Food Safety in catering.
- Equality and Diversity.

Many of the above will need to be revisited as refresher courses; in the case of food safety and first aid this is a requirement to maintain the qualification.

Following a Foster Carer’s first successful annual review and met the relevant criteria, the foster carer will be considered for a place on a QCF Diploma level 3 Health and Social Care (Children and Young People) Qualification.

Other courses are available to support Foster Carers continuing professional development and where there specific are training needs identified to improve the care provided for the children in placement. These training needs should be discussed and agreed with the Foster Carer’s Supervising Social Worker and the Registered Manager.

Details about above training are included in the quarterly newsletter, or brought to supervision by supervising Social Workers when new opportunities are identified.

Bookings should be made direct with the Supervising Social Worker.

For further information and bookings please contact the team on 01978 295329.

Health and Safety Basic Awareness

Target Group Social Care Staff

Sector All

Learning Outcomes:

Delegates will gain a greater understanding of the legislative framework appropriate to their working environment and what is required to comply with legal requirements.

- To be familiar with relevant H&S Legislation and responsibilities placed upon. This includes Infection Control, Hazardous Substances, RIDDOR, Fire Safety, ability to manage and identify stressors affecting them and other and the importance of maintaining a safe place of work for the security of both service users and staff.
- To be familiar with the risk assessment process and be confident in undertaking required risk assessments.
- To develop skills to effectively respond to, report, record and investigate accidents.
- Will be aware of the need to ensure that safe working is promoted.

What the course covers

- Own and others responsibilities relating to H&S Legislation.
- Risk Assessment.
- Infection Control.
- Responding to accident/illness.
- Hazardous substances.
- Promote fire safety.
- Implementing security measures.
- Stress management.

Health & Social Care Diplomas

In addition to the free access to training courses we can provide free access to Health & Social Care qualifications.

We have a dedicated team of Assessors who provide assessment to Social Care staff in the Statutory, Voluntary and Independent sectors. We are already linked with a number of domiciliary and residential organisations, and we have been instrumental in assisting many of these to reach and exceed National Minimum Standard levels of qualified staff.

We can assist with all levels of staff qualifications i.e.

- Level 2 – Social Care Staff
- Level 3 – Senior Social Care Staff/Supervisors
- Level 5 – Managers & Deputy Managers

The continued availability of QCF qualifications across the sector remains a priority as the Council is committed to developing a quality workforce, whether it is the Council, the Independent or Voluntary sectors.

If you are interested in free assessments for you or your staff or require further information, please contact Louise Davies (Workforce Development Lead) on 01978 292982 or Jayne Owen (Team Leader) on 01978 292965.

Integrated Family Support Service

You will probably be aware that Wrexham is a pioneer authority for the Integrated Family Support Service (IFSS). As part of their original pioneer status, Wrexham and Flintshire IFSS team are continuing to deliver training to other areas. Training is available for any organisation that deals with families who require substantial assistance particularly those who have issues with substance misuse, mental health, or domestic abuse and child in need or child protection issues.

This training is suitable for practitioners from any background whether they deal with the adults in the household or the children.

This training is delivered over three consecutive days and anyone offered a place must attend all three days.

The aims of the three days training are:-

- describe the philosophy & the underpinning knowledge;
- demonstrate skills & strategies implicit to the model;
- share a collective view of the process from beginning to end;
- how your service might benefit.

Participants can achieve accreditation from attending this course; however, this is not mandatory. For those wishing to be assessed for this there is a charge in relation to registration and certification. On an individual basis the accreditation can be delayed for up to 3 years following attendance on the course.

Integrated Family Support Service (IFSS)

Enhancing Motivation for Behaviour Change in Families

Target Group This training is suitable for practitioners from any background whether they deal with the adults in the household or the children.

Sector All

What the course covers

- Understand the concept of motivation.
- Understand the concept of intrinsic and external motivation.
- Explore the theoretical evidence for how people change behaviour.
- Practice the skills proven to enhance motivation and assist people through change.

To apply for these and other IFSS training events, or to obtain further information, please contact the Workforce Development Team if you wish to register your interest on 01978 292883 / 292993, email: workforcedevelopment@wrexham.gov.uk.

Integrated Family Support Service (IFSS)

Goal Centred Interventions with Families

Target Group This training is suitable for practitioners from any background whether they deal with the adults in the household or the children.

Sector All

What the course covers

- Explore referral taking processes and negotiating goals from the outset.
- Consider the process of change and where goal setting fits in.
- Explore families preferred futures.
- Consider SMART goals.
- Consider how to maintain a consistent approach to goals with all stakeholders (family, referrers, managers and others).

To apply for these and other IFSS training events, or to obtain further information, please contact the Workforce Development Team if you wish to register your interest on 01978 292883 / 292993, email: workforcedevelopment@wrexham.gov.uk.

Integrated Family Support Service (IFSS)

Lowering Resistance to Behaviour Change in Families

Target Group This training is suitable for practitioners from any background whether they deal with the adults in the household or the children.

Sector All

What the course covers

- Understand the nature of resistance and how it impacts on behaviour change.
- Experience the dynamics associated with building and lowering resistance.
- Recognises resistance in service users.
- Practice strategies to reduce it.

To apply for these and other IFSS training events, or to obtain further information, please contact the Workforce Development Team if you wish to register your interest on 01978 292883 / 292993, email: workforcedevelopment@wrexham.gov.uk.

Introducing WCBC's Engagement Strategy

Target Group Newly appointed staff and those needing to refresh their knowledge of this strategy

Sector Children's Services – Internal

What the course covers

This course is for newly appointed staff and those wishing to refresh their knowledge of WCBC's Engagement Strategy. It will provide an overview of the strategy and how it underpins practice in working with children and young people.

Objectives

- To define 'Engagement' and the words and terminology associated with it.
- To introduce the Engagement Strategy for the Children's Social Care department.
- To raise awareness of the UNCRC and how this underpins the working practice of any service provision working with children and young people nationally and locally.
- To consider how teams within the Children's Social Care Department can work towards achieving consistent and sustained improvement with stakeholders.

Introductory course for staff working with Children & Young People with Sexual Behaviour Problems (Two Day)

Target Group Internal Children Services

Sector Children Services

Course Objectives

- To help staff understand how to differentiate between normal, concerning & abusive sexual behaviour.
- To develop an awareness of why children & young people present with concerning – sexually harmful behaviour.
- To examine assessment options with the child, young person and the parents/carers.
- To be clear about what intervention options exist in what order.

What the course covers

- Unpicking the current challenges and understanding how to manage them in practice.
- Understanding why young people develop sexually harmful behaviour: A roadmap.
- Assessing young people presenting with sexually harmful behaviour in their family context.
- Interventions & risk management.

Makaton for Beginners

Target Group Staff working with Children and young people who communicate using Makaton

Sector Children's sector

What the course covers

A two day accredited workshop

- The Makaton Beginners Workshop covers the first four stages of the Makaton Core vocabulary.
- There are short lectures exploring subjects including: What is Makaton? Where does it fit into the Signing world and how do we start to use it?
- The interactive practical sessions will enable participants to have the confidence and skills to attain key word sentence level fluency using Makaton in everyday conversation and situations.

Makaton Advanced Workshop

Target Group Staff working with Children and young people who communicate using Makaton. Learners must have already completed the accredited Makaton training to Beginners level

Sector Children's sector

What the course covers

A two day accredited workshop.

It is recommended for individuals who wish to learn the next phase of signs (stages 5–8) from the core vocabulary. The Follow-up Workshop concentrates on improving and developing participants' own signing and translation skills using signs and symbols. The signs and symbols for stages 5–8 are taught. Practical sessions are supported by further information about users' needs and how to adapt communication accordingly.

Learning outcomes

Participants will become accredited to Follow-up Level within the Makaton Vocabulary Development Project.

Making the Most of Supervision

A ONE-DAY COURSE FOR SUPERVISEES

**IT IS NOT OUR INTENTION TO RUN THIS COURSE IN 2017/18
BUT WILL RE-CONSIDER IF THERE IS SUFFICIENT DEMAND**

Target Group Social Workers, Occupational Therapists, Senior Practitioners, Community Care Workers and others receiving professional supervision

Sector Adult & Children's Social Care

Learning Outcomes

- Develop an understanding of supervision and its importance in social work, social care and social work education.
- Appreciate the four elements of supervision.
- Explore how to maximise the benefits of the supervision process.

Management Qualifications for Staff in Management-Level Posts

Staff in management-level posts can be supported to undertake the Diploma in Management at the appropriate level, usually Level 3 or Level 5, provided by Coleg Cambria. These replace the former NVQ awards.

They should also undertake the underpinning 'taught' vocational awards, again at the appropriate level, and taught locally at Coleg Cambria. The vocational awards we offer are issued by the Institute of Leadership and Management (ILM). Courses include:-

- ILM Level 2 Award in Team Leading – 8 half day sessions aimed at people responsible or aspiring to be responsible, for small groups of staff.
- ILM Level 3 Certificate in First Line Management – 18 separate, full day sessions aimed at Team Managers and Senior Support staff.
- ILM Level 5 – 26 separate, full day sessions aimed at Middle Managers.

There is also a new qualification introduced in 2010 specifically for Managers of Social Work teams, the Post Graduate Certificate in Managing Practice Quality in Social Care. This is taken over 15 separate, full days, and is run by the Institute of Public Care for the whole of North Wales at a central venue, usually in Llandudno.

Whilst the awards listed may be entirely appropriate for managers who have responsibility for groups of staff, there may be other awards that are more appropriate for roles at management level but with little or no supervisory duties. These would include awards in Project Management and Coaching in the Workplace and may provide more relevance for staff in certain posts. There is also a Diploma in Commissioning, Procurement and Contracting for Social Care that can be taken at different levels, dependent on the degree of responsibility of the post held.

It should be borne in mind when applying that the awards all require reflective reviews or assignments carried out on the basis of work currently engaged in, and so your current job role will need to provide those opportunities for the purposes of the award sought.

Staff should discuss their needs and the relevance of particular awards with their manager before putting in an application. This is usually followed up with a discussion with the course co-ordinator at Coleg Cambria.

For further information please contact the Workforce Development Team on 01978 292883 / 292993 (email: workforcedevelopment@wrexham.gov.uk).

Team Manager Development Programme

Improving quality of practice in social care

Improvement in the quality of services is at the heart of social care reform, and it is front-line managers and senior practitioners who are responsible for delivering this improvement to citizens. The Team Manager Development Programme (TMDP) is designed specifically to help front-line managers and senior practitioners in Wales to improve the management of practice quality in their teams.

On completion of the programme you will have a better understanding of the key drivers influencing practice quality in social care and be better equipped to make good case-management decisions. It will also develop transferable personal skills such as project management, evaluation and critical thinking.

Programme information

The programme has three compulsory modules and is studied over a twelve month period. It starts with detailed set-up and engagement activities, including a pre-programme seminar and a 360 degree assessment – you, your line manager and a selection of colleagues will be asked to complete a 360 degree assessment before the programme begins.

Each module includes taught days, facilitated action learning sets and assessed work. Each module has a two-day taught session that combines theoretical input with case studies and practical application exercises. You will also attend a group support day for each module and have an individual support session with an Academic Adviser to ensure that you are able to apply your learning effectively in your workplace.

Assessed coursework includes an essay and two work-based projects, which can be individually tailored to meet the needs of your organisation. Participants are encouraged to complete assessments, and receive support, in the medium of Welsh.

The programme ends with an evaluation of the programme activities and your learning needs, including revisiting the 360 degree assessment and your personal development plan.

On successful completion of the programme, you will gain a **Postgraduate Certificate in Managing Practice Quality in Social Care** (60 CATS credits at postgraduate level 7) from Oxford Brookes University.

The three modules cover:

An Introduction to Managing Practice Quality

This module provides you with knowledge of the national agenda and key drivers relevant to practice quality within social care settings, and provides effective approaches to these challenges:

- An introduction to practice quality
- Managing practice quality in context
- People who use services at the centre of quality improvement
- Managing demand and capacity

Evidencing Performance and Quality

This module provides you with a sound knowledge-base and grounding in the importance of using effective evidence in practice, skills in critical appraisal and applying evidence to solving the challenges inherent in social care practice:

- Promoting and embedding evidence-informed practice
- Performance management
- Validating performance – the role of inspection and service review

Leading and Managing for Quality

This module considers the characteristics of management within teams, relationships and roles, and skills for implementation. It explores the principles of change and responses by individuals and teams and provides useful tools:

- Team leadership in social care
- Enhancing and managing the performance of teams and individuals
- Leading and supporting development and change

Further information

The Institute of Public Care is a centre of Oxford Brookes University. Our clients include central and local government, NHS organisations, care and support providers from all sectors. Since 1987 we have led the way in thinking and practice on performance management, quality of practice, commissioning and market shaping. We have pioneered new applications in information technology, and helped hundreds of teams and thousands of managers in health and social care services to develop their practice.

This national programme was commissioned by Social Care Wales in consultation with the Association of Directors of Social Services Cymru. The Institute also delivers the Middle Manager Development Programme for social care middle managers across Wales, along with the Strategic Manager Development Programme.

Managing Conflict

**IT IS NOT OUR INTENTION TO RUN THIS COURSE IN 2017/18
BUT WILL RE-CONSIDER IF THERE IS SUFFICIENT DEMAND**

Target Group Social Workers, Senior Practitioners, Managers, Occupational Therapists, other professionals or Community Care Workers involved in the assessment of, and planning for need

Sector Adult Social Care

Learning Outcomes

- To appreciate the significance of conflict in the workplace and within service delivery and the dangers of not dealing with it effectively.
- To explore common causes of conflict.
- To examine the “RED” approach to conflict management and other strategies for handling conflict constructively and effectively.

Managing Loss and Grief

Target Group Social Care Staff, Senior Care Staff, Supervisors, Social Workers and Managers (Adults)

Sector Adults

What the course covers

To provide the delegate with knowledge on caring for others to deal with changes in their situation, such as entering a residential establishment, loss of independence, bereavement and terminal illness. The course will also empower delegates to deal with their own feelings and reflect on shared experiences with others.

- The importance of knowing how to support people at times of loss.
- Reinforce skills.
- Importance of self-care.

This course assumes little or no previous academic knowledge in this subject.

Managing Loss and Grief (Informal Carers)

Target Group Informal Carers only

Sector All

What the course covers

- Identifying and acknowledging how we cope with change and loss in our lives.
- Identifying the various types of change and loss that people may undergo.
- Considering recognised models of grieving and loss and relating them to different situations.
- Considering our approach to people who are terminally ill and also to their families.
- Considering the impact of a death on both families and professionals.

Mental Capacity Act – Issues for Practice

Target Group Social Work Team Managers, Senior Practitioners, Social Workers and other practitioners in **non**-Mental Health services

Sector Adults

Aims are to provide participants with:

1. A working knowledge of MCA 2005 and how to apply it in practice in assessment of needs and care planning in a systematic way to support you as a professional decision maker.
2. An appreciation about the Interface between the use of the Mental Health Act 2007 and the Mental Capacity Act 2005, especially on issues on treatment in non-mental health in-patient facilities and working with colleagues in the NHS and issues for the role of IMHA.
3. An Understanding what is meant by best interest decision making through an awareness of current and up-to-date case law and its impact for your practice.
4. Understanding the interface of mental capacity assessment with safeguarding, discharge planning and placement, and Deprivation of Liberty Safeguards.

Mental Health First Aid (2 Day)

Target Group Social Care Staff - Adults

Sector Adult Social Care

Learning Outcomes

- To improve delegates understanding of mental health problems.
- Legislative framework in relation to Mental Health in Wales.
- To be familiar with the 'Five steps of mental first aid'.
- To recognise the symptoms of depression and the effects of drugs and alcohol.
- How to respond in a crisis situation.
- To explore the treatments and resources available for depression.

What the course covers

DAY 1

- Why Mental Health First Aid.
- Mental Health Policy in Wales.
- Common mental health problems.
- Attitudes and the See Me anti-stigma campaign.
- The five steps of mental health first aid.
- What is depression?
- Symptoms of depression.

DAY 2

- Suicide in Wales.
- Crisis first aid for suicidal behaviour.
- Crisis first aid for depression.
- Treatment and resources for depression.

Moving and Handling Foundation – 2 Day (Passport)

Target Group All staff who participate in the moving and handling of people within their job/role

Sector All

What the course covers

- The causative factors and types of musculo-skeletal injuries (particularly back injuries) and how such an injury can affect the individual, employers' and society.
- Basic information relating to the prevention of musculo-skeletal injuries.
- Health and Safety legislation which relates to manual handling and its implementation in the workplace.
- The organisation's management arrangements, including the role of safer handling personnel, their titles, incident reporting mechanisms and employee representation.
- Ergonomics and risk assessment.
- Principles of safer handling as applicable to all handling situations.
- Factors to be considered when team handling.
- The importance of good communication in safer handling.
- Inanimate load risk assessment, including the safer handling of loads and the application of ergonomic principles.

Moving and Handling Key Trainer

3 Day (All Wales Passport)

Target Group Managers, senior staff and supervisors who participate in the moving and handling of people within their job/role.

Sector All

What the course covers

- This course equips managers and senior staff (Level 3 NVQ) to deliver Moving and Handling training to staff in their own agency or establishment.
- Delegates should have attended a 2 day passport standard M&H course within the last 12 to 18 months (or have attended a refresher).
- The course requires an element of physical activity, as to prove competency, delegates will need to take part in practical exercises and demonstrations.
- Delegates will have to prove competency on the course and will be assessed by the trainer.
- As part of the course, delegates will develop a moving and handling programme which can then be delivered in-house. This will be based on the All Wales Passport scheme.

At the end of this course, delegates should be in a position to train new staff, in a timely manner, and also provide refresher courses on an annual basis.

Moving & Handling Key Trainer Refresher

To All Wales Passport

Target Group: Those who have previously attended the Key Trainer Course and are in need of a refresher

Sector: All

What the course covers

- This course equips managers and senior staff (Level 3 NVQ) to deliver moving and handling training to staff in their own agency or establishment.
- Delegates should have attended a 1 day passport standard M&H course within the last 12 to 18 months (or have attended a refresher).
- The course requires an element of physical activity as delegates will need to take part in practical exercises and demonstrations.
- Delegates will have to prove competency on the course and will be assessed by the trainer.
- As part of the course, delegates will develop a moving and handling programme which you can then deliver in-house. This will be based on the All Wales Passport scheme.

This is a refresher course for those who have previously attended the Key Trainer Course and are now in need of a refresher.

At the end of this course, delegates should be in a position to train new staff, in a timely manner, and also provide refresher courses on an annual basis.

Moving and Handling of Loads

Target Group All staff

Sector All

What the course covers

This half day course enables employees to contribute to the development of safer manual handling methods and tasks. It introduces candidates to the hazards and risks involved in manual handling and outlines what to expect from a manual handling assessment. It will enable employees to develop safer manual handling techniques in the workplace.

The course covers the following topics:

- The process of manual handling in the workplace.
- Manual handling injuries and the activities which cause them.
- Manual handling assessment and control options.
- Responsibilities imposed by the Manual Handling Operations Regulations.
- Anatomy and physiology of the spine with biomechanics.
- Basic manual handling risk assessment.

This course is suitable for all employees regardless of the nature of their work. There is a duty, on behalf of the employer, to train staff on the safer principles - see Manual Handling Operations Regulation 1992.

Moving and Handling Refresher – 1 Day (Passport)

Target Group All staff who participate in the moving and handling of people within their job / role

Sector All

What the course covers

- Refreshing delegates who have been on a previous in-depth 2 day Moving and Handling course on the most relevant up-to-date information.
- Updating and evaluating practices within legislation.
- Updating and evaluating practices within tools of efficient movement principles.
- Updating and evaluating practices within risk assessments.
- Updating and evaluating practices within equipment.
- Difficulties candidates may have encountered.
- New methods of moving and handling.

Multiple Sclerosis Awareness

Target Group Social Care Staff

Sector Adults

What the course covers

This course is designed to give delegates an understanding of Multiple Sclerosis symptoms and the progression, enabling individuals to offer appropriate support and care

- Signs and symptoms of MS.
- Progression of MS.
- Individuals level of care required.
- How to maintain independence.

NHS Continuing Health Care Foundation Module

THERE ARE PLANS TO DELIVER THIS REGIONALLY

Target Group Direct Care providers, Social Workers, OTs, Nurses, and those new to the CHC Framework and process.

Sector Adults

Learning Outcomes:-

To enable participants to:-

- Understand the “what” and “why” of CHC.
- Understand the Welsh Government’s expectations of the assessment process.
- Be able to apply the Primary Health Need approach.
- Be able to provide detailed, evidence based rationales for eligibility decisions.

On-line Safety for Children

Target Group Internal staff working with children and families

Sector Children's sector

Aim

You will understand current issues relating to keeping children and young people safe online, and how to minimise the negative impact of these within a professional role.

Learning outcomes

You will learn the following:

- Understand and engage with “Happy Kids Don’t Bully” on how it can be used to support both bullies and victims of bullying.
- Identify technologies used in bullying.
- Identify specific issues children in care face with cyber bullying.
- Recognise the signs to look for in a child or young person being cyber bullied.
- Understand the impact of trolling and the part mental and emotional problems play in this.
- Understand how young people can use the internet to access inappropriate and unsuitable websites, and violent gaming, and the potential effects this will have on their development and behaviour.
- Understand the part filtering software and routers play in protecting children and where to find information on them.
- Understand how paedophiles can use on-line games and games consoles to reach young children.
- Understand what Sexting is and the impact it has now and in the future.
- Clearly state the link between online child pornography and online child abuse.
- Define the legal position regarding sexted images and be aware of a process to follow.
- Understand how social networking/mobile messaging can be used for unsupervised contact between birth families/children and some measures which can be used to address this.
- Understand the part internet technology plays in contact between social care staff and children in care.
- Understand how social media can affect child care professionals and social workers.

Paediatric First Aid

Target Group Those workers whose job role requires Paediatric First Aid at work

Sector Children and Families

What the course covers

By the end of the day participants will have an understanding of:

- Scene assessment.
- Primary casualty assessment.
- Child resuscitation.
- Baby resuscitation.
- Management of an unconscious casualty.
- Causes of unconsciousness.
- Poisoning signs, symptoms and treatment.
- Recognise and management of a fracture.
- Treatment of burns and scalds.
- Wounds and bleeding.

A basic first aid course aimed at people working with babies or young children.

Parental Mental Health

The Impact on Children and Young People

Target Group Workers supporting families where there are parental mental health needs

Sector Children's services

Course Objectives

The course will include:

- A presentation of the clinical symptoms and behaviours associated with common disorders.
- How mental health problems affect parenting.
- Young people's experiences of having a parent with a mental health problem.
- Safeguarding issues.
- Exploring risk and resilience in families as a way of shaping interventions.

Parkinson's Awareness (Half Day Session)

Target Group AVOW – Informal carers only

Sector Adults

Learning Outcomes

- The three main symptoms.
- The facts about Parkinson's.
- Dementia and Parkinson's.
- Communication Problems in Parkinson's.
- Hazards in and around the home.
- Exercise and Parkinson's.
- Diet and Parkinson's.
- Medication and Parkinson's.

Person Centred Approaches to Dementia Care (1 Day)

Target Group All levels of Social Care Staff (Adults)

Sector All

Learning outcomes:

To raise awareness of issues associated with individuals living with dementia reflecting on person centred approaches; the importance of effective communication; how to reduce the level of distress to those supported and to be more familiar with legal aspects in relation to dementia.

The course gives learners the opportunity to share experiences with other care staff and to discuss issues faced daily and how best to support the needs of people we support.

The course aims to create an opportunity to look at our practice and how we can consistently improve the quality of care to ensure person centred approaches are delivered.

What the course covers

- Causes, signs and symptoms of dementia.
- Medical and social models of dementia.
- Legislative framework.
- The importance of providing person centred support to individuals with dementia.
- Effective communication.
- Environmental factors.
- Supporting carers and family members.

Personal Relationships and Sexuality – Learning Disabilities

Target Group Social Care Staff, Senior Care Staff, Supervisors, Social Workers and Managers, Informal Carers

Sector All

What the course covers

- Rights of people with a learning disability and relationships.
- Inappropriate sexual behaviour.
- Attitudes and inhibitions.
- Sex and the law.
- Homosexuality.
- Giving straight forward information.
- Confidentiality.
- Practice dilemmas.

Personality Disorders

Target Group The course is ideal for anyone who may work with individuals who may be living with a Personality Disorder.

Sector Social Care

Learning Outcomes

- To offer awareness around what personality disorders are and some definitions.
- To raise awareness as to the different types of personality disorders and the sometimes controversy.
- To give an awareness as to how Personality disorders are classified and how they differ from other issues such as neurosis (e.g. mixed anxiety and depression) and psychosis (e.g. schizophrenia).
- To look at the support available for personality disorders and how the lay person may offer support.

What the Course Covers

This one day course aims to raise awareness around that Personality Disorders are and how they are classified and supported. The course is ideal for anyone who may work with individuals who may be living with a Personality Disorder, such as Borderline Personality Disorder. The course will explore how a Personality Disorder is different from something like schizophrenia or depressive disorders and helps to reduce some of the stigma. The course will be delivered by Chartered Psychologist Mr Peter J. Green and will explore what helps for Personality Disorders and how the lay person may offer some support. The session is interactive and interesting with case studies, discussion points and video clips.

Risk Management

Target Group Suitable for any employee needing a basic knowledge and understanding of risk management

Sector Children's Services

Course Objectives

Learners will have an understanding of:

- Risks and hazards.
- Background of risk management.
- What is risk management?
- The aim of risk management.
- 5 steps to risk management.
- Who's involved in risk management processes?
- Review.

Safeguarding

Adult Protection (Safeguarding) Enquiries and Investigation (2 Day Course)

Target Group Social Workers, Designated Lead Managers, Health Commissioners

Sector LA – Adult Social Care
Health – Commissioners

Learning Outcomes

- To develop best practice when undertaking safeguarding investigations.
- To be able to plan and conduct a thorough investigation following the enquiry stage.
- To be able to interview all relevant parties.
- To effectively analyse evidence obtained.
- To be able to write and present an investigation report to members of safeguarding meetings.

What the course covers

- Involvement of the adult at risk and/or carer or advocate/family in the safeguarding process and working to achieve their outcomes.
- Legal framework influencing the process (Mental Capacity Act, Deprivation of Liberties etc.).
- Key stages of the multi-agency procedures.
- The management and process of criminal and non-criminal investigations.
- Thresholds – when to proceed under the safeguarding adult process.
- Clear decision making and the importance of accurate recording.
- Understanding the roles and responsibilities of self and others.
- Planning for interviews.
- Analytical skills in working with complex information and subsequent actions or recommendations.
- Presentation skills – reporting back to safeguarding meetings both written and oral.

Safeguarding

Adult Protection (Safeguarding) Enquiries and Investigation (1 Day Course)

Target Group Staff within health and care settings who have a role within the disciplinary process to investigate employment issues in relation to safeguarding adults.

Nurses within care settings, Health Team Leaders, Domiciliary & Residential Care Home Managers, Day Care Managers, Housing Managers.

Sector Provider Agencies, Voluntary Sector and Independent sector.

Learning Outcomes

- To be familiar with reporting requirements under Social Services Well-Being Act and Safeguarding policy and procedures.
- To develop best practice where enquiries are required under Safeguarding policy and Procedures.
- To be able to plan and conduct effective enquiries.
- To be able to write and present any reports required to members of safeguarding meetings.

What the course covers

- Legal framework influencing safeguarding requirements.
- Key stages of the multi-agency procedures.
- The process of criminal and non-criminal investigations.
- Employment issues including DBS.
- Thresholds – when to proceed under the adult protection process.
- Effective assessment of the individual and measures required to ensure they are safe from harm.
- The importance of accurate recording.
- Understanding the roles and responsibilities of self and others.
- Presentation skills – reporting back to safeguarding meetings both written and oral and the importance of accurate recording.
- Involvement of the adult at risk and/or carer or advocate/family in the safeguarding process.

Safeguarding

Basic Awareness (Children & Adults) Safeguarding e-Learning Module

Target Group Social Care Staff

Sector All

Learning Outcomes:

This e-Learning module is part of a number of learning and development opportunities about safeguarding for Wrexham County Borough Council employees, volunteers and elected members. It is intended to be completed at induction or as a refresher for those employees or volunteers who have indirect or irregular contact with children and/or adults at risk. This means that:

- As part of your work, you might see or meet children and/or adults at risk.
- You may come across a situation which gives you cause for concern about a child, adult or family.

If you have already undertaken a learning and development opportunity about safeguarding, this will enhance your understanding.

What the course covers

At the end of the module you will be able to:

- Describe how safeguarding issues impact upon your job role.
- Understand who children and adults at risk are.
- Understand what is meant by abuse and safeguarding.
- Identify the signs and indicators of abuse.
- Know what to do if you have a concern.

Accessing the module

If you are not already registered for e-Learning please contact workforcedevelopment@wrexham.gov.uk or 01978 292987 for a username and password.

Safeguarding

Joint Adults & Children's Safeguarding (Basic Awareness)

Target Group Social Care Staff and Informal Carers

Note: This course is not for Social Workers. Social Workers should attend the Working Together Foundation Course and the Adult Safeguarding for Professionals courses.

Sector All

Learning Outcomes

- Know own role in relation to safeguarding adults, children and young people from harm, abuse and neglect.
- Understand how individuals are protected from harm, abuse and neglect.
- Know how to recognise harm, abuse and neglect.

What the course covers

- Legislation applicable to safeguarding.
- Responsibilities in relation to safeguarding.
- The importance of reporting concerns of possible abuse.
- How to effectively report concerns of possible abuse.
- Operating within the boundaries of confidentiality.
- Understanding of the rights of individuals and ways of working that protect individuals from harm.
- Identifying the categories of abuse.
- Recognising the signs and symptoms associated with harm, abuse and neglect.

This is delivered as a non-accredited course or an accredited course requiring the delegate to complete a workbook which is assessed by their tutor. Successful completion of this course will attain 1 credit at level 2. Those attending a non-accredited course will receive a certificate of attendance.

The accredited course should be attended by new starters and those who have not attained a qualification in Health & Social Care.

Safeguarding for Professionals (Adults)

Target Group Social workers, Nurses, Health Team Leaders, Domiciliary & Residential Care Home Managers, Deputies & Assistant Managers, Care Co-ordinators, Day Care Managers, Housing Managers.

Sector All

Learning Outcomes

- Understand the implications of the new legislation, Social Services and Well-being (Wales) Act 2014 in relation to safeguarding adults
- Recognise the changes to approach brought about by the legal requirement for the Local Authority to make enquiries in situations of adults at risk, and how and when others need to contribute to the enquiry process
- Be able to Identify the difference between an enquiry and an investigation
- To have explored how professionals can support people (adults at risk) in situations of safeguarding through helping people address their desired outcomes in relation to safeguarding
- Be able to recognise the ongoing need to promote best practices to minimise the risk of safeguarding situations for adults and children
- Develop an understanding of the policy and procedures in relation to safeguarding adults
- Create own personal action plan for further learning and practice development

What the course covers

- The changes under part 7 of the Act related to safeguarding adults.
- The requirements to support people through advocacy.
- What an enquiry is under the Social Services and Well-being (Wales) Act 2014.
- What professionals can be asked to contribute or lead on as part of the enquiry and investigation stage.
- How other legislation such as the Mental Capacity Act 2005 (including the Deprivation of Liberty) fits in within the best practice approach to safeguarding adults.
- How to support people to set their own outcomes in relation to safeguarding adults situations where this appropriate.
- What is required to be recorded as part of a safeguarding adults concern and enquiry.
- How can cases before the courts promote and support good practice in safeguarding adults work.
- Importance of multi-agency working and ensuring all relevant parties are involved.
- How to make processes more person centred involving the adult at risk and their families.

Sensory Loss

An Introduction to Sensory Loss

Target Group Direct Care Staff and Informal Carers

Sector Adults

Course Objective

This course is designed to enable all who work within the care sector to understand the needs and challenges of day-to-day life for a person with sensory impairment.

The course has both theory and practical aspects of the course demonstrating the impact on a person with sensory loss impairment.

What the course covers

After this course, the delegate will:

- Understand the different types of sensory loss.
- Understand the possible impact on a person with sensory impairment.
- Know why/how communication is important and the different ways of communicating.
- Have an insight into the causes and conditions of sensory loss.
- See signs of sensory impairment.
- Know how to act on signs and symptoms.
- Be able to provide support for the person.

Sensory Loss

Hard of Hearing Awareness

Target Group Direct Care Staff and Informal Carers

Sector Adults

Aims and Objectives:

- Types of Hearing Impairment
- Equipment
- Communication
- Statistics

Six Steps to Success in Palliative and End of Life Care Education Programme

Target Group Nurses, Managers and Direct Care staff

Sector Adults

**This course is not open to application.
It is led by BCUHB dependant on primary and
secondary care funding.**

Social Work – Graduate Certificate in Consolidation of Social Work Practice (Porth Agored)

Target Group Social Workers with an Honours Degree in Social Work or Diploma in Social Work who have completed their first year of practice.

Sector All

PLEASE NOTE THAT ACHIEVEMENT OF A CONSOLIDATION AWARD IS A CONDITION OF REGISTRATION FOR THOSE QUALIFYING AFTER APRIL 2016

What the course covers

This is a 60 credit module at Level 6, delivered through a combination of workshops, practical and professional work based learning. Evidence will be presented in a portfolio, which allows candidates to reflect on the consolidation of their learning and practice since qualifying. This award embedded into SCW “First three years in practice” guidance.

The portfolio consists of 4 tasks, which are built around SCW learning outcomes for consolidation.

There are four workshops to support learners to build their portfolio of evidence.

- Developmental review and reflection.
- Direct observation of practice.
- Safeguarding.
- Work based practice.

Candidates will be allocated a work based mentor. They will be expected to attend relevant training organised by their employees and standardised training provided by the programme.

Additional Information

Time	Part time over 1-2 years
Venue	Mainly work based, standardised training (2 days) to be delivered on a North West/North East Wales basis.
Teaching Institution	Porth Agored
No of places	N/A

The Awarding body is University of Wales: Trinity Saint David.

For further details, please contact Kâren Hammond on 01978 292984 or email karen.hammond@wrexham.gov.uk

Social Work – Practice Teaching **Assessing and Supervising Social Work Students**

Target Group Registered Social Workers with at least 2 years full time experience, Level 3. (NB: Candidates will need to provide a SW student placement of a minimum of 50 days duration.)

Sector All

What the course covers

30 credit module delivered by the University of South Wales within the Care Council for Wales' Post Qualification Framework. The course can be assessed at level 6 or level 7.

Module aims: The aim of this module is to enable social workers to critically analyse and reflect on the knowledge and skills required to assess and supervise social work students.

To enable student practitioners to:

- Demonstrate a critical awareness of the National Occupational Standards for Social Work and Code of Professional Practice, and the role of the practice assessor in supporting and assessing student social workers.
- Engage with research and policy findings in their field of practice and critically evaluate their impact upon notions of effective practice, ensuring a critical focus on Welsh Context and anti-oppressive practice.
- Consider various models of interaction to manage and develop a student's learning. This will involve the utilisation of the knowledge, skills and experience of others, including service users and carers, to develop the learning experience and assessment of students.
- Demonstrate a critical awareness of adult learning and assessment and critical understanding of learning models through engagement with reflective practice and theory.

The course is delivered in North Wales by the University of South Wales

For further details, please contact Kâren Hammond on 01978 292984 or email karen.hammond@wrexham.gov.uk

Social Worker – Experienced Practice in Social Work Programme



CPEL ALLIANCE



Continuing Professional Education and Learning (CPEL) – Information for Employers and Social Workers: Experienced Practice in Social Work Programme

The CPEL framework has been designed to support the implementation of the national career pathway for social workers in Wales. The framework is premised upon the principle of professional progression and social workers will be able to develop their careers and engage with the appropriate programme, thereby enhancing and extending professional knowledge, skills and expertise. One of the most innovative aspects of the CPEL programmes is the emphasis upon accessible teaching and learning methods aimed at promoting and sustaining the engagement of busy social work professionals for who study time will be at a premium. The framework draws on an alliance between Bangor, Cardiff, Glyndwr and Swansea Universities who have come together to combine their different strengths in the delivery of accessible, creative, stimulating and practice-based programmes.

What the Programme Covers

The EPP will extend a social worker's range and application of generic knowledge and skills, as well as more in-depth expertise in a selected area of work. The programme draws heavily on a social worker's practice experience and this is reflected in what will be learned and how this will be assessed. The EPP has a relentless focus on improving social work knowledge and practice in a Welsh context by incorporating research and social work theory in the analysis and critical reflection of specific areas of practice. The programme consists of **two parts: part a)** core teaching and learning in three areas i) Children and Families **or** Adults ii) Mental Health and Well-being iii) Enabling Others and **part b)** a Specialist Area of Enquiry agreed between the social worker and their employer. The programme is a total of 60 level 7 credits (30 from part **a** and 30 from part **b**). Social workers are encouraged to complete the award within two years, but may use a total of three years; in exceptional circumstances they may extend beyond three years.

Admission Criteria – Cardiff University programmes admission requirements including:

- Registered social worker.
- Have professional experience of not less than two years full time (or equivalent) at the point of enrolment on the programme.
- If qualified since 2012 have completed the Consolidation Programme.
- Have employer support as appropriate and outlined in a learning agreement, including identified funding.

How the Programme is delivered

The EPP is a Cardiff University award and delivery is primarily through distance on-line learning that is available centrally through Cardiff University. Traditional teaching and learning methods, such as lecture notes and reading material are provided by the use of on-line PowerPoint and uploaded PDF material, but in addition social workers will have access to an innovative virtual learning environment (VLE). This VLE will allow for interactive learning and support between teaching staff and social workers. This is underpinned by local tutorial support from a social worker's nearest Alliance University. This dynamic approach will maximise flexibility for study preferences and promote learning opportunities both bilingually and through the medium of Welsh. This blended mode of programme delivery not only provides a top quality learning experience, but ultimately produces best practice for service users and carers.

Year 1: Completion of three 10 credit modules

October - December - Module 1: Children and Families **or** Adults

January - March - Module 2: Mental Health and Well-being

April- June - Module 3: Enabling Others

Each of these modules will focus on a range of learning linked to contemporary practice and informed by current research findings and social work theories. An example of learning in the Children and Families **or** Adults module will *demonstrate advanced knowledge of models of social work intervention*. The Mental Health and Well-Being module will require evidence of *decision making in complex cases*. The Enabling Others module will have a primary focus on *supporting colleagues on matters related to social work practice*.

Time Commitment for each Year 1 Module:

The time commitment for each Year 1 (10 credit) module is 6 days engagement with study and module assessment, including attendance at a 1 day teaching and learning event.

Social workers will also apply and reflect on their learning in their day-to-day practice and use their practice to both inform and evidence their learning.

Year 2: September – June: Completion of Specialist Area of Enquiry (30 credits)

This part of the programme provides the opportunity for a selected and agreed piece of learning and development to be undertaken in relation to a particular and immediately relevant area of practice.

Time Commitment for Year 2 Module:

The time commitment for the (30 credit) Specialist Area of Enquiry module is 15 days engagement with study and module assessment, including attendance at a 1 day teaching and learning event.

Social workers will also apply and reflect on their learning in their day-to-day practice and use their practice to both inform and evidence their learning.

The EPP is designed to make maximum use of day-to-day practice. For effective processing of this however, it is crucial that the related study and module assessment are fully engaged with.

The employing agency will make study leave available in accordance with its own policy.

Accreditation of Prior Learning

It may be possible to claim accreditation of prior learning (APL) for the specialist area of enquiry. For example, Experienced Practitioner candidates who have completed 30 credit Practice Education or Approved Mental Health Practitioner (AMHP) programmes may be able to claim comparability with no further work necessary. Where it is not possible to directly APL prior learning this can still be used to inform and underpin areas of study.

For more information about the Experienced Practitioner Programme please contact a representative from one of the Alliance Universities

Niall Casserly – Cardiff University: 02920 875238 / casserlyN@cardiff.ac.uk

Ms. Gwenan Prysor – Bangor University: 01248 382871 / g.prysor@bangor.ac.uk

Dr Wulf Livingston – Glyndŵr University: 01978 293471 / w.livingston@glyndwr.ac.uk

Ms. Jo Rees – Swansea University: 01792 602946 / j.t.rees@swansea.ac.uk

Social Worker – Senior Practice in Social Work Programme



CPEL ALLIANCE



Swansea University
Prifysgol Abertawe

Continuing Professional Education and Learning (CPEL) – Information for Employers and Social Workers: Senior Practice in Social Work Programme

The CPEL framework has been designed to support the implementation of the national career pathway for social workers in Wales. The framework is premised upon the principle of professional progression and social workers will be able to develop their careers and engage with the appropriate programme, thereby enhancing and extending professional knowledge, skills and expertise. One of the most innovative aspects of the CPEL programmes is the emphasis upon accessible teaching and learning methods aimed at promoting and sustaining the engagement of busy social work professionals for who study time will be at a premium. The framework draws on an alliance between Bangor, Cardiff, Glyndwr and Swansea Universities who have come together to combine their different strengths in the delivery of accessible, creative, stimulating and practice-based programmes.

What the Programme covers

The SPP is designed to equip senior practitioners undertaking social work practice at a complex level and supervising others. The programme draws heavily on a social worker's practice experience and this is reflected in what will be learned and what will be assessed. The SPP has a relentless focus on improving social work knowledge and practice in a Welsh context by incorporating research findings, and social work theory into the analysis and critical reflection of contemporary social work practice. It consists of **two parts: part a)** core teaching and learning in two areas i) Engagement and Practice and ii) Professional Leadership and Development and **part b)** Specialist Area of Research. The programme is a total of 60 credits (30 from part a and 30 from part b). Social workers are encouraged to complete the award within two years, but may use a total of three years; in exceptional circumstances they may extend beyond three years.

Admission Criteria – Cardiff University programmes admission requirements including:

- Registered social worker.
- Have professional experience of not less than three years full time (or equivalent) at the point of enrolment on the programme.
- Have met any other CCW requirements for access.
- Be employed as a senior practitioner or have the practice opportunities to evidence the programme requirements.
- Have employer support as appropriate and outlined in a learning agreement, including identified funding.

How the Programme is delivered

The SPP is a Cardiff University award and delivery is primarily through distance on-line learning that is available centrally through Cardiff University. Traditional teaching and learning methods, such as lecture notes and reading material are provided by the use of on-line PowerPoint and uploaded PDF material, but in addition social workers will have access to an innovative virtual learning environment (VLE). This VLE will allow for interactive learning and support between teaching staff and social workers. This is underpinned by local tutorial support from a social worker's nearest Alliance University. This dynamic approach will maximise flexibility for study preferences and promote learning opportunities both bilingually and through the medium of Welsh. This blended mode of programme delivery not only provides a top quality learning experience, but ultimately produces best practice for service users and carers.

Year 1: Completion of two 15 credit modules

October – January Module 1: Engagement and Practice

February – May Module 2: Professional Leadership and Development

Each of these modules will focus on a range of learning linked to contemporary practice and informed by current research findings and social work theories. An example of learning in the Engagement and Practice module will be to demonstrate how to *maintain high quality social work practice within a multi-agency framework*. The Professional Leadership and Development module will require evidence of how social workers *confidently and assertively manage difference of opinion about the content of assessments or proposals for service delivery*.

Time Commitment for each module in Year 1

The time commitment for each Year 1 (15 credit) module is 10 days engagement with study and module assessment, including attendance at a 1 day teaching and learning event.

Social workers will also apply and reflect on their learning in their day-to-day practice and use their practice to both inform and evidence their learning.

Year 2: October-May: Specialist Area of Research (30 credits)

The research topic will be selected and negotiated between the social worker and their employer and agreed with the Programme. The purpose of the study would be to enhance relevant service delivery, the practice effectiveness of the social worker's employment setting and/or individual practitioner specialist development.

Time Commitment for Year 2

The time commitment for the (30 credit) Specialist Area of Research module is 15 days engagement with study and module assessment, including attendance at a 1 day teaching and learning event.

Social workers will also apply and reflect on their learning in their day-to-day practice and use their practice to both inform and evidence their learning.

Tutorial support within this module will be provided on the basis of locality and research topic, as the expertise across the four Alliance universities can be drawn upon.

The SPP is designed to make maximum use of day-to-day practice. For effective processing of this however, it is crucial that the related study and module assessment are fully engaged with.

The employing agency will make study leave available in accordance with its own policy.

Accreditation of Prior Learning

It may be possible to claim accreditation of prior learning (APL) for the specialist area of research. For example, social workers who have completed the 30 credit Practice Education or Approved Mental Health Practitioner (AMHP) programmes may be able to claim comparability with no further work necessary. Where it is not possible to directly APL prior learning this can still be used to inform and underpin areas of study.

For more information about the Senior Practitioner Programme please contact a representative from one of the Alliance Universities

Niall Casserly – Cardiff University: 02920 875238 / casserlyN@cardiff.ac.uk

Ms. Gwenan Prysor – Bangor University: 01248 382871 / g.prysor@bangor.ac.uk

Dr Wulf Livingston – Glyndŵr University: 01978 293471 / w.livingston@glyndwr.ac.uk

Ms. Jo Rees – Swansea University: 01792 602946 / j.t.rees@swansea.ac.uk

Stroke Awareness

Target Group Social Care Staff, Informal Carers

Sector Adults

What the course covers

- What causes a stroke, different types of stroke, effects of a stroke and which services people affected by a stroke may need.
- Physical affect, impact on people's lives and how we can adapt our practice to assist people affected by stroke.
- Possible effects of a stroke on swallowing, dangers associated with swallowing problems, danger of silent choking.
- Communication barriers.
- Ways to improve communication.
- Psychological effects of stroke on individuals and their families.
- How these impact on care practice.

This course assumes little or no previous knowledge in this subject

Stroke Awareness – Informal Carers

Target Group Informal Carers only

Sector All

What the course covers

- What causes a stroke, different types of stroke, effects of a stroke and which services people affected by a stroke may need?
- Physical effect, impact on people's lives and how we can adapt our behaviour to assist people affected by stroke.
- Possible effects of a stroke on swallowing, dangers associated with swallowing problems, danger of silent choking.
- Communication problems.
- Ways to improve communication.
- Psychological effects of stroke on individuals and their families.
- How these impact on caring for someone.

Supervision Skills for Managers

(A TWO-DAY WORKSHOP FOR STAFF WITH SUPERVISORY RESPONSIBILITIES)

IT IS NOT OUR INTENTION TO RUN THIS COURSE IN 2017/18 BUT WILL RE-CONSIDER IF THERE IS SUFFICIENT DEMAND

Target Group Social Work and Occupational Therapy Team Managers, Assistant Team Managers, Senior Practitioners and others with supervisory responsibilities for staff including integrated teams

Sector Adult Social Care

Learning Outcomes

- Develop an understanding of supervision and its importance in social work and social care.
- Appreciate the four elements of supervision.
- Explore how to maximise the benefits of the supervision process.
- Be aware of how supervision can go wrong.

Supervision (Tony Morrison Model)

**IT IS NOT OUR INTENTION TO RUN THIS COURSE IN 2018/19
BUT WILL RE-CONSIDER IF THERE IS SUFFICIENT DEMAND**

Target Children's sector workers who provide staff supervision

Sector Children's sector

What the course covers

The course is underpinned and structured by Tony Morrison's model of line management supervision. The model has been tried and tested over 20 years of practice and development and is currently acknowledged by CWDC as the benchmark for good practice. It is used by a large number of local authorities in the UK as well as being widely used in Europe, Australia, Canada, New Zealand and The USA.

The overall aims and outcomes of the course are for candidates to:

- Develop a Coaching and Reflective Practice approach to supervision and assessment.
- Enable their supervisee's to develop a reflective practice approach to their practice.
- Develop their professional authority as a supervisor, manager.
- Form, enable and create collaborative supervisory relationships and environments.
- Create role clarity and security with their supervisee's.
- Understand and manage the supervision process effectively.
- Support staff through transitions.
- Reflect on, review and respond to constructive feedback on their current supervision practice.
- Understand the requirements of a Performance Management Framework.
- Identify and respond effectively to early signs of blocked practice.
- Reduce the need for Disciplinary or Capability action.
- Provide suitable evidence when Disciplinary or Capability procedures are necessary.
- To understand the crucial significance and benefits of developing and modelling emotional intelligence within the leadership, management and supervisory process.
- To use the Action Learning experience as a process for personal, leadership and managerial development.

Supervision (Tony Morrison Model) reflecting on your practice

Target Children's sector workers who provide staff supervision

Sector Children's sector

What the course covers

This course is for line managers who are already familiar with the Tony Morrison model of line management supervision and will provide an opportunity to reflect on and refresh practice.

Objectives:

An opportunity to re-visit and reflect on your practice in:

- Providing a coaching and reflective practice approach to supervision and assessment.
- Forming and creating collaborative supervisory relationships and environments.
- Supporting staff through transitions.
- Identifying and responding effectively to early signs of blocked practice.
- Reducing the need for Disciplinary or Capability action.
- Understanding the crucial significance and benefits of developing and modelling emotional intelligence within the leadership, management and supervisory process.

Supporting the Delivery of a National Outcomes Framework and the Social Services & Well-Being (Wales) Act

THIS MAY BE DELIVERED REGIONALLY

Target Group Social Workers, OTs and frontline practitioners work

Sector Childrens and Adults Internal

Learning Outcomes

To consistently help families define their own outcomes and measure their own achievements by:

- Building on the skills and confidence of staff.
- Focussing on the communication skills needed to promote engagement in a wide variety of challenging circumstances.
- Recognising workers as a resource in their own right.
- Creating a momentum for change through collaborative communication skills.
- Focussing on central and important issues and dilemmas.



Achieving Sustainable Change **ASC Ltd.**

Rhoda Emlyn-Jones OBE, MA Social Ethics, CQSW, Dip SW

Rhoda has worked in the voluntary and statutory sector since the 1970's. In 1986 she established the first statutory based counselling service in Wales for adults experiencing alcohol and drug related difficulties. It became both an effective service and an international centre for the development and delivery of Motivational Interviewing creating the largest professional group of MI trainers in the UK. She continued to build on best practise and evidenced based interventions. Straddling Adults and Children's Services, Health and Social care Rhoda has developed a wide range of services over the past 30 years', services that continue to deliver proven effective interventions to 1000's of service users and their families. In the new millennium she became instrumental in developing effective services for families needing to address safeguarding issues and behaviour change (Option 2). She was awarded Welsh Woman of the Year in 2007 for innovative contributions to effective practise and delivery. She was awarded the OBE in 2008 for services to disadvantaged families influencing models of best practise throughout the UK.

She supported Welsh Government in the roll out of Integrated Family Support Services (IFSS) which draw heavily on the learning from Option 2. Since leaving the local authority after 30 years of service development and delivery she works in an Independent capacity continuing to support health and social care organisations throughout the UK in strategic workforce development. More recently working on behalf of Welsh Government and the social services improvement agency to build skill and capacity within public services to empower individuals' families and communities. She is committed to promoting a universal skill base of collaborative communication skills, enabling staff to effectively engage and empower people at times of stress, challenge and change.

Telecare for Assessors

Target Group Staff Carrying out Assessment of Need – ASC Social Workers, Hospital Social Workers, Health Social Workers, ASC OT's and DSO's

Sector Adults

What the course covers

This is mandatory training for staff carrying out Assessment of Need.

The course will support the continued professional development of Health and Social Care staff and increase their knowledge and understanding of Telecare.

The course will cover:

- Telecare equipment available.
- Frequently used application.
- Tailoring applications of Telecare to meet complex and individual need.
- Other assistive technologies.



TOGETHER ACHIEVING CHANGE (TAC)

Together Achieving Change (TAC) is a process which helps to co-ordinate preventative services and universal services.

TAC is for any child, or young person, between the ages of 0 – 25 years who have additional needs and their families

The aim of the TAC process is to improve outcomes for children and young people with additional needs and their families, through:

- Better early identification of need.
- Acknowledgement by practitioners of their responsibility to act.
- Effective information sharing between agencies.
- Better integrated working, using common processes and forms.

The TAC process involves working closely with children, young people and their families to support them to reach their full potential.

TAC Skill-Build

The TAC Support Team co-ordinates a multi-agency skill build programme. This programme is structured with training sessions that are delivered, in partnership with statutory and third sector organisations, to increase the skills and knowledge of practitioners working with children and young people, aged 0-25 years and their families. The programme is developed in response to local need, and more information is available from Helen Edwards, TAC Co-ordinator on request.

For further information or discussion about TAC please contact:

Helen Edwards (TAC Co-ordinator) on 01978 295395 or
helen.edwards@wrexham.gov.uk

Together Achieving Change (TAC) – Introduction

Target Group Practitioners and Managers from any agency working with children and young people aged 0-25 years, and their families, across Wrexham County Borough Council (Suitable for staff such as Midwives, Health Visitors, Housing Officers, Advocates, Playgroup Leaders, Childminders, Family Support Staff, Parenting Workers, Adult Mental Health Workers, Drug & Alcohol Workers)

Sector Children and Families

What the course covers

- What TAC is and what it aims to do.
- Child Poverty Strategy/Families First Programme.
- Levels of need – who the TAC is for.
- The TAC process – how the TAC works.
- Support for practitioners using the TAC.
- TAC Training Programme.

Together Achieving Change (TAC) – Full Day Training

Target Group Practitioners and Managers from any agency working with children and young people aged 0-25 years, and their families, who have attended the introductory session to TAC **AND** will be likely to be completing Joint Assessments for Families or be taking the role of the Family Contact within the TAC process

Sector Children and Families

What the course covers

This presentation will cover the 5 key elements of the TAC Process

- Information sharing.
- Joint Assessment for Families.
- Family Contact.
- TAC Meetings.
- Multi-agency working.

For further information or discussion about TAC please contact:

Helen Edwards (TAC Co-ordinator) on 01978 295395 or
helen.edwards@wrexham.gov.uk

Understanding Acquired Brain Injury

Target Group Social Care Staff

Sector Adults

What the course covers

An Acquired Brain Injury (ABI) is an injury caused to the brain since birth. There are many possible causes, including a fall, road accident, tumour and stroke.

Course Contents:

- Acquired Brain Injury in context.
- What we mean by 'Hidden Disability'.
- The experiences of people (and their relatives) living with Acquired Brain Injury.
- Definitions of Severity of Injury & Mechanisms of the Brain Injury.
- The cognitive, behavioural, emotional and physical consequences of Brain Injury.
- Rehabilitation.

Visual Impairment Awareness (Half Day Workshop)

Target Group Social Care Staff, Senior Care Staff, Supervisors, Social Workers and Managers, Informal Carers (Adults)

Sector Adults

What the course covers

- What is Visual Impairment / Sensory Loss.
- Causes and conditions / signs and symptoms.
- The needs of adults with a visual impairment.
- Communication.
- Good practice.
- How to report concerns.

Sensory loss is a mandatory unit in the QCF H&SC Diploma.

Working with Behaviours that Challenge

Target Group Social Care Staff

Sector Adults

What the course covers

- What is Challenging Behaviour?
- Triggers / flashpoints.
- Predictability.
- Warning signs (verbal / non-verbal).
- Escalation.
- Assessing behaviour.
- Assessing risk.
- Intervention and care planning.
- Promoting positive behaviours.

Working Together to Safeguard Children **Foundation Day**

Target Group Staff, managers, carers and volunteers who work with children or families and who have completed All Wales Basic Awareness training. Those attending must have their work base in the Wrexham or Flintshire County Borough area. This level is also recommended for managers/ child protection leads in smaller organisations who have contact with children and families.

Sector Children

What the course covers

- Legislation and guidance.
- Local Safeguarding Children Boards.
- The role of the community paediatrician.
- Making a referral.
- The role of the Police.
- Child protection conferences and core groups.
- Information sharing.

Refresher: It is suggested that those who have completed this programme proceed to the 2-day Conferences and Core Groups course.

Working with Fathers

Target Group This course is aimed at both practitioners and their managers who are interested in ensuring that their services are engaging positively with fathers. Participants will consider who are “significant males” and why should we engage with them? The course will explore a number of self-assessment tools which can aid an organisation in identifying strengths and weaknesses in their current approach to working with males, and help to focus on possible areas for service re-design, based on the data analysis.

Sector Children

What the course covers

This course will also look at:

- Fathers and the Law. Who has parental responsibility?
- Why fathers matter to children and how alienating significant males can make it harder to work effectively with children and young people.
- Research evidence to highlight the benefits for children of services working to engage fathers and other significant males.
- The barriers identified by both males and by services and suggest approaches which may reduce or remove these barriers.
- Separated and together. How to include fathers when parents no longer live together.
- The personal and cultural issues which shape our perceptions of men and fathers.
- Looking beyond the stereotypes. Using the lessons of diversity and inclusion to promote the roles of fathers.
- What works? Techniques and strategies to involve fathers and significant males.

About the Trainer

Jon Trew is an experienced child protection trainer having delivered training to groups as diverse as housing maintenance staff, dentists and childcare workers. Jon has a wide experience of working with children of all ages and backgrounds, having managed a children’s center, a nursery and an after school club and holiday play-care schemes. Jon is also a trained facilitator for Parenting in the Digital Age (PitDA).

Writing Effective Chronologies

Target Group All professionals who write chronologies

Note: This is a mandatory course for all Social Workers in Children's Services

Sector All

According to Munro "recording is a key social work task and its centrality to the protection of children cannot be over-estimated". (2011)

This course is in two parts:

PART 1

e-learning which must be completed before attending the class-based session

Access this at: <https://wrexham.learningpool.com/course/index.php?categoryid=57>

PART 2

Class-based learning with opportunity to reflect on own practice in writing chronologies. You will be required to bring along an anonymised example of a chronology you have written for analysis with your colleagues.

What the course covers

- Effective record keeping including clarity in written communication.
- How to distinguish between facts and opinions.
- How to record wishes and feelings effectively.
- Understanding the purpose of chronologies – when and why should you write one? What should be included? How can you use one?

Young LGBTQ People: Making things perfectly Queer

Target Group Practitioners, Managers and Policy Makers

Sector Children's

What the course covers

The training will explore LGBT issues and young people. The process of coming out, issues for young people such as bullying, gender identity and sexuality. How to support young people whether gay, lesbian, bi-sexual, transgender or questioning young people. It will deal with issues such as safeguarding, self-harm, substance misuse and Child Sexual Exploitation. This will be conducted using a rights based approach.

Learning Outcomes

Participants will:

- Have an understanding LGBTQ issues.
- Gain ways of supporting LGBTQ young people.
- Gain knowledge on safeguarding LGBTQ young people.
- Gain practical skills in identifying young people who are vulnerable to Child Sexual Exploitation.

WELFARE BENEFITS TRAINING



Welfare Benefits Training

Benefits for Carers (Half Day)

Target Group

All staff who deal with the public on a regular basis: Including Social Workers, Housing/Tenancy Support Officers, Registered Social Landlords, Verification and Visiting Officers, Voluntary and Third Sector Organisations staff, Care Providers.

NB: No prior knowledge of the benefits system is required.

Sector

All

Aim

To give participants and overview of benefit entitlements for carers

Objectives

By the end of this course participants will:

- Identify who can claim Carers Allowance (CA) and how to claim.
- Demonstrate an awareness of how claiming CA can affect entitlement to other benefits and Tax Credits.
- Be aware of where to signpost carers for other sources of support.

Welfare Benefit courses (External staff only)

From 1 April 2016 there will be a charge for all Welfare Benefit courses – £75 for full day and £45 for half day. Charges will not be refunded, however if a course is cancelled the candidate will be offered an alternative date. Confirmation will not be sent out until payment has been received.

Courses can be booked using this link: www.wrexham.gov.uk/WRcourses

Payment can be made using this link: www.wrexham.gov.uk/WRcharges

Welfare Benefits Training

Benefits for Families and Children (1 Day)

Target Group All staff who deal with the public on a regular basis: including Social Workers, Housing/Tenancy Support Officers, Verification and Visiting Officers, Voluntary and Third Sector Organisations staff, child-care providers. No prior knowledge of the benefits system is required.

Sector All

Aim

To give participants an overview of the social security system, types of benefits and allowances and how administered/claimed; with an emphasis on families. Includes information on changes and welfare reform, universal credits and Personal Independence payments.

Objectives

By the end of this course participants will be able to:

- Recognise the wide range of benefits and allowances available to both working and non-working families.
- Identify what is meant by “family” in the benefits system e.g. when are two people classed as living together and when are children and young people included within a family for benefits purposes?
- Be aware of future changes including the introduction of Universal Credit and how these will impact on existing claimants.
- Know which families will be affected by the two child limit and the benefits cap.

Welfare Benefit courses (External staff only)

From 1 April 2016 there will be a charge for all Welfare Benefit courses – £75 for full day and £45 for half day. Charges will not be refunded, however if a course is cancelled the candidate will be offered an alternative date. Confirmation will not be sent out until payment has been received.

Courses can be booked using this link: www.wrexham.gov.uk/WRcourses

Payment can be made using this link: www.wrexham.gov.uk/WRcharges

Welfare Benefits Training

Benefits for People of Pension Age (1 Day)

Target Group All staff who deal with the public on a regular basis: Including Social Workers, Housing/Tenancy Support Officers, Verification and Visiting Officers, Registered Social Landlords, Voluntary and Third Sector Organisations Staff, Care Providers.

NB: No prior knowledge of the benefits system is necessary.

Sector All

Aim

To give participants an overview of social security entitlements for those of pension age.

Objectives

By the end of this course participants will be able to:

- Recognise the changes to pension age and the impact on benefit claims.
- Understand the main benefits for this age group including Pension Credit, Attendance Allowance, Housing Benefit and Council Tax Reduction.
- Identify how disabled people and their carers can receive additional benefits.

Welfare Benefit courses (External staff only)

From 1 April 2016 there will be a charge for all Welfare Benefit courses – £75 for full day and £45 for half day. Charges will not be refunded, however if a course is cancelled the candidate will be offered an alternative date. Confirmation will not be sent out until payment has been received.

Courses can be booked using this link: www.wrexham.gov.uk/WRcourses

Payment can be made using this link: www.wrexham.gov.uk/WRcharges

Welfare Benefits Training

Calculating Universal Credit (Half Day)

Target Group Staff with a good knowledge of the benefits system who want to understand how UC is assessed and calculated. Prior knowledge of the current benefits system is essential.

Sector All

Aim

To provide an in depth understanding of how Universal Credit is calculated, and identify differences and similarities with existing benefits.

Objectives

By the end of this course participants will:

- Understand the key features of Universal Credit.
- Be able to calculate maximum UC including standard allowances, housing costs and other elements.
- Explain the interaction between earnings, earnings allowances and housing costs.
- Calculate the actual Universal Credit for a “benefit unit”.
- Understand the implications of a monthly assessment period.

Welfare Benefit courses (External staff only)

From 1 April 2016 there will be a charge for all Welfare Benefit courses – £75 for full day and £45 for half day. Charges will not be refunded, however if a course is cancelled the candidate will be offered an alternative date. Confirmation will not be sent out until payment has been received.

Courses can be booked using this link: www.wrexham.gov.uk/WRcourses

Payment can be made using this link: www.wrexham.gov.uk/WRcharges

Welfare Benefits Training

Disability Living Allowance for Children (1 Day)

Target Group All staff who deal with the public on a regular basis: Including Social Workers, Housing/Tenancy Support Officers, Verification and Visiting Officers, Voluntary and Third Sector Organisations staff, child-care providers, Teachers, Nursery Nurses, Child disability officers, Child mental health practitioners.

NB: No prior knowledge of the benefits system is required.

Sector All

Aim

To give participants an overview of Disability Living Allowance for Children.

Objectives

By the end of this course participants will be able to:

- Who can claim Disability Living Allowance?
- The different rates of benefit.
- How to complete the claim form effectively.
- How claiming DLA can enable a family to access other help such as Carers Allowance, extra tax credits and extra Universal Credit.

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Welfare Benefits Training

Employment & Support Allowance (1 Day)

Target Group All staff who deal with the public on a regular basis: Including Social Workers, Housing/Tenancy Support Officers, Registered Social Landlords, Verification and Visiting Officers, Voluntary and Third Sector Organisations staff, Care Providers.

NB: Attendees should have some prior knowledge of the benefits system.

Sector All

Aim

To give participants an overview of Employment and Support Allowance (ESA).

Objectives

By the end of this course participants will:

- Be able to identify who can claim ESA.
- Understand the difference between contributory ESA, income-related ESA and new-style ESA.
- Know how ESA is assessed, and how clients are assigned to the work-related activity or support groups.
- Recognise the interaction between Universal Credit and ESA.

Welfare Benefit courses (External staff only)

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Welfare Benefits Training

Help with Rent and Council Tax (1 Day)

Target Group All staff who deal with the public on a regular basis: Including Social Workers, Housing/Tenancy Support Officers, Registered Social Landlords, Verification and Visiting Officers, Voluntary and Third Sector Organisations staff.

NB: No prior knowledge of the benefits system is necessary.

Sector All

Aim

To identify when and how clients can get assistance with rent and Council Tax.

Objectives

By the end of this course participants will be able to:

- Know who can get help with rent through Housing Benefit or Universal Credit.
- Identify the maximum rent for different households and understand why the actual benefit may be less than this.
- Identify who will be affected by the benefits cap.
- Describe the similarities and differences between Housing Benefit and the housing element in Universal Credit.
- Know how to reduce Council Tax bills— including non means-tested discounts and exemptions plus the reduction scheme for low incomes.

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Welfare Benefits Training

Introduction to Social Security and Working Age Benefits (2 Days)

Target Group All staff who deal with the public on a regular basis: Including Social Worker, Housing/Tenancy Support Officers, Registered Social Landlords, Verification and Visiting Officers, Voluntary Organisations/Third Sector, Care Providers.

NB: No prior knowledge of the benefits system is necessary.

Sector Adults

Aim

To give participants an overview of the social security system for working age claimants, including the different types of benefit, and how they are how claimed.

Objectives

By the end of this course participants will:

- Be able to recognise the wide range of benefits available.
- Understand the differences between contributory and means-testing processes.
- Know how benefits for ill health and disability are assessed
- Identify which benefits are appropriate for working or non-working households
- Be aware of future changes including the roll out of Universal Credit and understand how these changes will impact on existing claimants.
- Be able to identify which benefits an individual or household can potentially claim.

Welfare Benefit courses (External staff only)

From 1 April 2016 there will be a charge for all Welfare Benefit courses – £75 for full day and £45 for half day. Charges will not be refunded, however if a course is cancelled the candidate will be offered an alternative date. Confirmation will not be sent out until payment has been received.

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Welfare Benefits Training

Introduction to Universal Credit (Half Day)

Target Group All staff who support unemployed working-age clients
e.g. support workers, housing officers, advice workers etc.

Sector All

Aim

To provide an overview of the introduction of Universal Credit in Wrexham.

Objectives

By the end of this course participants will:

- Understand the key features of Universal Credit.
- Identify who is eligible to claim UC – both under the “gateway conditions” and the full digital service.
- Be prepared to support clients to make claims and receive monthly payments.
- Identify when an alternative payment arrangement may be appropriate.
- Know what is meant by a “claimant commitment”.
- Recognise the way earnings affect UC.
- Know who is affected by the two child limit and the benefit cap.

Welfare Benefit courses (External staff only)

From 1 April 2016 there will be a charge for all Welfare Benefit courses – £75 for full day and £45 for half day. Charges will not be refunded, however if a course is cancelled the candidate will be offered an alternative date. Confirmation will not be sent out until payment has been received.

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Welfare Benefits Training

Paying for Care: Financial Assessment Process (Half Day)

Target Group All staff who engage with the public in a caring capacity:
Including Social Workers, Care Providers (private/public), Third
Sector organisations, Registered Social Landlords.

**NB: No prior knowledge of the benefits system or charging
processes is required.**

Sector Adults

Aim

To give participants an overview of how and why people are required to undergo the financial assessment process.

Objectives

By the end of the course participants will:

- Be able to identify who does and does not have to be assessed.
- Understand form-filling and the evidence-gathering process.
- Recognise impact of entitlement to benefits in the process.
- Understand what counts as income and capital.

Welfare Benefit courses (External staff only)

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Welfare Benefits Training

Personal Independence Payment (1 Day)

Target Group All staff who deal with the public on a regular basis: including Social Workers, Housing/Tenancy Support Officers, Verification and Visiting Officers, Voluntary and Third Sector Organisations staff, Care Providers Attendees should have some prior knowledge of the benefits system.

Sector All

Aim

To give participants an overview of the main disability benefit for people of working age.

Objectives

By the end of this course participants will:

- Understand the qualifying conditions for PIP.
- Describe how the PIP assessment process works.
- Know how to make a claim.
- Be able to complete the PIP form effectively.
- Recognise the impact of a PIP award on other benefits, both for the claimant and for carers.

Welfare Benefit courses (External staff only)

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Welfare Benefits Training

Social Security: Preparing for Appeals (Half Day)

Target Group All staff who deal with the public on a regular basis: Including Social Workers, Housing/Tenancy Support Officers, Verification and Visiting Officers, Voluntary and Third Sector Organisations staff, Care Providers. Attendees should have some prior knowledge of the benefits system.

Sector All

Aim

To gain an understanding of the decision making and appeals process in the Social Security system; to provide effective support to clients who are appealing against decisions.

Objectives

By the end of the course participants will be able to

- Identify the key steps in the appeals process.
- Identify potential advantages and disadvantages in proceeding with appeals.
- Help clients prepare their case for appeal.

Welfare Benefit courses (External staff only)

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Welfare Benefits Training

Tax Credits and In-Work Benefits (Full Day)

Target Group All staff who deal with the public on a regular basis: Including Social Workers, Housing/Tenancy Support Officers, Verification and Visiting Officers, Voluntary and Third Sector Organisations staff, Care Providers.

NB: No prior knowledge of the benefits system is required.

Sector All

Aim

To give participants an overview of tax credits and other benefits for working people.

Objectives

By the end of this course participants will:

- Identify what is classed as “full time” work for different benefits and tax credits.
- Recognise which benefits can be claimed while working.
- Understand who can claim Working Tax Credit and / or Child Tax Credit (including both working and non-working households).
- Identify which in-work benefits are applicable to their clients.
- Be able to support clients to make and maintain claims for tax credits and in-work benefits.
- Appreciate the different approach to work for Universal Credit claimants.
- Understand how full time work can enable households to avoid the “benefit cap”.

Welfare Benefit courses (External staff only)

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