

# Training Programme

April 2016 - March 2017



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## **ASSESSMENT, SUPPORT PLANNING & RISK** (frontline staff, middle & senior managers)

Friday 20<sup>th</sup> May 2016

Friday 25<sup>th</sup> November 2016

This course is designed to meet the standards required for assessment, support planning and associated risk in line with the Supporting People Quality Assessment Framework C1.1 Assessment and support planning.

### **By the end of the course learners will:**

- understanding the importance of a person centred approach to support assessment and support planning
- identify ways to include individuals who are supported to have full and meaningful involvement to enable choice, control and decision making
- have an understanding of risk, risk assessment and risk management appropriate to the individuals supported
- establish good review practice of support planning and risk enablement
- explore competency of staff in understanding and gaining knowledge of assessment and planning for support and risk management.

## **BREAKING BAD NEWS** (frontline staff)

Wednesday 24<sup>th</sup> August 2016

Wednesday 25<sup>th</sup> January 2017

The aim of the course is to increase the knowledge, confidence and skill of staff and carers who are involved in bad news situations, where bad news needs to be communicated to a person with learning disabilities.

NB: This can be any type of news, including illness, death, bereavement, changes in living situations, or anything else the person with learning disabilities may experience as “bad news” but the primary focus will be on death related bad-news).

### **By the end of the course learners will:**

- explore how people with learning disabilities understand and communicate about illness

- explore the experiences and preferences of people with learning disabilities, families and professionals around breaking bad news
- identify the factors that affect breaking bad news to people with learning disabilities
- have an opportunity to listen to people with learning disabilities sharing their experiences of bad news
- have an opportunity to work on a specific breaking-bad-news scenario and also bring their own bad-news scenario for discussion and learning.

## **CAPACITY & CONSENT**

(frontline staff, middle & senior managers)

Thursday 25<sup>th</sup> August 2016

Thursday 16<sup>th</sup> February 2017

The aim of this course is to examine the law governing decision-making on behalf of adults who have impaired decision-making capacity and who cannot consent to treatment, or to the provision of social care services on their own behalf.

### **By the end of the course learners will:**

- understand the law governing consent and capacity
- understand how an adult’s mental capacity to make a social care decision is assessed
- understand the legal rules which govern decision making on behalf of adults without capacity in relation to social care and financial matters
- understand the respective roles and responsibilities of informal carers and care providers/professionals in the provision of services to adults without capacity
- understand how disputes between carers and care providers/professionals, which concern service provision to an adult without capacity can be resolved.

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tel: 028 9038 0960 | email: [training.ni@arcuk.org.uk](mailto:training.ni@arcuk.org.uk)  
web: [arcuk.org.uk/northernrieland](http://arcuk.org.uk/northernrieland)

## COMMUNICATION SKILLS TO HELP YOU SUPPORT PEOPLE WITH PROFOUND AND MULTIPLE LEARNING DISABILITIES (frontline staff)

Friday 27 May 2016

Friday 11 November 2016

This course is aimed at helping staff to support people with profound and multiple learning disabilities to communicate and express their own thoughts and ideas

### By the end of the course learners will:

- explore the implications of failing to understand communication and how this can result in a complex range/causes of challenging behaviour
- explore language and Communication difficulties: Developmental/Acquired
- be familiar with the range of ways in which people communicate without speech
- have an introduction to Active Support, Intensive Interaction, objects of reference and sensory referencing
- introduction to augmentative and alternative communication; including PECS and basic Makaton Signs.

## DEATH & PALLIATIVE CARE (for managers)

Monday 10<sup>th</sup> October 2016

The aim of this course is to develop managers knowledge of the meaning of palliative care and the implications for them and their staff working with people who have palliative and end of life care needs.

### By the end of the course learners will:

- develop their awareness of staff needs when caring for people with palliative care needs
- develop their understanding of the meaning of palliative and end of life care
- gain an understanding of professional boundaries when caring for people with palliative and end of life care issues
- enhance their knowledge of loss, grief and bereavement
- develop their recognition of the specific palliative care needs of people with cognitive impairment or learning disabilities.

## DEATH & PALLIATIVE CARE (frontline staff)

Monday 14<sup>th</sup> November 2016

The aim of this course is to develop staffs knowledge of the meaning of palliative care and the issues that can arise when caring for people who have palliative and end of life care needs.

### By the end of the course learners will:

- develop their understanding of the meaning of palliative and end of life care
- gain an understanding of professional boundaries when caring for people with palliative and end of life care issues
- enhance their knowledge of loss, grief and bereavement
- develop their recognition of the specific palliative care needs of people with cognitive impairment or learning disabilities.

## DEMENTIA AWARENESS AND LEARNING DISABILITY\* (frontline staff)

Thursday 21<sup>st</sup> April 2016

Tuesday 4<sup>th</sup> October 2016

Cost: FREE to ARC and UNISON Members

Venue: James Galway House (4<sup>th</sup> Floor), 65 York Street, Belfast BT15 1AL

This course will cover a range of aspects of dementia and also how it relates to adults with a learning disability.

### By the end of the course learners will:

- understand what dementia is (concentrating specifically on how it affects everyday function for people diagnosed, using practical, experiential group activities)
- explore communication
- understand difficult behaviours
- recognise meaningful activity
- understand environmental modifications/adaptations/design.

\*Run in partnership with UNISON

## DEVELOPING EMOTIONAL WELL BEING & RESILIENCE (frontline staff, middle and senior managers)

Monday 6<sup>th</sup> June 2016

Monday 7<sup>th</sup> November 2016

This course aims to enable learners to develop resilience skills to help them in times of adversity and to thrive when faced with unexpected challenges and conflict.

### By the end of the course learners will:

- understand what is meant by stress, emotional wellbeing and resilience
- identifying your own resilience traits
- develop strategies and techniques for building personal emotional resilience and resiliency in the workplace
- identifying other strategies for developing emotional wellbeing
- develop an action plan to improve emotional resilience and wellbeing.

## FUTURE PLANNING WITH OLDER CARERS OF ADULTS WITH A LEARNING DISABILITY (frontline staff, middle and senior managers)

Friday 19<sup>th</sup> August 2016

This training offers the chance for social care staff to consider the options and opportunities available to carers and adults with learning disabilities as they plan for the future. Planning ahead can be important for many of us. Being able to establish a plan for when carers are no longer able to care for an adult with learning disabilities which reflects the wants and aspirations of the individual and the family is vital.

### By the end of the course learners will:

- have an awareness of the needs of the carers of adults with learning disabilities as families grow older together
- understand the issues and barriers faced by families as they consider the future
- gain an awareness of person centred supports useful to planning for the future
- develop an understanding of useful planning guides used to empower families to plan and arrange future support.

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## **MAKATON (MODULE 1 & 2)** (frontline staff, middle and senior managers)

**Wednesday 15<sup>th</sup> March 2017**

This course provides a practical introduction for staff who need to use Makaton in everyday settings. Makaton is a complete language development programme used particularly for those with communication difficulties.

### **By the end of the course learners will:**

- have practised signing of Modules 1 and 2 in core and additional vocabulary
- be able to use Makaton in everyday settings and set targets for individuals
- gain confidence in using Makaton
- understand how the user of Makaton benefits from its use
- understand the link between sign, symbols and speech
- understand that Makaton is a multimodal approach to communication.

**Cost: ARC Member £99 | Non-Member £165**

## **MAKATON (MODULE 3 & 4)\*** (frontline staff, middle and senior managers)

**Wednesday 22<sup>nd</sup> March 2017**

**\* Participants must have completed Modules 1 & 2**

This course provides a practical introduction for staff who need to use Makaton in everyday settings. Makaton is a complete language development programme used particularly for those with communication difficulties.

### **By the end of the course learners will:**

- have practised signing of Modules 1 and 2, and 3 and 4 in core and additional vocabulary
- be able to use Makaton in everyday settings and set targets for individuals
- gain confidence in using Makaton
- understand how the user of Makaton benefits from its use

- understand the link between sign, symbols and speech
- understand that Makaton is a multimodal approach to communication.

**Cost: ARC Member £99 | Non-Member £165**

## **MANAGING MY MONEY** (frontline staff)

**Friday 16<sup>th</sup> September 2016**

**Wednesday 15<sup>th</sup> February 2017**

This course aims to increase the knowledge, confidence and skills of staff responsible for supporting the handling of money of people with a learning disability.

### **By the end of the course learners will:**

- understand how to support people to access and maintain a bank account
- explore legislation and financial decision making: capacity and capability
- understand money management and budgets
- understand how to develop and implement policies and procedures for best practice.

## MANAGING OR WORKING WITH DIFFICULT COLLEAGUES

(frontline staff, middle and senior managers)

Monday 5<sup>th</sup> December 2016

The aim of this training is to provide individuals with the skills and strategies to enable them to address difficult behaviour in the workplace. The course provides participants with the opportunity to work on their own work situation where they want to handle a behaviour more effectively for achieving a more successful outcome.

### By the end of the course learners will:

- consider the causes of difficult behaviour
- recognise how you perceive difficult people
- learn what it is that 'triggers' me
- recognise different behaviour types
- identify the best strategies and techniques for addressing a current difficult behaviour
- identify and manage own emotions in difficult work situations
- recognise how our relationship with conflict impacts on us and others in the workplace.
- implement coaching techniques for having difficult conversations.
- have that courageous conversation with their colleague.

## MEETING THE NEEDS OF THE CARER

(frontline staff & middle managers)

Wednesday 2nd November 2016

Cost: ARC Member/Non-Member—Free

This training for social care workers will explore the pivotal role carers have in providing support and care to family members and how social care staff can meet the needs of carers with this vital responsibility.

### By the end of the course learners will:

- have an understanding of effective communication with carers
- understand why there is a need to work in partnership with carers
- identify the role, needs and rights of a carer

- explore helpful and appropriate support, advice and information to carers
- discuss the need for appropriate respite
- look at opportunities for developing carer's 'wellness' sessions.

## MENTAL HEALTH AWARENESS

(front line staff)

Tuesday 22<sup>nd</sup> November 2016

Tuesday 7<sup>th</sup> February 2017

For all those who that have a responsibility for or interest in ensuring that staff, colleagues or clients are appropriately supported when experiencing a mental health problem.

### By the end of the course learners will:

- explore mental health myths and facts
- explore what do we mean by 'mental health' and 'mental illness'
- understand signs and symptoms of the main mental health diagnosis
- understand legislative considerations under the disability discrimination act
- understand your role in supporting an individual who may have a mental health problem
- understand a mental health emergency.

## MENTAL HEALTH AND WELL BEING IN THE WORKPLACE

(managers & HR professionals)

Monday 12<sup>th</sup> September 2016

Monday 6<sup>th</sup> March 2017

For all those who that have a responsibility for or interest in ensuring that workplaces have a culture that is mentally healthy and that staff are appropriately supported and managed when experiencing a mental health problem.

### By the end of the course learners will:

- explore the business case for managing mental health in the workplace.
- explore what do we mean by mental health conditions?
- understand the signs and symptoms of mental health problems?

- understand the role of the line manager
- explore how to develop a mentally healthy workplace culture.
- explore examples of best practice when managing mental health in the workplace.
- understand legislative responsibilities in relation to mental health.

## PERFORMANCE MANAGEMENT

(middle & senior managers)

Friday 28<sup>th</sup> October 2016

Monday 20<sup>th</sup> February 2017

Cost: ARC Member/Non-Member—Free

This course is aimed at managers and will consider the performance review cycle, including the skills required to plan and carry out meaningful supervision, drive performance and undertake annual reviews.

### By the end of the course learners will:

- reflect on what is a good manager/leader
- understand the concept of the performance management cycle
- understand the purpose and strategies behind Performance Appraisals
- gain knowledge of the performance management forms and tools
- ensure a clear understanding of roles and responsibilities in the Performance Management process
- understand the importance of aligning the performance of individuals with the aims and objectives of the of the organisation
- understand the benefits of frequent supervision and annual reviews
- gain an understanding of the merit/awards process.

## PERSON CENTRED PRACTICES

(frontline staff, middle & senior managers)

Monday 13<sup>th</sup> June 2016

Thursday 27<sup>th</sup> October 2016

Cost: ARC Member/Non-Member—Free

This course enables participants to identify and begin to address the changes that are needed to ensure that person-centred practices are embedded in day to day practice and that people using services have choice and control over how they are supported. Person centred planning is a way of expressing a set of inclusive values through a unique range of tools and techniques.

### By the end of the course learners will:

- understand the principles of Person Centred Planning
- exploring your knowledge, skills and understanding of person-centred tools and practices
- exploring how you and your team use person-centred tools to support individuals to have choice and control in their lives
- look at national good practice examples of Person Centred Practice
- develop key starting points for introducing Person Centred Planning.

## **POSITIVE RISK TAKING** (frontline staff & middle managers)

Friday 23<sup>rd</sup> September 2016

Friday 17<sup>th</sup> February 2017

This training will explore what is meant by positive risk taking, exploring how positive risk taking can encourage, enable and empower individuals with disabilities to live their lives as they choose. This Positive Risk Taking training will take you through the knowledge learning outcomes that will cover the following 'Risk' related units on the Qualification Credit Framework (QCF):

*LD 205 Principles of positive risk taking for individuals with disabilities*

*LD 305 Understanding positive risk taking for individuals with disabilities.*

### **By the end of the course learners will:**

- understand that individuals with disabilities have the same right as everyone else to take risks
- understand the importance of a positive, person centred approach to risk assessment.
- understand the legal and policy framework underpinning an individual with disabilities right to make decisions and take risks
- understand the importance of considering with an individual with disabilities the risk associated with the choices they make
- understand the importance of a partnership approach to risk taking.

## **PROMOTING POSITIVE BEHAVIOUR/ EXPLORING BEHAVIOURS THAT CHALLENGE**

(front line staff)

Wednesday 11<sup>th</sup> January 2017

Wednesday 29<sup>th</sup> March 2017

**Cost: ARC Member/Non-Member—Free**

The aim of this course is to help equip frontline staff with the knowledge they need to promote positive behaviour, thus allowing them to offer support to the vulnerable adults they work with to help to develop skills to improve their quality of life, develop positive relationships, have choices and participate in their community.

### **By the end of the course learners will:**

- explore the development of shared values, which promote the attitude, skill and knowledge needed to implement positive behaviour management
- explore the complex range of causes of challenging behaviour and how environmental factors and interactions may contribute to someone becoming distressed
- explore the skills, qualities and approaches needed to support vulnerable adults in managing their behaviour.

## **SAFEGUARDING ADULTS AT RISK OF HARM & CHILD PROTECTION**

(frontline staff)

Thursday 2nd March 2017

**Cost: ARC Member/Non-Member—Free**

This course aims to equip staff of what safeguarding is and increase their knowledge of roles and responsibilities in the protection of vulnerable adults and children.

### **By the end of the course learners will:**

- explore the legal context in safeguarding vulnerable adults and children
- look at attitudes to disability
- understand how to create a safe and inclusive environment
- understand codes of behaviour for staff and volunteers
- explore characteristics of different types of abuse
- explore signs and symptoms of abuse
- understand the procedures for reporting concerns
- understand the procedures for whistleblowing.

## SELF-DIRECTED SUPPORT AWARENESS

(middle managers & senior managers)

Monday 15<sup>th</sup> August 2016

Friday 10<sup>th</sup> February 2017

Cost: ARC Member/Non-Member—Free

This course will provide an awareness of Self-Directed Support and focuses on the following learning outcomes. Self-Directed Support is being implemented regionally within Northern Ireland as a route to personalisation enabling an individual to have choice and control over their care and support.

### By the end of the course learners will:

- understand the 7 stages of self-directed support
- understand how an individual budget can be used
- explore what is involved for the individual
- discuss local and national developments of self-directed support.

## SELF HARM AND LEARNING

### DISABILITIES

(front line staff)

Thursday 9<sup>th</sup> March 2017

The course is aimed at all staff working with people who do, or may, self-harm.

### By the end of the course learners will:

- understand what is self-harm
- understand types of self-harm/self injury
- explore reasons for self-harm
- explore responses to self-harm
- explore communication with people who self-harm
- explore identification and prevention
- explore self-management.

**Note:** *The course is highly interactive and asks that learners bring their own professional experiences to the day and learners are encouraged to prepare some work in advance of the course, conducting a short service audit and analysing how they currently communicate with service users who self-harm.*

## SUPPORTING MEDICATION IN SOCIAL

### CARE SETTING (1-DAY COURSE)

(front line staff, middle & senior managers)

Friday 17<sup>th</sup> June 2016

Friday 2<sup>nd</sup> December 2016

Cost: ARC Member/Non-Member—Free

Supporting Medication in Social Care settings addresses practical support for use of medication that reflects social care principles and values and includes the need for accurate recording and reporting. The course covers broad types, classifications and forms of medication, as well as safe handling and storage. This training meets the Knowledge learning outcomes of the QCF unit 'HSC 3047 Support use of medication in Social Care'.

### By the end of the course learners will:

- understand the legislative framework for the use of medication in social care settings
- understand the roles and responsibilities in the use of medication in social care settings
- understand the common types of medication and their use
- understand the techniques for administering medication
- understand the process for receiving, storing and disposing of medication supplies safely
- understand how to promote the rights of the individual and support use of medication
- understand how to record and report on the use of medication.

## SUPPORTING MEDICATION IN SOCIAL CARE (½ DAY REFRESHER)\*

(front line staff, middle & senior managers)

Thursday 6<sup>th</sup> October 2016

Friday 3<sup>rd</sup> March 2017

\* Participants must have previously completed the full-day's course.

This course is aimed at any staff member who has previously attended the one day supporting medication in social care settings course and requires a refresher.

**The learner will refresh their knowledge of:**

- safe procedures for handling medicines
- the latest guidelines and legislation with regard to medication handling
- potential problems with medicines and how to avoid/overcome them
- the recording and reporting of medication train the trainer.

**Cost:** ARC Member £40 | Non-Member £80

## TRAIN THE TRAINER: SUPPORTING MEDICATION IN A SOCIAL CARE SETTINGS (2-DAY COURSE)

(front line staff, middle & senior managers)

Thursday 9<sup>th</sup> June & Friday 10<sup>th</sup> June 2016

Thursday 17<sup>th</sup> November & Friday 18<sup>th</sup> November 2016

Thursday 23<sup>rd</sup> March & Friday 24<sup>th</sup> March 2017

Supporting Medication in Social Care settings supports participants to recognise and follow the correct ways of supporting the use of medication. All the training material used meets the Knowledge learning outcomes of the QCF unit 'HSC 3047 Support use of medication in Social Care'. Each participant completing the two day course will have refreshed their own knowledge and understanding of the training pack learning outcomes and have a comprehensive training pack to deliver in house training.

**By the end of the course learners will:**

- understand the legislative framework for the use of medication in social care settings

- understand the roles and responsibilities in the use of medication in social care settings
- understand the common types of medication and their use
- understand the techniques for administering medication
- understand the process for receiving, storing and disposing of medication supplies safely
- understand how to promote the rights of the individual and support use of medication
- understand how to record and report on the use of medication.

**Cost:** ARC Member £220 | Non-Member £340

## TRAIN THE TRAINER SUPPORTING MEDICATION IN SOCIAL CARE SETTING (1-DAY REFRESHER)

(front line staff, middle & senior managers)

Monday 23<sup>rd</sup> May 2016

Friday 7<sup>th</sup> October 2016

Friday 10<sup>th</sup> March 2017

On-going education, training and development of staff who are responsible for safe practice in handling, administering and managing medication which is a critical area of work in social care settings. This refresher training provides an opportunity to update knowledge, skills and understanding of policy, legislation and good practice to ensure practical support to staff with a responsibility for supporting medication in line with social care principles and values.

**By the end of the course learners will:**

- have updated their knowledge on current legislation framework for the use of medication in social care settings
- have explored case studies to reflect on codes of practice in relations to the use of medication in social care settings
- have an opportunity for shared learning on effective training practice
- have an opportunity to design a refresher half day session for the work place.

**Cost:** ARC Member £100 | Non-Member £160

## THE 3 Rs ROLES, RESPONSIBILITIES AND REQUIREMENTS OF REGISTERED MANAGERS (middle and senior managers)

Tuesday 20<sup>th</sup> September 2016

Tuesday 7<sup>th</sup> March 2017

This course is targeted at current and aspiring Registered Managers, owners and other relevant senior staff.

### By the end of the course learners will:

- explore skills and knowledge requirements
- explore roles and responsibilities in governance
- understand the legal context of their responsibilities with a particular focus on Human Rights, Restrictive Practice and Deprivation of Liberty.
- explore Person-Centered focus for services
- explore the involvement of people supported in planning for the service they want and need
- explore monitoring services
- explore roles and responsibilities in safeguarding
- understand requirements of regulation and best practices.

## UNDERSTANDING THE CONTEXT OF SUPPORTING INDIVIDUALS WITH A LEARNING DISABILITY (front line staff)

Wednesday 23rd November 2016

Friday 31<sup>st</sup> March 2017

This course is specifically aimed at newly appointed or relatively inexperienced staff. It aims to give participants a basic understanding of learning disability and how it impacts on people's lives.

### By the end of the course learners will:

- understand the legislation and policies that support the human rights and inclusion of individuals with learning disabilities
- understanding the nature and characteristics of learning disability
- understand the historical context of learning disability

- understand the basic principles and practice of advocacy, empowerment and active participation in relation to supporting individuals with learning disability and their families
- understand how views and attitudes impact on the lives of individuals with a learning disability and their family carers
- understand how to promote communication with individuals and learning disabilities.

## Free Courses

Charges will be applied to free courses when places are cancelled or for non-attendance.

Charges are as follows:

10 working days before the course:

No Charge

5 working days before the course:

£15

Non-attendance:

£30

# BOOKING ARRANGEMENTS AND CANCELLATION POLICY

## Booking Arrangements

Places can only be secured by completing the appropriate booking form which is available on request from the Training Department at the ARC (NI) office.

Tel: 028 9038 0960

Email: [training.ni@arcuk.org.uk](mailto:training.ni@arcuk.org.uk)

Place will be allocated on a *first come, first serve basis*, so early booking is advisable

## Your Cancellation Charges

If you are unable to attend the course you are booked on, you may substitute, **by prior arrangement and after notifying us**, someone else from your organisation.

If you are unable to attend, and cannot or do not wish to give the place to someone else in your organisation, we **may** accept the fee paid as payment towards a place on the same or another course that takes place within 12 months following the originally booked event.

Such a transfer will be on condition that we are informed in writing of your intentions two weeks prior to the originally booked event. Bookings can only be transferred once.

If you are unable to attend, and not in a position either to transfer your place to another person or to another event, then the following charges will apply:

## Cancellation Charges - Training Courses

10 working days before the course:	50%
5 working days before the course:	75%
less than 4 working days before the course:	100%

**Please note that full payment is required for non-attendance on a booking that has been transferred.**

**Free Courses – The charges applied to free courses for cancellation or non-attendance is as follows:**

10 working days before the course:	no charge
5 working days before the course:	£15
Non-attendance:	£30

## ARC's Cancellation

ARC NI events and courses are periodically updated and while we endeavour to deliver the courses as advertised there may inevitably be occasions where we have to change content without prior notice or, in exceptional circumstances, to cancel an event.

In the case of a course cancellation delegates will either be offered an alternative date, a credit note or a full refund and we will also consider any reasonable request to cover non-refundable travel arrangements if a course is cancelled within 2 working days of the start day.

## Venue unless otherwise stated

ARC (NI)  
Ash Grove  
Wildflower Way  
Boucher Road  
BELFAST BT12 6TA

Tel: 028 9038 0960

## Costs unless otherwise stated

### Full Day Course

ARC Member:	£75.00
Non-Member:	£130.00

**Note: ARC offers when available PSS funded free training. The content of this calendar is correct at time of print and will be undated accordingly. Some courses may become free of**

