

ASSOCIATION FOR REAL CHANGE NORTHERN IRELAND



Autumn/Winter Programme November and December 2020

1. Developing Emotional Resilience for All Staff (Frontline Staff, Middle and Senior Managers)
2. Developing Resilient Remote Teams (Middle & Senior Managers)

****NEW ****

3. Dynamic Risk Assessment (Frontline Staff & Managers)
4. Managing Staff Stress – The Line Managers Role (Middle & Senior Managers)
5. Mental Health Awareness for Managers (Middle & Senior Managers)
6. Mental Health Awareness for Staff (Frontline staff)

****NEW ****

7. Meeting the Needs of Carers (Frontline Staff)
8. Person Centred Practices (Frontline Staff)
9. Promoting Positive Behaviour & Behaviours that Challenge (Frontline Staff)
10. Safeguarding Adults at Risk of Harm and Child Protection (Frontline staff)
11. Train the Trainer: Supporting Medication in Social Care Settings (2 Day) (Frontline Staff, Middle and Senior Managers)

Information is correct at time of publication and is subject to change.

2nd & 3rd November 2020 | 10am-4pm (LIMITED PLACES AVAILABLE)

Train the Trainer: Supporting Medication in Social Care Settings (2 DAY) (Frontline Staff, Middle & Senior Managers)

Trainer: Suzanne McStravick

Method of Delivery: Virtually via Zoom

Maximum Participants: 14 per session

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.

This course will be delivered in line with RQIA standards, specifically the standard relating to the management of medicines which states that 'The management of medicines is in accordance with legislative requirements, professional standards and DHSSPS guidance'.

By the end of the course learners will:

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

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

Cost: ARC Member £245 | Non-Member £375

Tuesday 17th November 2020 | 9.30am-12.30pm

Developing Resilient Remote Teams (Middle & Senior Managers)

Trainer: Julie Jill

Method of Delivery: Virtually via Zoom

Maximum Participants: 15 per session

To provide managers who manage teams with the skills to develop resilient remote teams.

By the end of the course learners will:

- have explored the concept of resilience and why it is important during challenging times.
- know how to describe the behaviours of an emotionally intelligent and resilient leader.
- know how to identify actions to develop a resilient remote team

Cost: ARC Member £45 | Non-Member £60

Tuesday 17th November 2020 | 1.30pm-4.30pm

Mental Health Awareness for Staff (Frontline Staff)

Trainer: Julie Hill

Method of Delivery: Virtually via Zoom

Maximum Participants: 15 per session

To improve awareness of the signs of poor mental health and implement strategies to improve mental wellbeing whilst remote working.

By the end of the course learners will:

- be able to describe what are common mental health conditions?
- recognise signs and symptoms of mental health problems.
- apply practical techniques to look after personal mental health and well-being whilst remote working or working from home
- identify where to find help and support when needed.

Cost: ARC Member £45 | Non-Member £60

Monday 23rd November 2020 | 9.30am-12.30pm

Developing Emotional Resilience for All Staff (Frontline Staff, Middle and Senior Managers)

Trainer: Julie Hill

Method of Delivery: Virtually via Zoom

Maximum Participants: 15 per session

To support managers and staff to develop resilience skills to help them in times of stress and adversity and to thrive when faced with unexpected challenges.

This course supports the participants to meet NISCC Induction Standards: 4.1 Encourage communication 4.1.1 Know what motivates people to communicate. 4.1.3 Understand how behaviour is a form of communication, 4.2 Use communication techniques & 4.2.2 Understand how to listen effectively.

By the end of the course learners will:

- have explored what is resilience
- be able to identify areas of resilience which they can build and improve
- know how to develop healthy thinking patterns
- understand how to develop flexible thinking
- comprehend how to managing mood for resilience
- have explored how to use practical tools and techniques that can be applied in order to improve resilience.

Cost: ARC Member £45 | Non-Member £60

Monday 23rd November 2020 | 1.30pm-4.30pm

Managing Staff Stress – The Line Managers Role (Middle & Senior Managers)

Trainer: Julie Hill

Method of Delivery: Zoom

Maximum Participants: 15 per session

The aim of the course is to ensure that all managers have the knowledge, confidence and skills to manage staff who are experiencing stress and ensure that workplaces create a culture where the causes of stress are identified and addressed using the Health and Safety Executive NI's Six Stress Management Standards.

By the end of the course learners will:

- understand how to define stress and emotional wellbeing
- outline the business case for addressing work-related stress
- recognise the legal requirements for managers in regards to work-related stress
- recognise stress in staff and self
- manage staff who may be experiencing work related stress or are absent from work due to work related stress
- apply the management standards for work-related stress in the context of managing staff
- identify strategies for improving emotional wellbeing and managing stress.

Cost: ARC Member £45 | Non-Member £60

Monday 30th November 2020 | 9.30am-12.30pm

Safeguarding Adults at Risk of Harm and Child Protection (Frontline staff)

Trainer: Louise Hughes

Method of Delivery: Zoom

Maximum Participants: 15 per session

This course aligns with the NIASP Level 2 Training and Development Framework.

This course aims to equip staff with the understanding of what safeguarding is, and increase their knowledge of roles and responsibilities in the protection of adults at risk of harm and children.

The course content reflects NISCC Standards of Conduct 3: Promote the autonomy of service users while safeguarding them as far as possible from danger or harm, specifically 3.2, 3.3 and 3.4 and RQIA Provider Guidance 2017/18 for Domiciliary Care, Nursing Homes, Adult Placement Agencies and Day Care Settings; specifically, 'Is Care Safe'. Indicator: The service promotes and makes proper provision for the welfare, care and protection of service users. The course will also reflect the standards outline by RQIA in regard to risk enablement and safeguarding.

By the end of the course learners will:

- explore the legal context in safeguarding adults at risk of harm and in need of protection
- explore the legal context in safeguarding 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 concerns
- understand the procedures for whistleblowing.

Cost: ARC Member £45 | Non-Member £60

1 December 2020 | 9.30am-12.30pm

Developing Resilient Remote Teams (Middle & Senior Managers)

Trainer: Julie Jill

Method of Delivery: Virtually via Zoom

Maximum Participants: 15 per session

To provide managers who manage teams with the skills to develop resilient remote teams.

By the end of the course learners will:

- have explored the concept of resilience and why it is important during challenging times
- know how to describe the behaviours of an emotionally intelligent and resilient leader
- know how to identify actions to develop a resilient remote team.

Cost: ARC Member £45 | Non-Member £60

1 December 2020 | 1.30pm-4.30pm

Mental Health Awareness for Managers (Middle & Senior managers)

Trainer: Julie Hill

Method of Delivery: Virtually via Zoom

Maximum Participants: 15 per session

To provide people managers with the knowledge to identify when team members are potentially experiencing poor mental health and the skills to appropriately support staff who are remote working.

By the end of the course learners will:

- be able to identify what are common mental health conditions?
- identify the signs and symptoms of poor mental health
- understand the legislative responsibilities in relation to mental health and the workplace
- apply steps and good practice for a helping conversation.
- apply techniques to look after the mental well-being of their staff when teams are remote working and/or during challenging times.
- discuss examples of best practice when managing mental health in the workplace.
- be able to signpost staff to help and support.

Cost: ARC Member £45 | Non-Member £60

3rd & 4th December 2020 | 10am-4pm (LIMITED PLACES AVAILABLE)

Train the Trainer: Supporting Medication in Social Care Settings (2 DAY) (Frontline Staff, Middle & Senior Managers)

Trainer: Suzanne McStravick

Method of Delivery: Virtually via Zoom

Maximum Participants: 14 per session

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.

This course will be delivered in line with RQIA standards, specifically the standard relating to the management of medicines which states that 'The management of medicines is in accordance with legislative requirements, professional standards and DHSSPS guidance'.

By the end of the course learners will:

- understand the legislative framework for the use of medication in social care settings
- understand roles and responsibilities in the use of medication in social care settings
- explore the common types of medication and their use
- understand techniques for administering medication
- know the process for receiving, storing and disposing of medication supplies safely

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- know how to promote the rights of the individual and support use of medication
- know how to record and report on the use of medication.

Cost: ARC Member £245 | Non-Member £375

Monday 7th December 2020 | 9.30am-12.30pm

Promoting Positive Behaviour & Behaviours that Challenge (Frontline Staff)

Trainer: Louise Hughes

Method of Delivery: Virtually via Zoom

Maximum Participants: 15 per session

The aim of this course is to equip frontline staff with the knowledge they need to promote positive behaviour, thus allowing them to offer support to the 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.

This course reflects the standards of practice set by NISCC in relation to 'Respecting the rights of service users while seeking to ensure that their behaviour does not harm themselves or other people. It supports RQIA Provider Guidance 2017-18 for Domiciliary Care Agencies Is Care Safe? There are, at all times, suitably qualified, competent and experienced persons working in the service in such numbers as are appropriate for the health and welfare of service users.

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 behaviour that challenges 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.

Cost: ARC Member £45 | Non-Member £60

Tuesday 8th December 2020 | 10am-4pm

Person Centred Practices (Frontline Staff, Middle & Senior Managers)

Trainer: Suzanne McStravick

Method of Delivery: Virtually via Zoom

Maximum Participants: 15 per session

An underpinning value of our work in social care is Person Centred Practices. It is one of the six standards outlined by NISCC as a social care workers' responsibility and the overarching inspection theme for RQIA clearly referenced in Quality Standards for Health and Social Care, 2006 which states: "The organisation: (a) promotes a person-centred approach and actively involves service users and carers in the development, implementation, audit and review of care plans and care pathways". The session will enable participants the opportunity to explore and practice a set of inclusive values through a unique range of tools and techniques. Participants will be able to identify and begin to address the changes that are needed to ensure that this approach is embedded in day to day practice and that people using services have choice and control over how they are supported.

By the end of the course learners will:

- know the legal and regulatory framework relating to person-centred approaches
- understand principles and approaches to person-centred care and the impact on wellbeing
- explore your knowledge, skills and understanding of person-centred tools and practices
- identify how you and your team use person-centred tools to support individuals to have choice and control in their lives
- develop key starting points for introducing Person Centred Planning.

Cost: Members £85 | Non-Members £110

*****NEW*****

Wednesday 16th December 2020 | 9.30am-12.30pm

Meeting the Needs of Carers (Frontline Staff)

Trainer: Suzanne McStravick

Method of Delivery: Virtually via Zoom

Maximum Participants: 15 per session

This half-day workshop 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 the learners will:

- understand how to effectively communicate 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

Cost: Members £45 | Non-Members £60

*****NEW*****

Friday 18th December 2020 | 9.30am-12.30pm

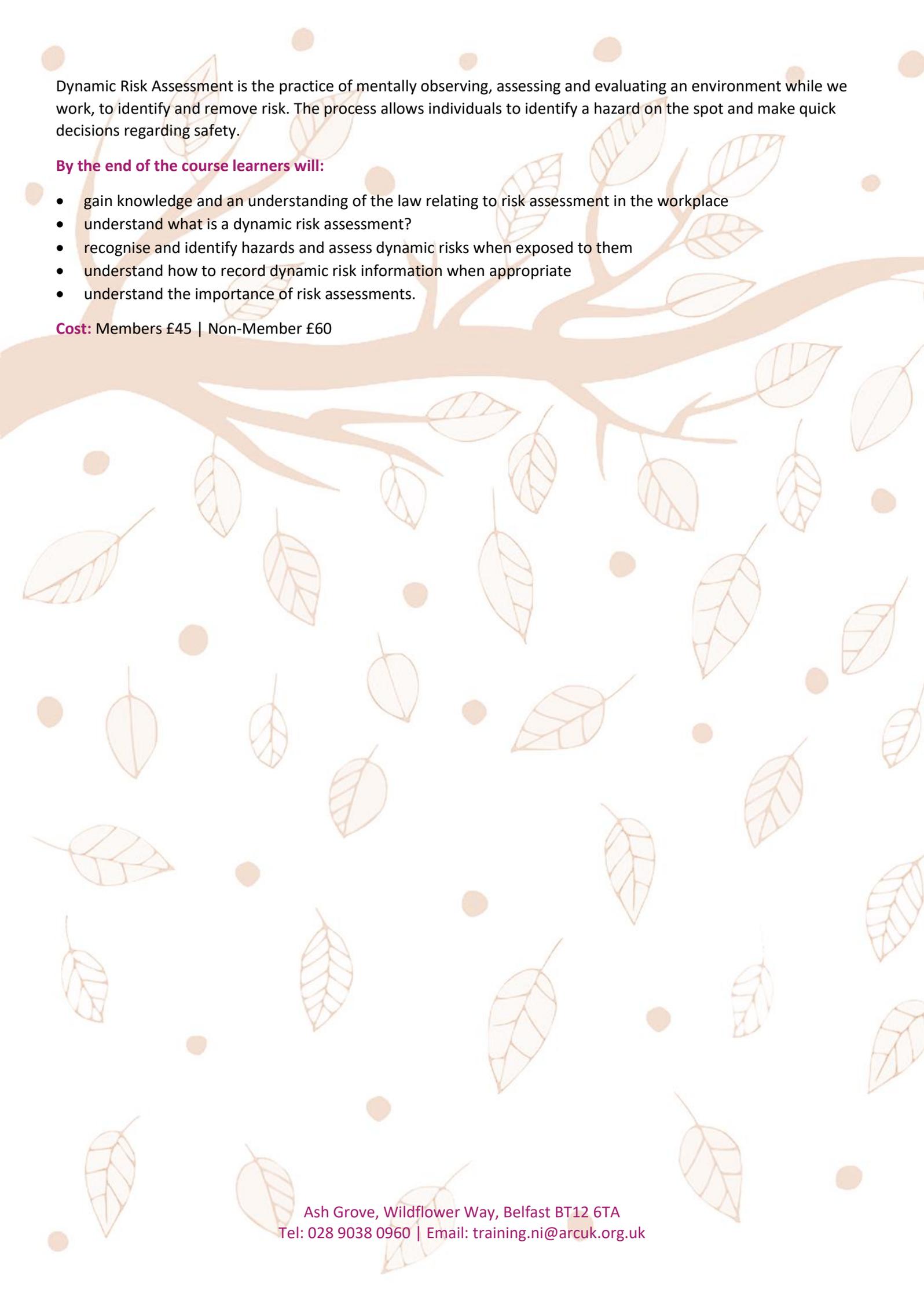
Dynamic Risk Assessment (Frontline Staff & Managers)

Trainer: Suzanne McStravick

Method of Delivery: Virtually via Zoom

Maximum Participants: 15 per session

The aim of this course is to provide the skills and understanding to manage risk dynamically as part of everyday routine operations. Under the Management of Health and Safety Regulations, all UK businesses must assess and manage the risks of the work that they undertake. While steps can be taken to reduce and eliminate workplace hazards, there are some risks that are unpredictable and difficult to control.

The background features a stylized illustration of a tree branch with several leaves, rendered in a light brown or tan color. The leaves are scattered across the page, some overlapping the text. There are also small, solid brown circles scattered throughout the background, creating a pattern reminiscent of falling leaves or seeds.

Dynamic Risk Assessment is the practice of mentally observing, assessing and evaluating an environment while we work, to identify and remove risk. The process allows individuals to identify a hazard on the spot and make quick decisions regarding safety.

By the end of the course learners will:

- gain knowledge and an understanding of the law relating to risk assessment in the workplace
- understand what is a dynamic risk assessment?
- recognise and identify hazards and assess dynamic risks when exposed to them
- understand how to record dynamic risk information when appropriate
- understand the importance of risk assessments.

Cost: Members £45 | Non-Member £60

ASSOCIATION FOR REAL CHANGE NORTHERN IRELAND

BOOKING ARRANGEMENTS & CANCELLATIONS

BOOKING ARRANGEMENTS

Any person or organisation requesting place(s) on courses must complete and return the appropriate booking form, which are available from the ARC NI website. If you are unable to access the website contact the ARC NI office and a booking form will be emailed.

Tel: 028 9038 0960 | Email:
training.ni@arcuk.org.uk

Completed booking forms must be emailed to the ARC NI Training email address:

Email: training.ni@arcuk.org.uk

Booking forms must be completed fully to include the following information:

Name
Organisation
Contact number
Line Manager details
Finance details including PO

Once the COMPLETED booking form(s) has been received, confirmation will be sent acknowledging receipt of booking. Participants will also be made aware of ARC NI Cancellation Charges; this includes Cancellation Charges for courses that are listed as FREE.

If the booking form is not completed fully, including financial information and Purchase Order number the form will be returned to the sender and ask for it to be completed. A place will not be secured until then.

DELEGATE CANCELLATION

All requests for cancellations and/or transfers must be received in writing. Changes will become effective on the date of written confirmation being received.

If delegates need to cancel their attendance the following charges apply (see booking form cancellation policy for further details).

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

If a delegate needs to change their attendance on a Free Course the following charges apply (see booking form cancellation policy for further details).

10 working days before the course:	no charge
5 working days before the course:	£15
Less than 4 working days:	£30
Non-attendance:	£30

