

T.E.A Training

Training with Emma Armstrong

CORE AND MANDATORY TRAINING

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Assisting and moving people
Basic life support and first aid
Communication
Dignity
Equality and diversity
Fire safety
Food hygiene
Health and safety awareness
Infection prevention and control
Medication management
Mental capacity and liberty safeguards
Moving and handling objects
Nutrition and hydration
Oral health
Person-centred care
Positive behaviour support and non-restrictive practice
Recording and reporting
Safeguarding adults
Safeguarding children
Specific conditions
Care certificate

Assisting and moving people

MINIMUM LEARNING OUTCOMES

Will be dependent on the worker's role and responsibilities and appropriate training should be provided to enable the worker to:

- be able to move and position an individual safely.
- use equipment which may be required.
- understand current legislation, national guidelines, policies, procedures and protocols in relation to moving and positioning individuals.
- understand anatomy and physiology in relation to moving and positioning individuals.
- be able to minimise risk before moving and positioning individuals.
- know when to seek advice and/or assistance from others when moving and positioning an individual.

SUGGESTED REFRESHER FREQUENCY

We recommend learning is refreshed and knowledge and competence assessed at least annually and when a new risk is introduced.

Basic life support and first aid

MINIMUM LEARNING OUTCOMES

Basic life support:

- Understand and know how to follow procedures for responding to accidents and sudden illness.
- Be able to provide basic life support.

First aid:

- The awarding organisation will set the minimum learning outcome.

SUGGESTED REFRESHER FREQUENCY

Establishments must provide adequate personnel to respond if someone is taken ill or injured at work. It's the employer's responsibility to determine how many people need training and to what level.

Basic life support recommended refresher frequency:

- Provide learning and development opportunities when identified or required and at least annually.
- The Resuscitation Council (UK): 'Frequent "low-dose" training may improve CPR skills compared with conventional training strategies' noting 'is widely accepted that skills decay within three to six months after initial training'.

First aid required refresher frequency:

- At least every 3 years to be recognised as competent.

Communication

MINIMUM LEARNING OUTCOMES

- Understand why communication is important in the work setting.
- Be able to meet the communication and language needs, wishes and preferences of individuals.
- Be able to reduce barriers to communication.
- Be able to apply principles and practices relating to confidentiality at work.

SUGGESTED REFRESHER FREQUENCY

- Monitor performance.
- Assess knowledge and competence at least annually.
- Provide learning and development opportunities when identified or required and at least every 3 years.

Dignity

MINIMUM LEARNING OUTCOMES

- Understand the principles that underpin dignity in care.
- Maintain the dignity, respect and privacy of the individual.

SUGGESTED REFRESHER FREQUENCY

- Monitor performance.
- Assess knowledge and competence at least annually.
- Provide learning and development opportunities when identified or required and at least every 3 years.

Equality and diversity

MINIMUM LEARNING OUTCOMES

- Understand the importance of equality and inclusion.
- Be able to work in an inclusive way.
- Know how to access information, advice and support about diversity, equality and inclusion.

SUGGESTED REFRESHER FREQUENCY

- Monitor performance.
- Assess knowledge and competence at least annually.
- Provide learning and development opportunities when identified or required and CQC fundamental at least every 3 years.

Fire safety

MINIMUM LEARNING OUTCOMES

- Understand and know how to promote fire safety in the work setting.

SUGGESTED REFRESHER FREQUENCY

- Recommended refresher frequency BS 9999:2008 Code of practice for fire safety in the design, management and use of buildings recommends training is refreshed at least annually.
- The Department for Communities and Local Government provides advice on meeting legislative requirements and states fire drills should be completed annually.

Food hygiene

MINIMUM LEARNING OUTCOMES

- Understand the importance of food safety measures when providing food and drink for individuals.
- Be able to maintain hygiene when handling food and drink.
- Be able to meet safety requirements when preparing and serving food and drink for individuals.
- Be able to meet safety requirements when clearing away food and drink.
- Be able to store food and drink safely.
- Know how to access additional advice or support about food safety.

SUGGESTED REFRESHER FREQUENCY

All workers involved in the handling, preparation or provision of food are required by law to have received appropriate training in how to handle food safely.

- Monitor performance.
- Assess knowledge and competence at least annually.
- Provide learning and development opportunities when identified or required and at least every 3 years.

Health and safety awareness

MINIMUM LEARNING OUTCOMES

- Understand own responsibilities, and the responsibilities of others, relating to health and safety in the work setting.
- Understand the use of risk assessments.
- Know how to handle hazardous substances.
- Implement security measures in the work setting.
- Know how to manage stress.

SUGGESTED REFRESHER FREQUENCY

- Monitor performance.
- Assess knowledge and competence at least annually.
- Provide learning and development opportunities when identified or required and at least every 3 years.

Infection prevention and control

MINIMUM LEARNING OUTCOMES

- Understand own and others roles and responsibilities in the prevention and control of infections.
- Understand legislation and policies relating to prevention and control of infections.
- Understand systems and procedures relating to the prevention and control of infections.
- Understand the importance of risk assessment in relation to the prevention and control of infections.
- Understand the importance of using Personal Protective Equipment (PPE) in the prevention and control of infections.
- Understand the importance of good personal hygiene in the

SUGGESTED REFRESHER FREQUENCY

- Monitor performance.
- Assess knowledge and competence at least annually.
- Provide learning and development opportunities when identified or required and at least every 3 years.

Medication management

MINIMUM LEARNING OUTCOMES

- Understand legislation, policy and procedures relevant to administration of medication.
- Know about common types of medication and their use.
- Understand procedures and techniques for the administration of medication.
- Prepare for the administration of medication.
- Administer and monitor medication safely.

Additional training as required such as:

- how to administer specific medicines such as patches, creams, inhalers, eye drops and liquids.
- Specialist training for specific medications e.g. Buccal midazolam.

SUGGESTED REFRESHER FREQUENCY

- NICE recommend that learning for care home staff is refreshed and knowledge and competence assessed at least annually.
- NICE recommend that learning for community-based staff is refreshed and knowledge and competence assessed at least annually.
- Learning and development requirements will be dependent on the workers role and responsibilities.
- Training and competency checks should be relevant to the type of service provision and agreed responsibilities.
- The worker should not manage or administer medicines until they successfully completed any training needed and have been assessed as competent.

Mental capacity and liberty safeguards

MINIMUM LEARNING OUTCOMES

- Understand legal frameworks, policy and guidelines.
- Understand the meaning of mental capacity in relation to how care is provided.

SUGGESTED REFRESHER FREQUENCY

- Monitor performance.
- Assess knowledge and competence at least annually.
- Provide learning and development opportunities when identified or required and at least every 3 years.

Moving and handling objects

MINIMUM LEARNING OUTCOMES

- Be able to move and handle equipment and other objects safely.

SUGGESTED REFRESHER FREQUENCY

HSE research found that annual refresher training was generally considered good practice.

Nutrition and hydration

MINIMUM LEARNING OUTCOMES

- Understand the principles of hydration and nutrition.
- Be able to support individuals to have access to fluids in accordance with their plan of care.
- Be able to support individuals to have access to food and nutrition in accordance with their plan of care.

SUGGESTED REFRESHER FREQUENCY

- Monitor performance.
- Assess knowledge and competence at least annually.
- Provide learning and development opportunities when identified or required and at least every 3 years.

Oral Health

MINIMUM LEARNING OUTCOMES

Ensure care staff who provide daily personal care:

- understand the importance of oral health and the potential effect on their general health, wellbeing and dignity.
- understand the potential impact of untreated dental pain or mouth infection on the behaviour, and general health and wellbeing of people who cannot articulate their pain or distress or ask for help. (This includes, for example, residents with dementia or communication difficulties.)
- know how and when to reassess oral health.
- know how to deliver daily mouth care.
- know how and when to report any oral health concerns, and how to respond to a person's changing needs and circumstances.
- understand the importance of denture marking and how to arrange this for people, with their permission.

SUGGESTED REFRESHER FREQUENCY

- CQC recommend mandatory staff training as part of their Smiling Matters report.
- Monitor performance.
- Assess knowledge and competence at least annually.
- Provide learning and development opportunities when identified or required and at least every 3 years.

Person-centred care

MINIMUM LEARNING OUTCOMES

- Understand person centred approaches for care and support.
- Be able to work in a person-centred way.
- Establish consent when providing care and support.
- Encourage active participation.
- Be able to support the individual's right to make choices.
- Be able to support individual's well-being.

SUGGESTED REFRESHER FREQUENCY

- Monitor performance.
- Assess knowledge and competence at least annually.
- Provide learning and development opportunities when identified or required and CQC fundamental at least every 3 years.

Positive behaviour support and non-restrictive practice

MINIMUM LEARNING OUTCOMES

We recommend you reference the PBS Competency Framework for commissioning PBS training programmes.

SUGGESTED REFRESHER FREQUENCY

A positive and proactive workforce and Ensuring quality services for people with behaviours that challenges recommend learning is refreshed at least annually.

Recording and reporting

MINIMUM LEARNING OUTCOMES

- Understand the need for secure handling of information in settings.
- Know how to access support for handling information.
- Handle information in accordance with agreed ways of working.

SUGGESTED REFRESHER FREQUENCY

- Monitor performance.
- Assess knowledge and competence at least annually.
- Provide learning and development opportunities when identified or required and at least every 3 years.

Safeguarding adults

MINIMUM LEARNING OUTCOMES

- Know how to recognise types of abuse.
- Know how to respond to suspected or alleged abuse.
- Understand the national and local context of safeguarding and protection from abuse.
- Understand ways to reduce the likelihood of abuse.
- Know how to recognise and report unsafe practices.
- Understand principles for online safety.
- Making the links between safeguarding and domestic violence.

SUGGESTED REFRESHER FREQUENCY

- Monitor performance.
- Assess knowledge and competence at least annually.
- Provide learning and development opportunities when identified or required and at least annually.

Safeguarding children

MINIMUM LEARNING OUTCOMES

- Know how to safeguard children.

SUGGESTED REFRESHER FREQUENCY

- Suggested Annual refresher.

Specific conditions

MINIMUM LEARNING OUTCOMES

- Understand the needs and experiences of individuals with specific conditions.

Understand:

- The importance of promoting positive health and well-being of individuals with specific conditions.
- The adjustments which may be necessary in care delivery relating to specific conditions.
- The legal frameworks, policy and guidelines relating to specific conditions.
- Support individuals with specific conditions.

SUGGESTED REFRESHER FREQUENCY

- Monitor performance.
- Assess knowledge and competence at least annually.
- Provide learning and development opportunities when identified or required and at least every 3 years or when a new need is identified.

Care certificate

WHAT IS THE CARE CERTIFICATE?

The Care Certificate is an agreed set of standards that define the knowledge, skills and behaviours expected of specific job roles in the health and social care sectors. It's made up of the 15 minimum standards that should be covered if you are 'new to care' and should form part of a robust induction programme.

THE STANDARDS

1. Understand your role
2. Your personal development
3. Duty of care
4. Equality and diversity
5. Work in a person centred way
6. Communication
7. Privacy and dignity
8. Fluids and nutrition
9. Awareness of mental health, dementia and learning disabilities
10. Safeguarding adults
11. Safeguarding children
12. Basic life support
13. Health and safety
14. Handling information
15. Infection prevention and control

Here at T.E.A Training, I want to make your training meaningful. To help me do this, I will utilise your organisational policies and procedures in training to ensure that a staff member completes their induction, fully understanding of your workplace, your processes and your procedures – Give yourself more time to Lead and inspire, knowing that training is in hand and relevant to your organisation.

OPTIONS AVAILABLE:

- Induction Package 1 - Inclusive of all theory modules of the care certificate
- Induction Package 2 – Inclusive of Theory and the completion observational assessments and development reports – require site visits if completed via online face to face training.
- Care Certificate Package 3 – Train the Trainer courses in all Standards, enabling a staff member to successfully teach and deliver the induction programme in-house.

CHAMPIONSHIP TRAINING

Would you like to increase the level of leadership within your workforce? All of my courses are in line with the Leadership Quality Framework and by completing Championship Training you can promote a member of staff to become a Champion in any area of your workplace.

WHAT ARE THE BENEFITS OF THIS?

- Increased knowledge and skills of your workforce
- You have every careful area of support fulfilled by a competent, trained champion, who can take ownership to cascade training and information to the rest of the team
- You have every area of your organisation represented at different levels
- You will have the most up to date resources available within your workforce
- Evidence and log system for your KLOEs

WHAT SUBJECT AREAS DOES THIS COVER?

- Oral Hygiene
- Safeguarding
- Mental Health and Well-being
- Equality and Diversity
- Moving and Assisting
- Nutrition and Hydration
- And many more!