



COURSE CONTENTS & LEARNING OUTCOMES

Accredited by & Members of:



COURSE CONTENTS	COURSE OUTCOMES
<p>ANAPHYLAXIS (3 hours)</p> <ul style="list-style-type: none"> • Definitions • Causes and risk factors • Epidemiology of anaphylaxis • The effects of chemical mediators within the body • Triggers to anaphylactic shock • Recognition of anaphylaxis - ABCDE approach • Management and emergency first aid procedures for Anaphylaxis • Practical training: the safe use of adrenaline auto-injectors using training devices of currently available products (Epipen, Emerade and Jext). 	<ul style="list-style-type: none"> • Understand the definitions • Understand the causes & risk factors • Understand the epidemiology of anaphylaxis • Understand the effects of chemical mediators within the body • Understand the triggers to anaphylactic shock • Understand the recognition of Anaphylaxis - ABCDE approach • Understand how to manage Emergency First Aid procedures for Anaphylaxis • Understand the practical training in the safe use of adrenaline auto-injectors using training devices of currently available products (Epipen, Emerade & Jext)
<p>BASIC FOOD SAFETY AND NUTRITION (3 hours)</p> <ul style="list-style-type: none"> • Basic principles of food safety • Cross contamination risks in food preparation and handling • Hygienic practices and expectations required of a food handler • Maintaining a hygienic environment when preparing and handling food • Nutrition and Hydration • The 5 food groups and function for a healthy balanced diet • Roles and responsibilities in maintaining nutrition and hydration • Identifying poor nutrition and hydration • Promoting nutrition and hydration and taking a person-centred approach in identifying ways in which an individual can be supported 	<ul style="list-style-type: none"> • Understand the basic principles of food safety • Understand good hygiene practises • Understand the expectations required of a food handler • Understand the principles of hydration and nutrition • Understand how to support individuals to be able to have access to fluids in accordance with their care plan • Understand how to support individuals to be able to have access to food and nutrition in accordance with their care plan
<p>BASIC LIFE SUPPORT AND AED (3 hours)</p> <ul style="list-style-type: none"> • Roles and limitations • Consent, communication and being aware of advanced decisions relating to 'DNAR' • The chain of survival • Primary survey / Recovery position • Cardiopulmonary Resuscitation (CPR) • Choking emergency (using a choking simulation training device) • Safe use of an Automated External Defibrillator (AED) 	<ul style="list-style-type: none"> • Understand what first aid is • Understand the importance of consent and communication • Understand roles and responsibilities • Understand the 3 P's • Understand the importance of contacting the emergency services • Understand the importance of recording and reporting incident & accidents • Understand the chain of survival • Understand and demonstrate the primary and secondary surveys • Understand and demonstrate recovery position • Understand and demonstrate CPR • Understand what a DNAR • Understand and discuss other 999 emergencies and non-emergencies
<p>CHALLENGING BEHAVIOUR AND BREAK AWAY (7 hours)</p> <ul style="list-style-type: none"> • Legal framework • Relevance of risk assessment • Understanding the definition of 'Reasonable Force' • What violence and aggression are • The continuum of aggression • Trigger factors • Recognising the escalation of behaviours that challenge • Effective communication skills covering both verbal and non-verbal • How to resolve conflict and de-escalate situations • Incident reporting and the use of Antecedent, Behaviour, Consequence and Debrief Charts (ABCD) in identifying triggers and managing incidents of challenging behaviour • Practical: A range of breakaway skills and techniques appropriate for your individual service. 	<ul style="list-style-type: none"> • Understand the legal framework • Understand the relevance of risk assessment • Understand the definition of 'Reasonable Force' • Understand what violence and aggression is and the continuum of aggression • Understand the trigger factors & recognising the escalation of behaviours that challenge • Understand the use of effective communication and defusing aggression • Understand how to report an incident and the use of Antecedent, behaviour, consequence and debrief (ABCD) charts in identifying triggers and managing incidents of challenging behaviour • Understand and have an awareness in how Dementia affects behaviours
<p>COMMUNICATION AND INFORMATION (3 hours)</p> <ul style="list-style-type: none"> • Legislation regarding confidentiality • Secure systems for recording, storing and sharing information • Keeping records that are up to date, complete, accurate and legible • How, and to whom, to report if aware that agreed ways of working have not been followed in relation to handling information and confidentiality • Seeking advice and support regarding information handling and confidentiality 	<ul style="list-style-type: none"> • Understand how legislation regarding confidentiality, recording, storing and sharing of information • Understand how to secure systems for recording, storing and sharing information • Understand how to keep records that are up to date, complete, accurate and legible • Understand how, and to whom, to report if aware that agreed ways of working have not been followed in relation to Handling information & Confidentiality. • Understand how to seek advice & support regarding Information handling & Confidentiality

<ul style="list-style-type: none"> • Recognising when information must be shared with appropriate individuals • Effective communication and meeting the communication and language needs, wishes and preferences of individuals • Communication methods and styles including verbal and non-verbal communication, communication aids and equipment • Checking understanding and responding to individuals when communicating • Potential barriers to communication with service users and how to reduce them 	<ul style="list-style-type: none"> • Understand how to recognise when information must be shared with appropriate individuals • Understand how to effectively communicate & meet the communication and language needs, wishes and preferences of individuals. • Understand communication methods & styles including verbal & non-verbal communication • Understand how to use communication aids & equipment • Understand how to check and respond to individuals when communicating • Understand the potential barriers to communication & how to reduce them
<p>CONTINENCE AND CATHETER CARE (3 hours)</p> <ul style="list-style-type: none"> • What incontinence is and what can cause it • The different types of faecal and urinary incontinence • Products available for continence management • Effective infection control precautions and skin care • Roles and responsibilities and limitations • Identifying and managing concerns • Introduction to stomas, products available and the care of stomas • Practical: Changing catheter day bags, connecting night bags and the cleaning of catheter tubes. 	<ul style="list-style-type: none"> • Understand what incontinence is and what can cause it • Understand the different types of faecal & urinary incontinence • Understand the products available for continence management • Understand effective infection control precautions and skin care when aiding a person to manage and promote their continence • Understand how to change catheter day bags, connecting night bags and the cleaning of catheter tubes • Understand your roles & responsibilities and the limitations of our roles • Understand how to identify and manage any concerns • Understand stomas, the products available and the care of stomas
<p>DEMENTIA (3 hours)</p> <ul style="list-style-type: none"> • What Dementia is and is not • Statistics and figures • Common types of Dementia – Alzheimers, Vascular, Lewy Bodies and Frontal-temporal lobe • Tom Kitwoods' 5 key elements to person centred planning Understanding how dementia can affect brain function, abilities and daily living • The impact of the environment on individuals with dementia • Providing positive support and communication 	<ul style="list-style-type: none"> • Understand of what Dementia is & is not • Understand the statistics & figures • Understand of Common types of Dementia – Alzheimers, Vascular, Lewy Bodies & Frontal-temporal lobe • Understand & supporting individuals with Dementia • Understand person centred planning & Tom Kitwoods' personhood principles • Understand some meaningful & productive activities • Understand how dementia can affect brain function & abilities • Understand the impact of the environment • Understand how to provide positive support & communication
<p>DIABETES AWARENESS (3 hours)</p> <ul style="list-style-type: none"> • What diabetes is • The function of glucose and insulin within the body • Types of diabetes • Signs and symptoms of diabetes • Treatment and management of diabetes • Recognising short term complications: Hypo/Hyperglycaemia and Ketoacidosis and actions to take • Long term complications: Foot care, Retinopathy, Cardiovascular and Kidney disease 	<ul style="list-style-type: none"> • Understand of what diabetes is and the function of glucose and insulin within the body • Understand the different types of diabetes • Understand Signs & symptoms of diabetes • Understand the treatment and management of diabetes • Understand the short-term complications of Hypoglycaemia, Hyperglycaemia & Ketoacidosis • Understand the long-term complications • Understand foot care, retinopathy, cardiovascular & kidney disease
<p>EMERGENCY FIRST AID AT WORK (7 hours)</p> <ul style="list-style-type: none"> • Legislation • Roles and responsibilities • Assessing the situation and Primary survey • Cardiopulmonary Resuscitation and the safe use of an Automated External Defibrillator (AED) • Casualty assessment and the Recovery position • Choking • Wounds and bleeding • Circulatory shock • Fainting • Seizures • First aid for minor injuries: small cuts, grazes and bruises, minor burns and scalds, small splinters and foreign objects 	<ul style="list-style-type: none"> • Understand the legislation • Understand what first aid is • Understand the importance of consent and communication • Understand roles and responsibilities • Understand the 3 P's • Understand the importance of contacting the emergency services • Understand the importance of recording and reporting (incident/accident forms) • Understand the chain of survival • Understand and demonstrate the primary and secondary surveys • Understand and demonstrate recovery position • Understand and demonstrate CPR and AED • Understand what a DNAR • Understand and discuss other 999 emergencies and non-emergencies
<p>END OF LIFE CARE (3 hours)</p> <ul style="list-style-type: none"> • Definition end of life care • Roles and responsibilities when supporting end of life care • The stages of grief • Principles of good communication • Assessment Domains (Holistic Approach) • Advance Care Planning and Advance Decisions • Symptom management and caring for the dying person • Skills to support others during and after death 	<ul style="list-style-type: none"> • Understand the definition end of life care • Understand your role and responsibilities when supporting end of life care • Understand the stages of grief • Understand the principles of good communication • Understand assessment Domains (Holistic Approach) • Understand what Advance Care Planning and Advance Decisions is • Understand symptom management and caring for the dying person • Understand how to support others during and after death

<p>EPILEPSY AWARENESS (3 hours)</p> <ul style="list-style-type: none"> • What Epilepsy is • What a seizure is, and potential causes • Epilepsy seizure classifications • Methods of diagnosing Epilepsy • Potential triggers of Epileptic seizures • Treatments available for Epilepsy • Emergency first aid procedures • Record keeping 	<ul style="list-style-type: none"> • Understand epilepsy • Understand what a seizure is • Understand potential causes • Understand epilepsy, seizure classifications • Understand about identifying some methods used to diagnose epilepsy • Understand what could trigger epileptic seizures • Understand some treatments available • Understand and demonstrate what first aid procedures apply • Understand reporting and recording
<p>EQUALITY AND DIVERSITY (3 hours)</p> <ul style="list-style-type: none"> • Legislation and codes of practice relating to equality and diversity What equality and diversity, inclusion and discrimination means and how it can affect the workplace • Awareness of stereotyping, prejudice, victimisation, harassment and hate crime • Different types of discrimination • How person-centred care planning can reduce the likelihood of discriminatory practice • How and where to seek additional advice or support • How to challenge discriminatory practice when it occurs 	<ul style="list-style-type: none"> • Understand Legislation and codes of practice relating to Equality & Diversity • Understand what Equality and Diversity, Inclusion & Discrimination means and how it can affect the workplace • Understand Stereotyping, Prejudice, Victimisation, Harassment & Hate Crime • Understand the different types of discrimination • Understand how person-centred planning can reduce the likelihood of discriminatory practice • Understand how and where to seek additional advice or support • Understand about how to challenge discriminatory practice when it happens
<p>FIRE SAFETY (3 hours)</p> <ul style="list-style-type: none"> • Legislation • The Fire Triangle • Methods of Fire spread • Measures taken to prevent and reduce the outbreak of fire • Cost of an outbreak of a fire in the workplace • Reporting fire issues and faulty equipment • Personal safety when faced with a fire situation • Strategies involved in evacuation • Fire extinguishers and their uses in a fire situation 	<ul style="list-style-type: none"> • Understand legislation • Understand the cost of an outbreak of a fire in the workplace • Understand the importance of reporting fire issues and faulty equipment • Understand the fire triangle and the methods of fire spread • Understand fire prevention • Understand the importance of personal safety when faced with a fire situation • Understand fire equipment and systems - their use in a fire situation • Understand actions in the event of a fire occurring
<p>HEALTH AND SAFETY INC. COSHH (3 hours)</p> <ul style="list-style-type: none"> • Health and safety related legislation • Workplace tasks that require specific training • Risk management – Definition of hazard, risk and control measures Principles of the 5 stages of the risk assessment process • Reporting identified hazards and risks • Principles of workplace security • Recognising and managing stress • COSHH: Forms of hazardous substances • How they can enter the body • Potential health effects • Classification and labelling • Storage and handling • The use of appropriate personal protective equipment 	<ul style="list-style-type: none"> • Understand Health & Safety related legislation • Understand workplace tasks that require specific training • Understand the definition of policies & procedures • Understand risk management – definition of hazard, risk and control measures • Understand principles of the 5 stages of the risk assessment process • Understand how to identify and report hazards & risks • Understand COSHH • Understand the forms of hazardous substances, how they can enter the body, potential health effects, classification & labelling, storage & handling and the use of appropriate Personal Protective Equipment • Understand the principles of workplace security • Understand how to recognising & managing stress
<p>INFECTION CONTROL AND PREVENTION (3 hours)</p> <ul style="list-style-type: none"> • Related legislation • How infection can get into the body • The principles of the 'chain of infection' • How a worker's personal health or hygiene might pose a risk to the individual being supported • Common types of personal protective clothing, equipment and how and when to use them • The principles of safe handling of infected or soiled linen and clinical waste • Additional infection control measures taken during an outbreak of infection and the care of vulnerable individuals affected • Practical: Effective hand hygiene/washing (using training glow gel and UV disclosing light). Correct application and removal of PPE 	<ul style="list-style-type: none"> • Understand the main ways an infection can get into the body • Understand the 'chain of infection' • Understand and demonstrate effective hand hygiene • Understand how your own health or hygiene might pose a risk to the individuals you support or work with • Understand the common types of personal protective clothing, equipment and how and when to use them • Understand and demonstrate the correct application & removal of gloves and aprons • Understand the principles of safe handling of infected or soiled linen and clinical waste

<p>MEDICATION ADMINISTRATION (3 hours)</p> <ul style="list-style-type: none"> • Associated legislation • Definition of drug and medicine • Record keeping and administration of Controlled Drugs • Common types of medication and their uses • Adverse drug reactions and side effects • Topical and systemic - Routes of administration and forms of medication available • Prescriptions and medication labels • Safe storage of medication • The rights of medication administration • Refusal and covert administration • Medication record keeping • Medication errors • Receipt, storage and disposal of medication supplies 	<ul style="list-style-type: none"> • Understand person centred care planning & risk assessments • Understand legislation & legal requirements • Understand drugs and medicines • Understand types of medication and their uses • Understand potential & common side effects • Understand topical & systemic routes of administration • Understand forms of medication • Understand prescriptions and medication labels • Understand the rights of medication and administration • Understand refusal of medication • Understand administration techniques • Understand what covert administration is • Understand record keeping • Understand medication errors • Understand receive, store and dispose of medication supplies safely
<p>MENTAL CAPACITY ACT AND DOLS (MCA & DOLS) (3 hours)</p> <ul style="list-style-type: none"> • Understand what the Mental Capacity Act 2005 (MCA) is • The 5 statutory principles of the MCA • The impact of MCA on the role of the worker and record keeping in relation to MCA • Best interest decisions/ Deprivation of Liberty Safeguards (DoLS) • The impact of DoLS on the role of the worker / Recognise when it may be appropriate to apply for a DoLS 	<ul style="list-style-type: none"> • Understand what the Mental Capacity Act 2005 is (MCA) • Understand the 5 statutory principles of the MCA 2005 • Understand how the MCA impacts on the role of the worker • Understand the importance of record keeping in compliance with the Mental Capacity Act 2005 • Understand about making decisions in someone's best interest • Understand what Deprivation of Liberty Safeguards are (DoLS) • Understand how DoLS impact on the role of the worker • Understand when it may be appropriate to apply for a DoLS
<p>MOVING AND POSITIONING (MANUAL HANDLING) (7 hours)</p> <ul style="list-style-type: none"> • Related legislation • Definition of manual handling • Anatomy of the spine • Injuries and statistics • Safe moving and handling principles • Pre-transfer assessment of Task, Individual, Load, Environment and Equipment (TILEE) • Unsafe working practices and controversial techniques • Duty of care - Person led assistance. • Practical: Participation of a variety of assistance/positioning techniques and use of available equipment. 	<ul style="list-style-type: none"> • Understand the difference between moving and assisting and manual handling • Understand relevant legislation • Understand causes of back injuries in health and social care • Understand the function of the spine • Understand the key steps to a risk assessment • Understand the importance of following policies and SSOW • Understand what controversial techniques are and how we can avoid them • Understand and demonstrate a range of safe moving and assisting technique's
<p>RISK ASSESSMENT (3 HOURS)</p> <ul style="list-style-type: none"> • Related legislation • Injury and accident statistics • Definitions of 'Hazard', 'Risk' and 'Control measure' • The 5 steps of the risk assessment process • The hierarchy of control • Risk matrices • Risk assessment within health and social care • Person centred approaches in risk assessment • Consideration for the Mental Capacity Act and Deprivation of Liberty Safeguards 	<ul style="list-style-type: none"> • Understand legislation and responsibilities • Understand Injury and accident statistics • Understand what a hazard is • Understand what a risk is • Understand controlled measures • Understand the 5 steps of the risk assessment process • Understand the hierarchy of control • Understand risk assessment within health and social care • Understand person centred approaches in risk assessment • Understand considerations for the Mental Capacity Act
<p>SAFEGUARDING OF VULNERABLE ADULTS (SOVA) (3 hours)</p> <ul style="list-style-type: none"> • Definitions: Safeguarding, vulnerable adult and abuse • Related legislation • Roles of the local authority and the Care Quality Commission • Worker roles and responsibilities • The different types and categories of abuse • Recognising potential indicators of abuse • Process and procedures for identified or suspected abuse • Reporting and recording • Person centred approaches in safeguarding and reducing the likelihood of abuse 	<ul style="list-style-type: none"> • Understand the role of the CQC in relation to safeguarding • Understand local authority's responsibility • Understand legislation • Understand your responsibilities regarding safeguarding • Understand different types of abuse • Understand how to recognise signs of abuse • Understand the process once abuse has been identified • Understand report & recording

<p>SKIN CARE AND PRESSURE ULCER PREVENTION (3 hours)</p> <ul style="list-style-type: none"> • The function and biology of skin • What a pressure ulcer is • Causes of pressure ulcers • Risk factors of developing pressure ulcers • Waterlow charts and risk assessment • Common ulcer sites • Recognition of the early signs of pressure ulcer development • The different stages of pressure ulcers • Safeguarding and responsibilities • Skin care and pressure ulcer prevention • Equipment available for the prevention and treatment of pressure ulcers 	<ul style="list-style-type: none"> • Understand the function and the biology of skin • Understand what a pressure ulcer is • Understand causes of pressure ulcers • Understand risk factors of developing pressure ulcers • Understand waterlow charts and risk assessment • Understand common ulcer sites • Understand the early signs of pressure ulcer development • Understand the different stages of pressure ulcers • Understand safeguarding and responsibilities • Understand skin care and pressure ulcer prevention • Understand what equipment is available for the prevention and treatment of pressure ulcers.
--	---



Each of our courses are accredited by the CPD Certification Service.

Our training courses for full days, or our open courses can be found online at www.carefirstcareservices.co.uk/training you will be able to book in directly online

Alternatively, to book in over the phone / email or to discuss our courses in further detail - contact us on: 01206 585195 or training@carefirstcareservices.co.uk.

