

CAREFIRST

COURSE CONTENTS & LEARNING OUTCOMES

F2F COURSES

Below you will find all of our face to face training courses.
On the subsequent pages you will see the courses, their contents and the outcomes associated with each course.

BASIC FOOD SAFETY AND NUTRITION

BASIC LIFE SUPPORT AND AED

CHALLENGING BEHAVIOUR AND BREAK AWAY

COMMUNICATION AND INFORMATION

CONTINENCE AND CATHETER CARE

DEMENTIA

DIABETES AWARENESS

EMERGENCY FIRST AID AT WORK

END OF LIFE CARE

EPILEPSY AWARENESS

EPILEPSY AWARENESS

EQUALITY AND DIVERSITY

FIRE SAFETY

HEALTH AND SAFETY INC. COSHH

INFECTION CONTROL AND PREVENTION

MEDICATION ADMINISTRATION

MENTAL CAPACITY ACT AND DOLS

MOVING AND POSITIONING

RISK ASSESSMENT

SAFEGUARDING OF VULNERABLE ADULTS

SKIN CARE AND PRESSURE ULCER PREVENTION

CONTENTS & OUTCOMES

COURSE CONTENTS

COURSE OUTCOMES

<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 • 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 	<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 • 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

<ul style="list-style-type: none"> • Potential barriers to communication with service users and how to reduce them 	<ul style="list-style-type: none"> • 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.

Our training courses for full days, or our open courses can be found online at www.carefirst.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@carefirst.co.uk.