

# New Blended Offer Learning and Development External Calendar October 2021 – March 2022



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## Introduction

### Layout

This learning and development calendar introduces a new blended learning approach. It recognises different learning styles and takes into account the recent feedback from the Adults and Health, Organisational and Workforce Development Service Workforce Development Survey August 2020 along with training that is required through training needs analysis to meet legislative and service specific requirements.

The calendar will be produced twice a year. It will be distributed via email for Adult Social Care Managers, emailed to external providers, advertised on the Care Quality Team Website, and on the Leeds City Council Website.

All the resources and courses offered are found under specific topic titles.

**As we are able to offer some classroom based training, please be mindful that the training venue has to be well ventilated due to covid regulations and we recommend that delegates wear warm clothing.**

### Centre of Excellence Status

We are delighted to announce that the Adults and Health Organisational & Workforce Development (OD) team have achieved 'Centre of Excellence' status by Skills for Care, the sector skills council for Adult Social Care for the 4th year.

To become a Centre of Excellence we needed to demonstrate: our commitment to meeting the needs of learners; compliance with the social model of care; how we measure the impact of our training on the lives of the people who need care and support and that our provision can be directly mapped to the Leadership Qualities Framework.

### Leadership Academy Opportunities October 2021 – March 2022

It goes without saying that this year has been extremely difficult for everyone involved in providing social care and support services. Without the hard work and commitment of all involved the outcomes could have been very different. This is especially true of our leaders and managers who have led their teams through unprecedented times.

We had no option but to suspend the opportunities and events available through the Leadership Academy in 2020. We are now able to start reintroducing them and we are delighted that we have been able to add new learning opportunities such as webinars. Our commitment to you remains the same, and this brochure contains the Academy's offer for October 2021 – March 2022

Leeds City Council recognises that a well-led and well-managed workforce is at the heart of providing high quality care and support services. Our support for registered managers, deputies, supervisors, aspirant managers and supervisor's et al across the sector in Leeds has continued to develop. Consequently, leadership and management has been recognised as one of the four key priorities in the Leeds Adult Social Services Workforce Strategy. This priority states that we will invest in leaders and managers to ensure social care is led by competent, innovative managers who are collaborative in their

nature; take a systems approach to improve the quality of care and deliver strengths-based services fit for the future.

The Leadership Academy underpins the Manager Induction Standards and the Leadership Qualities Framework, as well as the Council's own quality performance standards for providers. The Centre works closely with Skills for Care and other partners to co-produce and deliver a learning programme to support aspiring and current leaders and managers. We want to support providers to improve and maintain their CQC ratings, particularly in the well-led domain, with organisations achieving good or outstanding. Already, we are seeing improvements taking place in this area.

Following consultation and feedback from the sector, through the workforce development survey, the programme has been further enhanced in order to support the identified needs. Again, we have commissioned Acas to deliver a comprehensive programme of courses designed to support registered managers and others in their everyday duties.

We were delighted that in January 2020 the Leadership Academy won the Skills for Care national Accolade 'The Best Employer Support for your Registered Managers'.

This award is for organisations or individuals who can show how they support their registered managers through a blend of on-going support which is effective, responsive and which allows their managers to keep up-to-date and access information. This might include direct support or providing their registered managers with opportunities to engage with peers or external networks.

If you would like further information on any of the opportunities available through the Leadership Academy, or you would like to discuss your specific leadership and management development needs then please contact:

Trevor Hewitt, email [trevor.hewitt@leeds.gov.uk](mailto:trevor.hewitt@leeds.gov.uk) or by telephone on 0113 378 9339 or 07891 279 701.



### **We Care Academy Overview**

Leeds City Council's We Care Academy is a successful 'no cost' recruitment and retention initiative working with social care providers to support with the attraction, recruitment and retention of social care workers across Leeds.

We complete a robust values based recruitment process to select candidates with the right values, attitudes and behaviours to support vulnerable adults across Leeds, as well as supporting employers to sustain and grow their business.

After selection we secure relevant recruitment documentation for you, including references, and fund an



Enhanced DBS with subscription to the update service. Candidates then spend a week gaining their CACHE Level 1 Preparing to Work in Social Care Award - Elements include: Infection Control, Moving and Handling Theory, Safeguarding Adults, Person Centred Care, Role of the Care Worker, Communicating Effectively, Equality and Diversity, Principals of Care and Confidentiality. Employers are then asked to support a 1 week unpaid work shadowing placement for candidates (where possible), with a guaranteed job interview on completion of this.

There is no cost to employers or candidates for this service.

Dedicated LCC staff support you and the candidates throughout the programme.

Contact: Paul Tyler-Graham on 0113 378 5085 / [paul.tyler@leeds.gov.uk](mailto:paul.tyler@leeds.gov.uk) or Enya Cooper on 0113 378 0742 / [enya.cooper@leeds.gov.uk](mailto:enya.cooper@leeds.gov.uk) or to find out how LCC can support your recruitment needs.

To develop your skills and knowledge as an existing staff member you can enrol onto a Health and Social Care Apprenticeship? There are different levels to choose from depending on your job role and duties. These include:

Level 2 - Adult Care worker

Level 3 - Lead Adult Care worker

Level 4 – Lead Practitioner on Adult Care

Level 5 – Leader in Adult Care.

For more information, please speak to your manager and then contact the We Care Academy on [wecareacademy@leeds.gov.uk](mailto:wecareacademy@leeds.gov.uk)

There are also Leadership and Management Apprenticeships (and degree apprenticeships) available from Level 3 to Level 7. Please look on Insite for more information on these and how to apply.

# Look out for New Learning and Development

## New in this calendar:

### **End of Life Training for Health and Social Care Support Workers – 4 workshops:**

- **Bereavement and loss (including self-care)**
- **Difficult conversations at end of life**
- **Supporting personalised and advance care planning discussions at the end of life**
- **Care of patients in last weeks and days of life**

### **Well Led Programme**

# Adult Social Care Training

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# Attendance on Courses

## Policy and Attendance Monitoring

If you are not registered on the performance and learning System (PAL) to book training please contact the BSC Training Administration [BSC.training.administration@leeds.gov.uk](mailto:bsc.training.administration@leeds.gov.uk)

**Please read the following information before booking places.**

### Terms and Conditions

The training events and activities that are organised and delivered through the annual people development programme represent a significant investment and financial outlay. They are designed to equip the workforce with the skills and knowledge they need to effectively carry out their duties and deliver the highest possible care services.

In identifying and enrolling a person on a particular event, the line manager is saying that the activity is appropriate for increasing an individual's skills and knowledge and that it will support the development of the individual, team and their organisation. In addition, they are committing their support to the individual and agreeing to them attending the training.

Most courses and events are still offered free of charge, or at a subsidised rate, as part of our on-going commitment to skills and knowledge improvement. All the courses and events that make up the annual programme have been developed as a result of identified need, and therefore demand for them is very high. Due to high demand for places, you can only book 3 places per establishment on each course.

Non attendance at any event is expensive and wastes valuable places. If a place needs to be cancelled it is the responsibility of the learner to cancel their own place. However, in the event that they are away from work due to sickness, it is expected that the line manager will cancel the booking in advance of the course.

To cancel a course you need to email the training administration team as soon as possible at [bsc.training.administration@leeds.gov.uk](mailto:bsc.training.administration@leeds.gov.uk) If the cancellation is at short notice please call 0113 378 5274.

**If as a manager you wish to reassign training then you must cancel the original booking and rebook in the correct name or we will be unable to update the correct training record**

### Charges and Cancellations

Courses and events are offered free of charge unless otherwise stated. Where a charge has been applied, this has been kept to a minimum to cover the cost of delivery, resources or registration where appropriate.

To ensure that we can continue to keep the costs for training as low as possible, it is important that individuals remain committed to their personal development and attend the courses that have been booked. Remember to commit the date, time and details of your course or event to your diary.

Cancellations should only be made as a result of an emergency or illness. If a place has to be cancelled, you should follow the instructions above.

## How to Join Online Training...

To get the best experience on your webinar we would recommend that:

Login to webinars can take a little bit longer than expected please can you join 10 or 15 minutes early so you are logged in ready for the course to start.

Use your video function and headset/earphones if you have access to them.

**To fully participate in online training and to get the most out of the webinar it is important that each delegate uses their own device e.g. laptop or tablet. We suggest that mobile phones are not used as delegates maybe limited in participating and using all the webinars functions.**

## Skype

### For internal participants:

When you receive an invite to join a Skype meeting click the link as shown below, you will then join the meeting or will wait in the virtual lobby until the host invites you in.

---

→ [Join Skype Meeting](#)

Trouble Joining? [Try Skype Web App](#)

Join by phone

[0113 378 4400](#) (Leeds -UK)

English (United Kingdom)

[Find a local number](#)

Conference ID: 881205

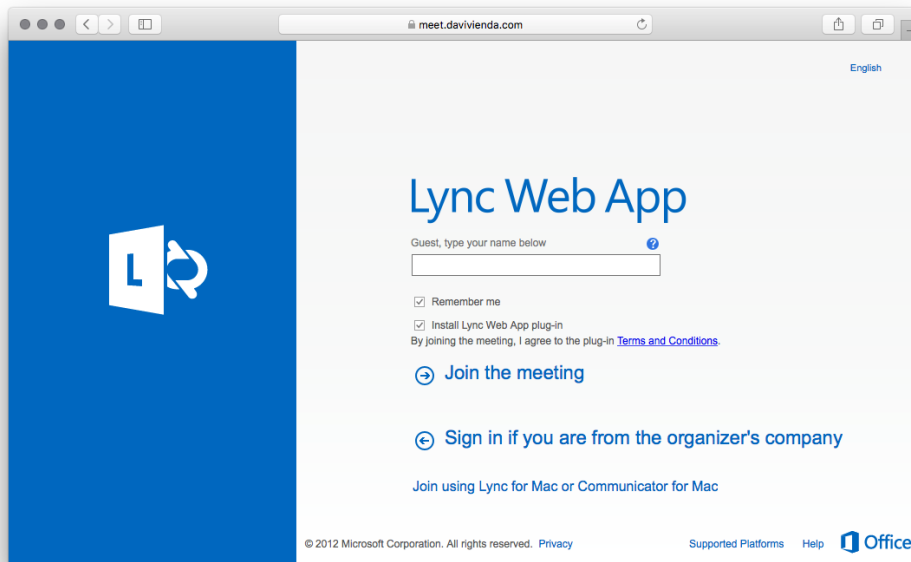
[Forgot your dial-in PIN?](#) | [Help](#)

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## For external participants:

If you do not have Skype on your device, on the skype invitation link, click on the “try skype web app”

**Please be aware** that when clicking to use “try using Skype web app” it takes all



recipients to the Lync Web App. The “Lync Web App” is an extension from Microsoft and you have to download the web extension to use it. The below shows what greets participants when accessing the skype meeting.

Click “Join the meeting” and it will take you to the original Skype meeting you’re attending.

Alternatively, you can join the meeting by phone by calling the number in the “Join by phone” section of the Skype invite and input the conference ID.

### Join by phone

[0113 378 4400](#) (Leeds -UK)

[Find a local number](#)

Conference ID: 881205

[Forgot your dial-in PIN?](#) | [Help](#)

## Microsoft Teams User Guide

Please note that Microsoft Teams is not compatible with the Internet Explorer/Microsoft Edge browsers.



The platform will work with the following browsers:



Chromium Edge



Chrome

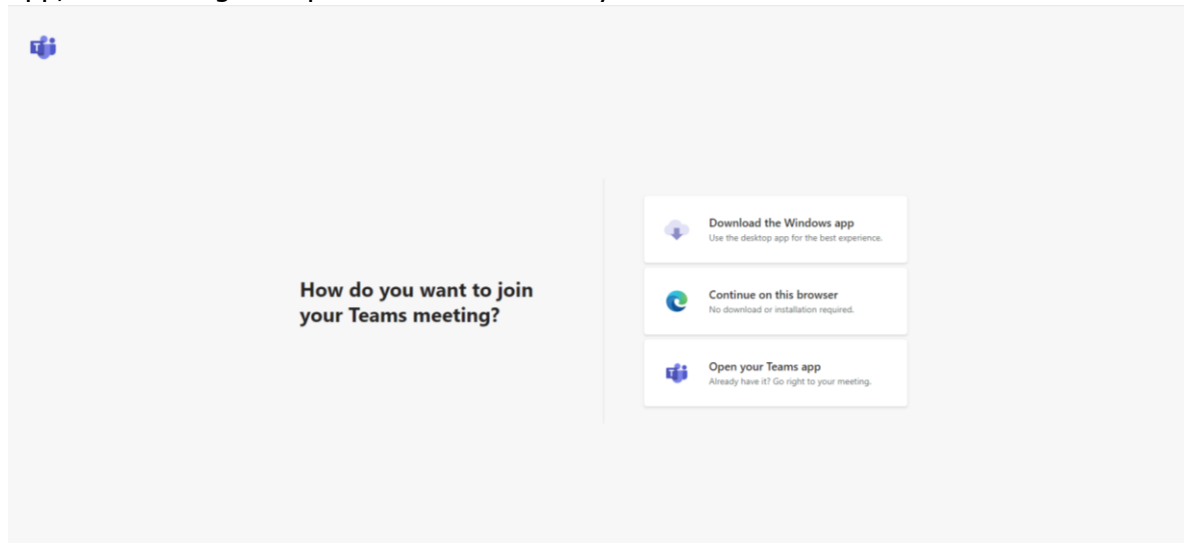
(Some Leeds City Council staff computers will automatically default to the Internet Explorer/Microsoft Edge browser. If this is the case, you may need to install the Chromium Edge Browser from the Software Centre and make it your default browser. Further support in doing this can be obtained via the IT Helpdesk, please see Insight for contact details)

All you need to join a Teams meeting is a link.

### Join Microsoft Teams Meeting



Select **Join Microsoft Teams Meeting** in your meeting invite to be taken to a page where you can choose to either join on the web or download the desktop app (See below). If you already have the Teams app, the meeting will open there automatically.



If you do not have the app, just click **"continue on this browser"** to join the meeting.

If you don't have a Teams account, you have the option to enter your name to **join the meeting as a guest**.

If you do have a Teams account, select **Sign in** to join with access to the meeting chat and more. Then, depending on the organiser's settings, you may join the meeting right away or go to the lobby where people in the meeting can admit you.

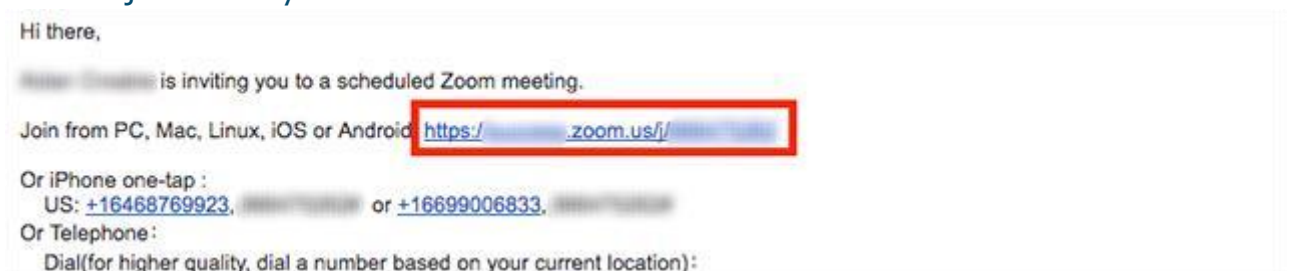
## Zoom

To use Zoom on a Leeds City Council laptop, it is important you are using the latest version of Google Chrome to gain the best experience, please install it from the Microsoft Software Centre if required. Click [here](#) for installation instructions.

If you are using your personal laptop, just follow the meeting link as shown below.

### Via computer:

Click the join link in your email or calendar invitation.





This will then prompt you to join the meeting through Google Chrome or ask you to download the app to your device (only do so on your personal laptop):

Click **Join**.

- If this is your first time joining from Google Chrome, you will be asked to open the Zoom client to join the meeting.
- You can check **Always open these types of links in the associated app** to skip this step in the future.
- Click **Open Zoom Meetings** (PC) or **Open zoom.us** (Mac).

Open Zoom?

<https://zoom.us> wants to open this application.

Open Zoom

Cancel

On a Leeds City Council laptop, if you do not have Google Chrome, the new Windows Chromium will work:



**Via telephone:**

1. On your phone, dial the teleconferencing number provided in your invite.
2. Enter the meeting ID number when prompted using your dial pad.

**Note:** If you have already joined the meeting via computer, you will have the option to enter your 2-digit participant ID to be associated with your computer. If you have not joined on your computer, simply press # again when prompted to enter in your participant ID.

# Action planning

## Webinar (Teams)

### Target Group

Registered managers, deputies and seniors, and quality improvement managers.

### Overview

The session will consider the design and use of action plans in registered services to improve quality.

The session will consider the importance of the plan do review model of improvement and how action plans can support this.

The session will look at how you can use actions plans as evidence of progress and make them useful in CQC PIR and other information requests.

We will consider the link between actions plans and evidence in terms of CQC

We will look at a number of example action plans their advantages and disadvantages.

### Outcomes

By the end of the session, you will have considered:

The “plan” “do” “review” model and how it relates to action plans.

How to go from audits or reports to an action plan

The link between audits and action plans and the role of actions plans in improving the quality of a service.

How an action plan can support the effectiveness of any development or improvement work in your service and how it can be used to evidence that development.

The need to tell the story of progress against requirements using an action plan.

### Dates Available:

Date	Time
Dates to be confirmed – please check PALS	

# Advance Care Planning and Conversation Skills Training Package for Carers working in Domiciliary Care and Care Home Settings

## Online training

This package of resources has been developed for carers working within domiciliary care services and care homes during the COVID pandemic. It is intended to introduce Advance Care Planning (ACP) and to provide support to staff to help them develop skills and confidence to have conversations with clients and residents about their future wishes for care.

The resources are based on a cascade training package developed by the North West Learning Collaborative with funding from Health Education England. Unfortunately, this model of face to face cascade training cannot be delivered currently due to social distancing requirements and so the package outlined below has been developed to provide some interim support and training during the COVID pandemic. It can be accessed remotely and at a time to suit the learner. The package comprises:

- One-hour recorded training session, delivered by the education hub leads from St Gemma's Hospice in Leeds and Wakefield Hospice – link to access recording is here:  
<https://vimeo.com/421448975>
- Supporting slide pack - available to download [here](#) (please note this is a large file so may take some time to download)
- A guide to Advance Care Planning:  
[http://www.yhscn.nhs.uk/media/PDFs/mhdn/Dementia/WYH%20STP/Advance%20Care%20Planning-a%20guide%20\(002\).pdf](http://www.yhscn.nhs.uk/media/PDFs/mhdn/Dementia/WYH%20STP/Advance%20Care%20Planning-a%20guide%20(002).pdf)
- My Future Wishes document (editable Advance Care Plan)  
[http://www.yhscn.nhs.uk/media/PDFs/mhdn/Dementia/Care%20Planning/ACP%20Resources/Advance\\_Care\\_Plan\\_May2020\\_editable.pdf](http://www.yhscn.nhs.uk/media/PDFs/mhdn/Dementia/Care%20Planning/ACP%20Resources/Advance_Care_Plan_May2020_editable.pdf)
- My Future Wishes Conversation Starter Pack – tool to enable people with any long term health condition to discuss and plan future wishes  
<http://www.yhscn.nhs.uk/media/PDFs/mhdn/Dementia/Care%20Planning/Alzheimers%20resource/My%20Future%20Wishes%20Care%20Pack%20PDF%20READ%20VIEW.pdf>

On 21<sup>st</sup> May, the training was tested with care home and domiciliary care staff working within West Yorkshire & Harrogate. 98 attendees joined the training, across 2 sessions, including four of our ACP facilitators.

Comments received included:

"Really useful session, thank you. I will recommend that my colleagues access future sessions."

"A really helpful session"

"Very good - right level of info"

52 participants completed a poll at the end of the training session.

# Audit Reporting and Action Planning

## Classroom

**Duration:** Full day

**Provider:** Leeds City Council Care Quality Team

### Target group

This course is aimed at owners, managers, commissioners, administrative staff and regulators.

### Overview

Audit reporting and action planning is a key part of the quality assurance process as it is concerned with the monitoring and evaluation of practice, policies and procedures, with the aim of improving service to achieve better outcomes. The primary function of quality assurance is to ensure and evidence that service users are being kept safe from harm. It assists the service in making sure that staff are supported in carrying out their jobs both safely and effectively. Quality assurance is key to supporting learning and continuous improvement. It helps to improve outcomes by identifying strengths, areas for improvement and gaps within practice, policies and procedures in service provision.

### The course will cover:

This course will help you to:

- Understand why audit reporting and action planning are a key part of the quality assurance process
- Understand why audits are important to service provision and why we do them
- Understand why we need to record
- Know how to validate your audits
- Support your move towards using electronic systems and audit tools.

### Outcomes

To develop and improve service provision. It will also enable you provide evidence to support your external inspections. By using this learning you will be able to:

- Produce a single over-arching action plan
- Ensure that you and/or your team are doing them correctly
- Determine if you are providing a good service
- Produce an action plan to support continual improvement
- Identify ways of doing things better
- Ensure that you and your service is meeting statutory obligations.

### Course format:

Learning will be achieved through presentations and demonstrations. Participants attending the course will have the opportunity to use practical tools and templates and to network with other managers from across the adult social care sector.

### Links:

The knowledge and skills developed through this course will help you to meet the CQC inspection requirements.

### This course supports:

As above.

### Dates Available

Date	Time
16/2/22	9.30 -16.00

# Audit Reporting

## Webinar (Teams)

### Target Group

Registered managers, deputies and seniors, and quality improvement managers.

### Overview

The session will consider how to design, carry out and record audits in a way that can be applied across all aspects of a registered care provision.

We will consider what defines quality and the importance of audits in improving quality.

In carrying out audits we will look at the importance of observation in defining quality.

We will look at the importance of data and the use of data in audits.

The importance of learning from audits and the importance of not just addressing an issue but the role of audits on preventing issues

Recording audits for CQC and other purposes.

### Outcomes

Following the course you will have some understanding of:

Why audits are important in preventing issues as well as defining and rectifying them

The need for standards, or a model of what good/outstanding care looks like in your service so you can audit against this

How to record your audits and the findings

How the audit process links to the new CQC inspection and regulatory process

### Dates Available:

Date	Time
Dates to be confirmed – please check PALS	

# Autism Awareness

## Webinar (Zoom)

### Target Group

This Webinar is for all staff that may support individuals who are on the autistic spectrum. It is available for both internal and external organisations.

### Overview

"The Autism Awareness Webinar provides an insight into autism spectrum condition, with emphasis on understanding the complex manifestations of this often misunderstood and misjudged lifelong condition.

### Outcomes

By using clips, quotes and case histories you will understand the impact on the individual and how services and support may need to be adjusted to be person centred. You will gain understanding around communication to sensory engagement of the autistic individual in the world around them

### Dates Available

Date	Time
9/12/21	9:30 – 12:30
14/2/22	9:30 – 12:30

### Classroom (Face to Face)

Date	Time
18/1/22	9.30 – 13.00
16/3/22	9.30 – 13.00



# Basic Bereavement Skills

## Webinar (Zoom) or Classroom

### Target Group

This Webinar is for all staff working in direct delivery of services and is available for both internal and external organisations.

### Overview

This three-hour session delivered via Zoom introduces some basic theories about the grieving process and coming to terms with loss. It provides an opportunity for you to develop your bereavement skills and awareness.

The course includes: an introduction to Basic Bereavement Skills, theory overview, listening skills and losses exercise, self-care and signposting

The training is most suitable for people who work directly with bereaved people in general settings such as: health and social care, housing support, volunteers, and community groups. By the end of the webinar you will:

### Outcomes

- Have an increased awareness of grieving and loss
- Feel more confident in addressing bereavement issues with the people you work with
- Feel more confident in recognising what is part of the “normal” grieving process
- Recognise when people might need signposting to more specialised support.

### Dates Available:

#### Webinars

Date	Time
12/10/21	9.30 – 12.30
19/1/22	13.00 – 16.00

#### Classroom (Face to Face)

Date	Time
10/3/22	9.30 – 12.30

# Building Resilience

## Webinar (Zoom)

### Target group

All managers, registered managers, supervisors, aspirant managers.

### Overview

Building resilience is currently a hot topic in people management, with organisations that have invested in resilience training reporting better productivity, improved sickness absence and higher morale.

Our resilience training will help leaders, managers and HR practitioners to improve levels of resilience within their workforce. The more resilient an individual, the better they will be able to protect their overall wellbeing and performance levels.

### Outcomes

Resilience is the ability of an individual or organisation to positively respond and successfully adapt to difficult events or circumstances.

### Course format

This training session will be delivered by an Acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

### Links

#### This course supports:

The Manager Induction Standards

- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Level 5 Diploma in Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

### Dates Available

Date	Time
2/2/22	9:30 – 12.30

# De-Escalation Techniques – Preventing and Responding to Behaviours that Challenge

## Webinar (Teams) or Classroom

### Target Group

This webinar is for front line staff who work in direct delivery of services and who may encounter customers who present with behaviours that challenge. It is available for both internal and external staff

### Overview

The session is designed to support staff and for them to gain confidence in preventing and responding to difficult and challenging situations. It will enable staff to understand what factors may increase or decrease the likelihood of aggressive behaviour and consider different strategies and good practice to manage and prevent behaviours that challenge.

### Outcomes

The focus of this course is preventing incidents of disruption and aggression by:

- Considering the impact of how we present verbally and physically
- Helping staff develop strategies to safely and effectively respond to any behaviours displayed that challenge us to think
- Understand and be more aware of personal safety issues
- 

### Dates Available:

#### Webinar

Date	Time
10/12/21	9.30 to 12.30
28/2/22	9.30 to 12.30

#### Classroom (Face to Face)

Date	Time
26/10/21	13.00 – 16.30
17/1/22	9.30 – 13.00

# Diabetes

## Webinar (Teams)

### Target Group

This Webinar is for all staff working in direct delivery of services and is available for both internal and external organisations

### Overview

This webinar covers what diabetes is; including the different types of diabetes and the consequences associated to poorly managed diabetes. It also covers the dietary interventions and treatments used for people with diabetes and will include a range of tools that will support workers in taking a person-centred approach.

### Outcomes

- To understand the different types of diabetes (Type 1 & Type 2) and how they differ
- To understand the consequences associated with poorly managed type 2 diabetes
- The importance of dietary management in treating people with type 2 diabetes
- Be able to identify myths associated with diet and diabetes
- Be able to advise and provide person-centred care for service users with type 2 diabetes, on recommended dietary changes using the Eatwell Guide

### Dates Available

Date	Time
14/10/21	13.30 – 15.00
15/12/21	11.00 – 12.30
9/2/22	13.30 – 15.00

# Discipline and Grievance

## Webinar (Zoom)

### Target group

All managers, registered managers, supervisors, HR staff, aspirant managers.

### Overview

All those involved in managing staff need to have a grasp of their internal disciplinary and grievance procedures as they help promote good employment relations and ensure fair and consistent treatment in the workplace. This interactive session includes how to resolve issues at the earliest opportunity, and how to prepare for and conduct a disciplinary meeting. The session then looks at how to deal with formal and informal grievances.

### Outcomes

The series of Acas courses can either be taken as standalone courses, both full days and half days, or as a complete modular programme, delivered over five days. The programme will cover, as required:

- Learn to communicate effectively
- What does a good boss look like?
- Be a leader and delegate responsibly
- Motivate your people
- Deal with issues – have difficult conversations!
- Discipline and Grievance
- Increase performance and productivity
- Deal with absence.

Understand why disciplinary and grievance policies and procedures are so important for managers, the organisation and employees. How to use them to resolve issues, and how to prepare for and conduct a disciplinary meeting. The session looks at how to deal with formal and informal grievances.

### Course format:

This training session will be delivered by an acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

### Links:

#### This course supports:

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

### Dates Available

Date	Time
14/12/21	9:30 – 12:30

# Disciplinary Investigations in the Workplace

## Webinar (Zoom)

### Target group

All managers, registered managers, supervisors, HR staff, aspirant managers.

### Overview

Investigations are held to clarify and establish the facts of a case and to help decide if there are grounds to call a disciplinary meeting, or dismiss a member of staff. Employers can be held liable if a poor investigation leads to an unfair dismissal. This course covers planning and conducting an investigation, analysing the evidence and drafting a report of the findings

The series of Acas courses can either be taken as standalone courses, both full days and half days, or as a complete modular programme, delivered over five days. The programme will cover:

- Learn to communicate effectively
- What does a good boss look like?
- Be a leader and delegate responsibly
- Motivate your people
- Deal with issues – have difficult conversations!
- Discipline and Grievance
- Increase performance and productivity
- Deal with absence.

Confidently carry out disciplinary investigations in order to clarify and establish the facts of a case and to help decide if there are grounds to call a disciplinary meeting, or dismiss a member of staff. Employers can be held liable if a poor investigation leads to an unfair dismissal. This course covers planning and conducting an investigation, analysing the evidence and drafting a report of the findings.

### Course format:

This training session will be delivered by an Acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

### Links

#### This course supports:

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Level 5 Diploma in Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

### Dates Available

Date	Time
14/12/21	13.30 – 16.30



# Dementia Awareness Tier 2 – Essential Training for Care Staff

**Modular Webinar (Zoom) which has two x 3hr webinars a week apart or Classroom**

## Target Group

This webinar is for Care staff, Supervisors and Managers working with people with Dementia and Memory Loss. This is a two part programme and therefore it is essential that you can join both webinars in the same cohort to complete this learning and you should only request a place if you can do so.

## Overview

The aim of this webinar is to develop a greater understanding of the experience of dementia in order to work in a person-centred way.

## Outcomes

- Put yourself in the shoes of someone affected by dementia
- Recognise the signs and symptoms of the main types of dementia
- Evaluate and reflect upon current practice
- Be able to apply this knowledge appropriately when working with people affected by dementia □  
Identify new ways of working with people affected by dementia.

## Dates Available Webinar

Dates	Time
12/10 + 13/10/21	9:30 – 12:30
23/11 + 24/11/21	9:30 – 12:30
9/2 + 10/2/22	9:30 – 12:30

## Classroom (Face to Face)

Date	Time
22/3/22	9.30 – 16.30

# Dementia – Essential training for Supervisors & Managers Tier 3

## Modular Webinar (Zoom) which has two x 3hr webinars a week apart

### Target Group

Registered managers, senior care staff and supervisors

### Overview

The training covers the knowledge and skills to:

- support staff in changing their care practice, including the skills for having difficult conversations with staff whose practice needs to improve
- support staff to recognise that people living with dementia are fellow human beings, and support staff with the psychological challenges of dementia care
- enable managers to recognise and support staff who need to change behaviour or require further training and/or support to work with people with dementia
- meet the requirements of the Dementia Training Standards framework

### Outcomes

By the end of the course, participants should be able to:

- Recognise and explain the factors that contribute to dementia and memory loss
- Enable staff to 'put themselves into the shoes' of people with dementia to support service users and carers in a person-centred way
- Promote independence and identity
- Encourage and enable staff to be reflective learners and practitioners
- Have increased toolkit for supporting staff interventions

### Dates Available

Date	Time
11/1/22 + 18/1/22	9.30 – 12.30

# Domestic Violence Awareness for Frontline Care Workers

## Webinar (Teams)

### Target Group

This webinar is open to all staff working in frontline services and is available to internal and external organisations.

### Overview

- To refresh knowledge and understanding of the prevalence and impact of domestic violence and abuse
- To develop understanding of coercive and controlling behaviour and other forms of psychological abuse in a relationship
- To raise awareness on the difficulties and complexities of leaving an abusive relationship
- To be introduced to the long term effects that domestic violence and abuse can have on children in later life
- To give an overview on how to work with clients in a Trauma Informed way.
- To give an understanding of what constitutes as high risk
- To help participants on how to enable disclosure and open and safe conversations about DVA

### Outcomes

- Understand the dynamics in an abusive relationship
- Feel confident in recognising and responding to domestic violence and abuse
- Know who in their organisation they can pass information onto if they are concerned
- Know where to find further information on support

Date	Time
Please check PALs for dates	

# Early Intervention of Alcohol

## Webinar (Zoom)

### Target Group

This webinar is open to all staff working in direct delivery of services and is available to internal and external organisations.

### Overview

This delivery of training is provided by Forward Leeds and is to increase awareness of the types of support that adults/young people and their families can access in Leeds. This webinar will run for 2 hours per session.

### Outcomes

- Review their alcohol knowledge
- Identify/screen service users alcohol use & the level of associated risk
- Be able to give simple brief advice using evidence based practice
- Make referrals to Forward Leeds

### Dates Available

Date	Time
8/12/21	9.30 – 12.30

# Early Intervention of Drugs

## Webinar (Zoom)

### Target Group

This webinar is open to all staff working in direct delivery of services and is available to internal and external organisations.

### Overview

This training is provided by Forward Leeds and is to increase awareness of the types of support that adults/young people and their families can access in Leeds.

### Outcomes

- To gain an understanding of a variety of substances that are used and misused.
- Explore Drug, Set & Setting.
- To help participants develop a clear understanding of the key harm reduction advice for clients

### Dates Available

Date	Time
13/10/21	9.30 – 12.30
18/11/21	9.30 – 12.30

# End of Life Training for Health and Social Care Support Workers

## Webinar (Zoom)

### Target Group

This webinar is aimed at all Adults & Health staff working in any care setting

### Overview

Do you look after customers at the end of life?

Do you support customers and those important to them and start to think about their care as they become less well

Do you want to gain more skills and knowledge around end of life care and have those challenging conversations?

The sessions will take place as virtual interactive education sessions around 4 key end of life areas. You can attend these as standalone sessions or attend all 4 areas.

### Bereavement and loss (including self-care)

This session gives an overview of bereavement and loss; it considers how individuals experience bereavement and the impact that COVID has had. It aims to develop your skills in supporting people going through loss. It also highlights the importance of looking after your own emotional needs; thinking about how you might do this.

Date	Time
29/9/21	14.00 – 16.00

### Difficult conversations at end of life

This session will explore the challenges of communicating with people about the end of life. It will identify effective communication skills and techniques and consider how you can use these to support the people you care for and their families.

Date	Time
12/10/21	14.00 – 16.00

### Supporting personalised and advance care planning discussions at the end of life

This session will explore what ACP is and why it is important to address it, particularly with people living with a life-limiting illness or frailty. It will look at the various components to ACP, including the legal aspects. It will consider your role in starting conversations about ACP with the people you support and how you might do this.

Date	Time
24/11/21	14.00 – 16.00



## Care of patients in last weeks and days of life

This session will look at how you support someone who is in the last days of life both physically and emotionally and consider the needs of their family. It will also give you an understanding of the process that is followed immediately after the person has died.

Date	Time
14/12/21	14.00 – 16.00

# Equality, Diversity and Inclusion

## Webinar (Teams)

### Target Group

This webinar is aimed at all staff working in direct delivery of services and is available to internal and external organisations.

### Overview

Equality is about ensuring that people have the same opportunities, whilst remembering that not everyone wants to be treated the same and that all individuals should take responsibility to promote fairness, in everything they do. This training promotes the requirements of the Equality Act 2010 and supports the council's vision of ensuring everyone can enjoy the social, cultural, political and economic life of the city. This webinar session will strengthen understanding of equality, diversity and inclusion and is recommended for new starters and those reviewing every 6 years. Please see the (E-Learning) Equality, Diversity and Inclusion training course for refresher training between reviewed classroom/webinar courses.

### Outcomes

By the end of the webinar you will have good understanding of:

- Definitions of Equality, Diversity and Inclusion
- Look at what's going on in Leeds, and how LCC promotes Equality, Diversity and Inclusion
- The key principles of anti-discrimination legislation including the Equality Act 2010 and LGBT+
- The impact of discrimination on a person and within teams
- Hidden disabilities

### Dates Available

Date	Time
27/10/21	9.30 – 12.30
8/12/21	9.30 – 12.30
18/1/22	9.30 – 12.30
2/3/22	9.30 – 12.30

### E-Learning

This e-Learning is aimed to be a refresher and is recommended for use by staff who have already completed classroom or webinar Equality, Diversity and Inclusion training in the last 3 years.

# Essential Line Manager Skills

## Webinar (Zoom)

### Target group

All managers, registered managers, supervisors, HR staff, aspirant managers.

### Overview

Line managers are key members of the management team and yet have close contact with those they supervise. They need training and guidance to gain confidence in their role. This session will enable them to understand how their role fits into the organisation and the importance of communicating with, leading and motivating the team.

The series of Acas courses can either be taken as standalone courses, both full days and half days, or as a complete modular programme, delivered over five days. The programme will cover, as required:

- Learn to communicate effectively
- What does a good boss look like?
- Be a leader and delegate responsibly
- Motivate your people
- Deal with issues – have difficult conversations!
- Discipline and Grievance
- Increase performance and productivity
- Deal with absence

### Outcomes

Understand the importance of your role as a supervisor or manager and have greater confidence in this role. You will also be better able to lead and motivate a team.

### Course format

This training session will be delivered by an Acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

### Links

This course supports:

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Level 5 Diploma in Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework

### Dates Available

Date	Time
27/10/21	13.30 – 16.30

# Food Hygiene – Webinar

## (Microsoft Teams)

### Target Group

All Adult Social Care staff working in frontline services.

### Overview

The webinar explores the key principles of food hygiene and looks at best practice in relation to good food safety, cross-contamination, preventing food poisoning, handling high risk foods and using the HACCP and COSHH standards.

### Outcomes

- Recognise the importance of food safety and the possible consequences of poor food hygiene
- Know what cross-contamination is and how to prevent it
- Recognise causes and symptoms of food poisoning and understand the procedures used to safeguard against it
- Be able to identify high risk foods and know how to handle them safely
- Be aware of the most common allergens and know how to handle them safely
- Understand the key principles of HACCP and COSHH
- Understand the role of cleaning in maintaining good food hygiene
- Know how personal hygiene affects food safety

### Dates Available

Date	Time
14/10/21	9.30 – 12.00
7/12/21	9.30 – 12.00
16/3/22	9.30 – 12.00

# Getting to Know Family Carers

## Webinar (Teams)

### Target group

The Webinar delivery is aimed at all staff who come into contact with carers for example, domiciliary homecare workers, care workers in care homes and volunteers visiting people in their own homes where there is a family carer. The training is available to internal and external organisations.

### Overview

The Webinar is intended to support you in your work with carers and to encourage staff to take into account the needs of carers, and to increase your knowledge of the challenges carers encounter and the services available to support them.

### Outcomes

Provide staff that have direct or indirect contact with carers:

- An insight into who is a carer
- Common assumptions made about caring
- Understand the impact of COVID 19 within a care role
- How to support carers effectively

### Dates Available

Date	Time
13/1/22	14.00 – 16.00

# Having Difficult Conversations

## (Classroom based)

### Duration:

Full day

### Provider:

Acas, James Brown, Senior Adviser / Trainer

The heart of the acas brand is their reputation for independence and impartiality. Their mission is to improve Britain's workforces making them more productive and harmonious workplaces for the benefit of both the employer and the individual employee.

Their philosophy is based on prevention, building long-term relationships with key industrial stakeholders and bespoke solutions.

### Target group

All managers, registered managers, supervisors, HR staff and aspirant managers.

### Overview

The series of Acas courses can either be taken as standalone courses, both full days and half days, or as a complete modular programme, delivered over five days. The programme will cover, as required:

- Learn to communicate effectively
- What does a good boss look like?
- Be a leader and delegate responsibly
- Motivate your people
- Deal with issues – have difficult conversations!
- Discipline and Grievance
- Increase performance and productivity
- Deal with absence

### The course will cover:

One of the most challenging parts of managing performance is initiating conversations around sensitive topics. Being able to tackle contentious issues in a balanced, calm and consistent way is a valued skill in all areas of working life and can improve a line manager's credibility with their team. This event covers ways of addressing sensitive subject matters like bullying, emotional issues, resistance to criticism and poor performance. The event includes practical exercises where you will get hands on experience of how to manage discussions around a range of awkward subjects including personality clashes, discipline and conveying dismissal.

### Following this training you will:

Have greater confidence to be able to deal with and challenge contentious issues at work. You will be more comfortable having those inevitable and difficult conversations in order to resolve workplace issues.

### Course format:

This training session will be delivered by an Acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

### Links

#### This course supports:

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Level 5 Diploma in Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

### Dates Available

Date	Time
16/3/22	9.30 – 16.30

# Health and Safety Risk Assessment in Care Homes

## (Classroom based)

### Duration

A half day course from 9:30 am to 12:30 pm or 1:30 pm to 4:30 pm

### Provider

Leeds City Council's Health and Safety Unit

### Target group

This course is aimed at owners, managers and supervisors

### Overview

Care homes differ from other workplaces because they are not only places of work but are also homes for their residents. It is therefore important that they are pleasant places where the freedom and dignity of residents is respected, and where everyone's health and safety is sensibly and effectively managed. This course is intended to help those managing care homes by giving them a better understanding of the real risks and how to manage them effectively. It will look at the main health and safety risks found in care homes, and what should be done to protect both workers and those receiving care.

### The course will cover

This course will help you to:

- Understand why you need to complete a health and safety risk assessment
- Be clear about your duty of care in responding and managing risk, and who owns the risk
- Know how to involve residents and families in risk assessments
- Know how to make defensible decisions
- Identify when a risk assessment needs to be reviewed

### Following this training you will be able to

Understand how health and safety risk assessments are:

- Fundamental to managing different needs within the care home
- Important in the provision of good leadership and management
- Used to describe the main health and safety risks found in care homes, and what should be done to protect both workers and those receiving care and support.

### Course format

Learning will be achieved through presentations and demonstrations. Participants attending the course will have the opportunity to use practical tools and templates and to network with other managers from across the adult social care sector.

### Links

The knowledge and skills developed through this course will help you to meet the CQC inspection requirements. It will support the implementation of key legislation such as the Health and Safety at Work Act 1974 and Management of Health and Safety at Work Regulations 1999.

### Dates Available:

Date	Time
21/10/21	9.30 – 12.30
24/2/22	13.00 – 16.00



# Improving Nutritional Care – Older people living in their own home

## Webinar (Zoom)

### Target Group

This Webinar is for all staff working in direct delivery of services and is available for both internal and external organisations.

### Overview

This webinar explores the values of improving nutritional care and will include a range of tools that will support workers in taking a person- centred approach.

### Outcomes

Delegates will:

- Understand why nutrition and hydration is important and consider how this applies to the setting you work in
- Understand the principles of good nutritional care and their role in providing this
- Be able to encourage a healthy positive dietary change specific to the individual
- Have an awareness of dietary management for long term conditions e.g. dementia, diabetes
- Know how to use "Food First" principles
- Understand when prescribed supplements might be considered
- Understand who can help and when further support is needed

### Dates Available

Date	Time
10/1/22	10.30 to 12.00

### Other Resources

#### Workbook

This is a refresher workbook and is **ONLY** intended for use by staff who have already completed classroom or webinar 'Nutritional Care – older people living in their own home' training in the last 3 years and should not be used as a substitute for that training.

This refresher workbook is for care and support workers providing services in the statutory, private, voluntary and independent sectors.

The workbook will enable you to:

- Reflect on why nutrition and hydration are important and how they apply to the setting you work in
- Understand the principles of good nutritional care which make up the Leeds Food Consensus and your role in providing these
- Encourage healthy, positive dietary changes which are specific to the individual
- Consider when further support is required

- Know how to use "Food First" principles and manage undernutrition
- Be aware of dietary management for long term conditions e.g. diabetes
- Increase your awareness of swallowing difficulties and aspiration

## Videos

There are three supporting videos alongside the workbook, all of these should be viewed as part of your learning:

- Food Fortification – the principles
- Food Fortification – the practicalities
- Snacks

# Improving Nutritional Care for People in Care Homes

## Webinar (Zoom)

### Target Group

This Webinar is for all staff working in direct delivery of services and is available for both internal and external organisations.

### Overview

This webinar explores the values of improving nutritional care and will include a range of tools that will support workers in taking a person- centred approach.

### Outcomes

Delegates will:

- Understand why nutrition and hydration is important and consider how this applies to the setting you work in
- Understand the principles of good nutritional care and their role in providing this
- Be able to encourage a healthy positive dietary change specific to the individual
- Have an awareness of dietary management for long term conditions e.g. dementia, diabetes
- Know how to use "Food First" principles
- Understand when prescribed supplements might be considered
- Understand who can help and when further support is needed

### Dates Available:

Date	Time
7/10/21	14.00 – 15.30
17/2/22	14.00 – 15.30

### Other Resources

#### Workbook

This is a refresher workbook and is **ONLY** intended for use by staff who have already completed classroom or webinar 'Nutritional Care for People in Care Homes' training in the last 3 years and should not be used as a substitute for that training.

This refresher workbook is for care and support workers providing services in the statutory, private, voluntary and independent sectors.

The workbook will enable you to:

- Reflect on why nutrition and hydration are important and how they apply to the setting you work in
- Understand the principles of good nutritional care which make up the Leeds Food Consensus and your role in providing these

- Encourage healthy, positive dietary changes which are specific to the individual
- Consider when further support is required
- Know how to use "Food First" principles and manage undernutrition
- Be aware of dietary management for long term conditions e.g. diabetes
- Increase your awareness of swallowing difficulties and aspiration

## Videos

There are three supporting videos alongside the workbook, all of these should be viewed as part of your learning:

- Food Fortification – the principles
- Food Fortification – the practicalities
- Snacks

# Infection Prevention and Control

## Webinar (Zoom)

### Target Group

This Webinar is for all staff working in direct delivery of services and is available for both internal and external organisations.

### Overview

The basic aim of the session is to focus on the general principles of infection prevention and control and explore how everyone is responsible for safe practice.

### Outcomes

- An update on COVID-19
- Understand how infections impact on individual clients and their families
- Describe how micro-organisms spread in the care setting
- Identify the key elements included in Standard Infection Control Precautions
- Demonstrate compliance with basic hand hygiene practice
- Revisit the appropriate use of PPE and correct donning/ doffing procedure
- Understand best practice in relation to management of waste; single use items; laundry
- Management and body fluid exposure
- Working together to make a difference

### Dates Available

Date	Time
2/11/21	9.30 to 11.00
11/1/22	9.30 to 11.00
1/3/22	9.30 to 11.00

### Other Resources

#### Workbook

This is a refresher workbook and is **ONLY** intended for use by staff who have already completed classroom or webinar 'Infection Prevention and Control' training in the last 3 years and should not be used as a substitute for that training.

This refresher workbook is for care and support workers in provider service in statutory, private voluntary and independent sector.

The workbook will enable you to:

- Understand the importance of infection prevention and control and your role in helping to break the chain of infection
- Know the best practice for good hand hygiene
- Recognise when and how to use personal protective equipment
- Be aware of procedures to follow in the case of a sharps injury or blood/body fluid spillage
- Understand how to appropriately deal with contaminated waste, laundry and equipment
- Know how to safely collect specimens and complete specimen request forms
- Be able to deliver urinary catheter care in a way that minimises risk of infection
- Recognise the signs of specific infections and know what to do if a service user has the infection

# Introduction to Epilepsy Awareness Webinar

## Target Group

This course is aimed at all staff or people who come into contact with people with epilepsy. The training is available for both internal and external organisations.

## Overview

This short webinar is intended for people working in the Health and Social Care sectors who wish to develop their knowledge and understanding of Epilepsy and to meet continuing professional development requirements.

## Outcomes

At the end of the webinar, it is anticipated that delegates will:

- Increase their understanding of seizures and epilepsy
- Identify different types of epileptic seizures
- Identify the difference between convulsions and epilepsy
- Describe the management/care of a person experiencing seizures
- Gain an understanding of the correct procedure for the safe and effective use of Buccal Midazolam and Rectal Diazepam
- Have the opportunity to discuss challenges experienced
- Recognise the essential components of accurate documentation and person-centred care.

NB although this is a webinar, all delegates should, where possible have video application on their device. Delegates will be encouraged to participate in discussion, question and answer and use of case studies where appropriate,

All codes of practice operating in the workplace are extended here, particular attention paid to confidentiality

## Dates Available

Date	Time
6/10/21	9.30 – 11.00
8/12/21	9.30 – 11.00
7/2/22	9.30 – 11.00

# Lead to Succeed

## (Classroom based)

### Duration

Five one day workshops

### Provider

Leeds City Council, Adults and Health, Leadership Academy. A Skills for Care Endorsed Provider and Centre of Excellence.

### Target group

The programme is aimed at aspiring managers, new managers and managers wanting to refresh and update their knowledge and skills from both internal and external adult social care and support organisations. It will be of particular interest to those organisations wanting to improve in the CQC domain of well-led. These inspiring five day workshops are designed for:

- Managers wishing to refresh their skills and knowledge
- Aspiring and new managers
- Supervisors
- Team leaders
- Deputy managers
- Senior staff.

### Overview

This programme will support delegates to further develop their leadership and management potential through understanding how successful behaviour and practical strategies can support them in their day to day work, as well as considering how they could implement these, now and in the future.

### The course will cover

The Lead to Succeed programme is delivered through five one day workshops, with each focussing on a different topic. They have been designed to empower the health and social care sector with outstanding leadership skills. The workshops are:

- Module 1 – Successful behaviours for leaders and managers
- Module 2 – Developing a positive culture
- Module 3 – Effective supervision
- Module 4 – Leading and managing the process of change
- Module 5 – Leading and managing the inspection process.

### Following this training you will be able to

Lead and manage your organisation more effectively. You will have boosted your capability, knowledge, skills and confidence to ensure the smooth running of adult social care and support services.

### Course format

Learning will be achieved through presentations, demonstrations and exercises. Participants will have the opportunity to learn and network with other managers from across the adult social care sector. The workshops will be participative with delegates using their current experience and knowledge to explore the course content further.

There is no requirement for pre-course reading, but you will be expected to do some reading and research between the workshops. After each workshop you will produce and implement an action plan.

## Links

This programme has been designed by the National Skills Academy Social Care and reviewed and updated by Skills for Care. It is designed around the Manager Induction Standards (MIS) and the specification for the Level 4 Certificate of Leadership and Management in Adult Social Care. It will enable delegates to meet some of the outcomes of the MIS and to start to build evidence to develop further for their Level 4 Certificate. Throughout the programme reference will be made to the Leadership Qualities Framework.

## This course supports

As above. Also, the achievement of outcomes that make up the CQC domain, Well-led.

## Cost

Normally the full recommended cost of this programme is £1,100 per person, but, as part of the Council's commitment to the sector, we only make a charge of £500 (£600 for people not based in Leeds). Upon completion of the programme, eligible organisations can claim £500 back through the Skills for Care Workforce Development Fund via a funding partnership. We will advise how to do this.

## Dates Available

### **Lead to Succeed** – programme 5:

Module 1 – 16/09/21

Module 2 – 14/10/21

Module 3 – 11/11/21

Module 4 – 09/12/21

Module 5 – 13/01/22

All sessions: 9:30 – 15:30

### **Lead to Succeed** – programme 9:

Module 1 – 04/11/21

Module 2 – 02/12/21

Module 3 – 06/01/22

Module 4 – 03/02/22

Module 5 – 03/03/22

All sessions: 9:30 – 15:30

### **Lead to Succeed** – programme 6:

Module 1 – 12/10/21

Module 2 – 16/11/21

Module 3 – 16/12/21

Module 4 – 18/01/22

Module 5 – 15/02/22

All sessions: 9:30 – 15:30

### **Lead to Succeed** – programme 10:

Module 1 – 30/11/21

Module 2 – 26/01/22

Module 3 – 24/02/22

Module 4 – 22/03/21

Module 5 – 19/04/22

All sessions: 9:30 – 15:30

### **Lead to Succeed** – programme 7:

Module 1 – 19/10/21

Module 2 – 18/11/21

Module 3 – 14/12/21

Module 4 – 11/01/22

Module 5 – 08/02/22

All sessions: 9:30 – 15:30

### **Lead to Succeed** – programme 8:

Module 1 – 28/10/21

Module 2 – 23/11/21

Module 3 – 21/12/21

Module 4 – 25/01/22

Module 5 – 22/02/22

All sessions: 9:30 – 15:30



# LGBT+ Awareness Webinar – Everything you never knew about LGBT+ Community

## Webinar (Zoom)

### Target Group

This Webinar is for all staff working in Adults and Health

### Overview

This LGBT+ Webinar will give an overview and provide information to delegates on using the correct terminology and language, gain an understanding of the recent history of LGBT+ rights in the UK. Discuss statistics and experiences of LGBT+ people in the UK and look at the barriers for LGBT+ people accessing services in the UK.

### Outcomes

By the end of the webinar: Delegates will

- have a greater understanding of terminology used
- have an awareness of language which is inclusive for all
- Understand the recent history of LGBT+ and rights in the UK
- Be aware of statistics and experiences of LGBT+ people in the UK
- Understand the barriers which LGBT+ people face when accessing services in the UK
- How to take steps for moving forward

### Dates Available

Date	Time
4/10/21	10.00 - 13.00
28/2/22	10.00 - 13.00

# Living with Frailty and Strengths Based Social Care On-line/ELearning Training

**Duration:**

1 hour

**Target Audience:**

This is for all new social work staff, wellbeing workers, ASYEs and all other frontline staff that are in adults and health.

**Course Overview**

This briefing explains what frailty means to adult social care and health colleagues. What the perception of frailty is and the Frailty Fulcrum model. There are case studies to work through to show how to apply the model and fully understand how the concept of frailty has evolved over recent years. You will need to access this by PAL, read the information and then access the case scenarios via the link at the bottom of the briefing.

# Lone Worker and Personal Safety – Webinar

## (Microsoft Teams)

### Target Group

All Adult Social Care staff working in frontline services, particularly those whose role involves working alone.

### Overview

The webinar explores the importance of personal safety whilst lone working, provides top tips for keeping yourself safe and discusses the responsibilities of an employee and their organisation in relation to personal safety.

### Outcomes

- Recognise the importance of personal safety whilst lone working
- Know what your responsibilities are as an employee and know the responsibilities of your organisation
- Be able to recognise potential risks whilst lone working
- Understand the role of risk assessments and documentation
- Know the importance of exit points
- Gain knowledge of top tips to help you to keep safe whilst lone working
- Be introduced to ways of defusing aggressive behaviour

### Dates Available

Date	Time
5/10/21	9.30 – 12.00
9/11/21	9.30 – 12.00
20/1/22	9.30 – 12.00
10/3/22	13.30 – 16.00

# Managing Performance and Appraisal

## Webinar (Zoom)

### Target Group

All managers, registered managers, supervisors, HR staff, aspirant managers.

### Course overview

In a challenging economic environment, it is even more important for businesses to get the most from their staff.

Workplaces with a well-communicated and well-managed performance management system have better engaged staff, who understand what is required of them and know how their work fits into the overall aims of the business.

### The course will cover

This course will focus on the essentials of performance management and equip you with the skills and knowledge to implement a fair and successful performance management system in your workplace.

Businesses achieve the best results from their employees by managing their performance within an agreed framework of planned goals, clear objectives and consistent standards.

### Following this training you will need to

Delegates attending this event will gain a clear understanding of the essential steps in setting up and maintaining an effective performance management system that will benefit employers, employees and the business as a whole.

### Course forma:

This training session will be delivered by an Acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

### Links

#### This course supports

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Level 5 Diploma in Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

### Dates Available

Date	Time
24/11/21	13.30 – 16.30

# Managing Staff Absences

## Webinar (Zoom)

### Target group

All managers, registered managers, supervisors, HR staff, aspirant managers.

### Overview

Absences and their effects on operating costs and productivity are a concern for most organisations and levels of stress are on the increase. This training will show delegates how to improve attendance levels using your attendance policy and how to conduct effective return to work interviews. We provide frameworks for exploring issues affecting attendance in a fair and non-invasive manner and look at how stress and pressure can lead to illnesses and absences.

The series of Acas courses can either be taken as standalone courses, both full days and half days, or as a complete modular programme, delivered over five days. The programme will cover, as required:

- Learn to communicate effectively
- What does a good boss look like?
- Be a leader and delegate responsibly
- Motivate your people
- Deal with issues – have difficult conversations!
- Discipline and Grievance
- Increase performance and productivity
- Deal with absence.

### Outcomes

Use your knowledge and skills to improve attendance levels and how to effectively manage absences using agreed policies and procedures.

### Course format

This training session will be delivered by an Acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

## Links

### This course supports:

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Level 5 Diploma in Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

## Dates Available

Date	Time
12/1/22	9.30 – 12.30

# Mental Capacity Act in the Workplace

## Webinar (Teams)

### Target Group

This course is aimed at front line staff. Participants are not expected to have prior knowledge of the MCA (2005)

### Overview

The course will provide participants with an introduction to the Mental Capacity Act (MCA) 2005 and how it applies to staff who work with people who lack capacity, or who are thought to lack capacity, to make decisions for themselves

### Outcomes

On completing the training staff will have a basic understanding of:

- who can take decisions on behalf of a person who lacks capacity
- in which situations they can make decision
- How they should go about making decisions for a person who lacks capacity
- The 5 'statutory principles' of the MCA 2005
- An understanding of what is meant by lack of 'capacity' / 'lack of capacity
- how to assess capacity
- how to assess best interests

### Dates Available

Date	Time
14/10/21	10:00 – 12:30
10/11/21	10:00 – 12:30
14/12/21	10:00 – 12:30
12/1/22	10:00 – 12:30
17/2/22	10:00 – 12:30
15/3/22	10:00 – 12:30

# Mental Capacity Act (2005) in Practice for Managers and Senior Staff

## Webinar (Teams) or Classroom

### Target Group

This course is aimed at managers and senior staff working in provider organisations.

Participants are expected to have knowledge of the MCA (2005), and a familiarity with the MCA (2005 Code of Practice.

### Overview

The aim of the Course is to allow participants to:

- review their knowledge of the MCA 2005, policy relating to the MCA 2005,
- familiarise themselves with recent key decisions in the Court of Protection on the topic of capacity
- consider how to ensure that high standards of MCA practice are maintained within workplaces

### Outcomes

On completing the course participants will have

- Reviewed their understanding of the MCA
- Considered how the Covid 19 restrictions affect assessing and working with persons who may lack capacity to make key decisions
- Be aware of recent key MCA case law decisions
- Have an update on the proposed Liberty Protection Safeguards
- Have an understanding of the recommendations in the guidance 'Decision Making & Mental Capacity', NICE
- Considered how Capacity and Best Interests decisions should be recorded
- Considered the use of tools to carry out Capacity & Best Interests assessment
- Considered ways in which you can audit MCA practice in your service
- Looked at ways in which best practice can be developed and maintained in MCA work

### Dates Available

Date	Time
20/10/21	10:00 – 12:30
17/11/21	10:00 – 12:30
9/2/22	10:00 – 12:30

### Classroom (Face to Face)

Date	Time
20/1/22	9.30 – 13.00
23/3/22	9.30 – 13.00



# Medication for Domiciliary Care

## Webinar (Teams)

### Target Group

SkilS, day care, support workers, homecare providers

### Overview

This webinar is for front line staff who are required to provide administration/support with medication for people who live in their own homes or at day care. This includes who orders medication, the process of understanding different drugs, good working practice, CQC requirements and medication Policy.

### Outcomes

By the end of the webinar, you should know and understand about good practice for administrating/supporting with medication and completing MAR charts. You should know what to do regarding medicines to ensure the appropriate action is taken when difficulties arise. You should have gained knowledge and understanding on controlled drugs and what is means by "complex" medication. You should also understand the process for ordering, storage and disposal of medication.

### Dates Available

Date	Time
11/10/21	10:00 – 12:00
	13:00 – 15:00
6/12/21	10:00 – 12:00
	13:00 – 15:00
11/2/22	10:00 – 12:00
	13:00 – 15:00

# Medication for Residential Establishments

## Webinar (Teams)

### Target Group

All staff working in residential Establishments

### Overview

This Webinar is for front line staff who are required to provide administration/support with medication for people in a residential setting. This includes who orders medication, the process of understanding different drugs, good working practice, CQC requirements and medication Policy.

### Outcomes

By the end of the webinar you should know and understand about good practice for administering/supporting with medication and completing MAR charts. You should know what to do regarding medicines to ensure the appropriate action is taken when difficulties arise. You should have gained knowledge and understanding on controlled drugs and what is means by “complex” medication. You should also understand the process for ordering, storage and disposal of medication.

### Dates Available

Date	Time
16/9/21	10:00 – 12:00 13:00 – 15:00
5/11/21	10:00 – 12:00 13:00 – 15:00
20/1/22	10:00 – 12:00 13:00 – 15:00
4/3/22	10:00 – 12:00 13:00 – 15:00

# MCA (A Practice Perspective for Fieldworkers)

## Webinar (Zoom)

### Target Group

This Webinar is aimed at Social work staff in both internal and external to LCC.

### Overview

The course will enable Adult Fieldworkers to develop their knowledge and skills around using the MCA 2005 and ensure that their care practices and planning are consistent with the relevant legislation, particularly the Human Rights Act, 1998. It will also look at how to assess capacity to make decisions, the five core principles and legal protection and how to keep it.

### Outcomes

- The MCA 2005 – A re-look at the law
- Assessing Capacity in Practice
- Best Interests – What does this mean in Practice?
- Decision making – who makes the decision and what decisions can be made?
- What actions can be taken and what are the limitations?
- Safeguards under the MCA 2005
- Instructing IMCAs
- Relevant case law

### Dates Available

Date	Time
6/10/21	10.00 – 13.00
9/12/21	10.00 – 13.00
10/2/22	10.00 – 13.00

# Mental Health Awareness

## Webinar (Zoom) or Classroom

### Target Group

This webinar is aimed at all staff working in direct delivery of services and is available for both internal and external organisations.

### Overview

This half day webinar is aimed at introducing participants to current practice, research and theory in the mental health field. This well evaluated training presents complex contemporary thinking in a highly accessible and stimulating way. In recent years the mental health field, led by bodies like the British Psychological Society, has steadily rethought the usefulness of medical diagnosis and approaches in favour of trauma-informed psychological and social perspectives. This session introduces the idea that early life adversity and trauma, more common than is often realised, is an important element in developing poor mental health in adolescence and adulthood. We look at what this means for best practice and the importance of excellent 'people skills', listening skills and social interventions.

### Outcomes

- Considered what the term mental health means
- Learned about how feelings are a good place to start in thinking about MH
- Have looked at the best way to be a 'first responder'
- Some of the common areas considered in psychiatry

This course has been further updated in summer 2020 to take account of the impact of Covid-19 on distress and mental health.

### Dates Available

Date	Time
11/10/21	9.30 – 12.30
30/11/21	9.30 – 12.30

### Classroom (Face to Face)

Date	Time
26/1/22	9.30 – 12.30
22/3/22	9.30 – 12.30

# Mental Health for Line Managers

## (Classroom based)

### Duration

Full day

### Provider

Acas, James Brown, Senior Adviser / Trainer

The heart of the Acas brand is their reputation for independence and impartiality. Their mission is to improve Britain's workforces making them more productive and harmonious work places for the benefit of both the employer and the individual employee.

Their philosophy is based on prevention, building long-term relationships with key industrial stakeholders and bespoke solutions.

### Target group

All managers, registered managers, supervisors, HR staff and aspirant managers.

### Overview

The transition from team member to team leader can be tough, so it is important that line managers receive the support and training they need. This session covers communication skills including listening skills and questioning techniques, how to lead and motivate your team and delegate successfully. We then look at how managers can build their own and their teams' personal resilience and cope well during periods of change and adversity.

The series of Acas courses can either be taken as standalone courses, both full days and half days, or as a complete modular programme, delivered over five days. The programme will cover, as required:

- Learn to communicate effectively
- What does a good boss look like?
- Be a leader and delegate responsibly
- Motivate your people
- Deal with issues – have difficult conversations!
- Discipline and Grievance
- Increase performance and productivity
- Deal with absence.

### The course will cover

Managers may have an understanding of mental health, yet they are often hesitant to address it, through fear of saying the wrong thing or making matters worse. However, early intervention is key. It provides opportunity for the manager and the individual to discuss the support they might need to stay in work, not only benefiting the individual but the team and the organisation as a whole. Delegates attending this event will gain an increased understanding of the different mental ill health conditions and how to recognise the signs and symptoms. Delegates will learn how to effectively engage with their staff at an early stage, have constructive conversations and be aware of the range of practical support available for individuals.

### Following this training you will

Understand why positive mental health so important, different mental health conditions is and how to recognise the signs and symptoms. You will also look at how to effectively support team members.

### Course format

This training session will be delivered by an Acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

### Links

#### This course supports

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Level 5 Diploma in Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

### Dates Available

Date	Time
23/2/22	9:30 – 16:30

# Modern Slavery: First Responder and General Awareness ELearning

## Target Group

This E-Learning is aimed at all Adult Social Care and External Provider staff.

## Overview

This eLearning training session is designed by the Modern Slavery Organised Immigration Crime Unit and is a general awareness but also for you if you are from an organisation authorised to refer potential victims of modern slavery into the National Referral Mechanism (NRM)

This programme provides guidance on how to spot the signs of modern slavery, and what to do when you come across a potential victim of modern slavery. This programme aims to give you confidence to follow procedures swiftly and with compassion.

# Parkinson's Awareness

## Webinar (Zoom)

### Target Group

This webinar is for front line staff in Health & Social Care who may work with individuals who have Parkinson's.

### Overview

The aim of this session is to provide internal and external frontline staff with an understanding of Parkinson's and how to help improve the quality of life for people living with the condition.

### Outcomes

- Gain an understanding of what Parkinson's disease is
- Have knowledge of who can suffer from Parkinson's
- Be able to identify key features and symptoms of Parkinson's
- Understand the factors relating to an individual's experience of Parkinson's and how to encourage person-centred care planning

### Dates Available

Date	Time
12/10/21	9.30 - 12.30
23/2/22	9.30 - 12.30



# Personal Care with Dignity

## Webinar (Zoom)

### Target Group

This Webinar is for all staff working in direct delivery of services and is available for both internal and external organisations.

### Overview

To raise awareness of dignity in care, and how it can be promoted and maintained.

To provide staff with the knowledge required to provide people using services with personal care in a dignified way.

### Outcomes

Have a good understanding of:

- Legislation and guidance for both Personal Care and Dignity
- Good communication whilst providing personal care and dignity
- Importance of good hygiene standards
- Infection control and pressure area care

Dealing with confrontation and difficult situations whilst supporting personal care and dignity

### Dates Available

Date	Time
27/10/21	9.30 – 13.00
15/2/22	9.30 – 13.00

# Policies and Procedures, Terms and Conditions

## Webinar (Zoom)

### Target group

All managers, registered managers, supervisors, HR staff and aspirant managers.

### Overview

The series of Acas courses can either be taken as standalone courses, both full days and half days, or as a complete modular programme, delivered over five days. The programme will cover, as required:

- Learn to communicate effectively
- What does a good boss look like?
- Be a leader and delegate responsibly
- Motivate your people
- Deal with issues – have difficult conversations!
- Discipline and Grievance
- Increase performance and productivity
- Deal with absence.

### The course will cover

We will consider different working patterns, shift arrangement, holidays, and holiday pay. We explain how policies and procedures govern the employment relationship and look at your procedures that managers need to work with to ensure fairness and consistency. By law all employees must receive written terms and conditions of their employment. In this session we look at what a contract of employment is and the different types of contract that exist.

### Outcomes

Understand why you need policies and procedures and terms and conditions in place which support both your employees and the organisation.

### Course format

This training session will be delivered by an acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

## Links

This course supports:

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

## Dates Available

Date	Time
27/10/21	9.30 – 12.30

# Recruitment and Selection

## Webinar (Zoom)

### Target group

All managers, registered managers, supervisors, HR staff, aspirant managers.

### Overview

Most employers appreciate that the success of their organisation relies on its staff. However, finding the right people with the necessary abilities and attitudes, and then retaining them requires skills and knowledge which can sometimes be overlooked or rushed.

Business Need: Recruiting the wrong people can lead to performance issues, grievances, low morale and unnecessary costs. Such employees are likely to be disengaged, won't give their best and can end up leaving the organisation voluntarily, or involuntarily when their unsuitability becomes evident.

### The course will cover

This practical half day event takes delegates through both the legal and good practice elements of an effective and fair recruitment process.

### Outcome

The training is based on Acas' own non-statutory guidance on recruitment and induction. Delegates attending this event will gain a sound understanding of the fundamentals which underpin a legal, effective and fair recruitment process.

### Course format

This training session will be delivered by an Acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

### Links

#### This course supports

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Level 5 Diploma in Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

### Dates Available

Date	Time
24/11/21	9.30 – 12.30

# Safeguarding

**New blended learning offer. We have a choice of resources to choose from around Adult Safeguarding**

## Safeguarding Level 1 Safeguarding Adults – The Role of the Person Raising a Concern Webinar (Teams) or Classroom

### Target Group

This webinar is mandatory for all ASC and support staff who do not have a supervisory or management role, however have a duty to respond to safeguarding concerns and risks appropriately.

### Overview

This 3 hour webinar will cover what your role and responsibilities are within the multi-agency procedures for Adults Safeguarding in Leeds, help you to identify types of abuse and look at how we should respond to concerns and allegations.

### Outcomes

- Have an understanding of your role and responsibilities within a multi-agency procedure
- The knowledge of how to Identify the signs and indicators of a safeguarding concern
- The knowledge of the different types of abuse
- An understanding of why an individual's capacity to make relevant decisions is important
- An understanding of the importance of gaining and understanding the adults' wishes and feelings (outcomes) when they are at risk of abuse and neglect
- The knowledge of how to respond to concerns and allegations and the procedures involved
- The knowledge of how to raise a concern and the importance of when and why you need to inform your Manager/Safeguarding Lead

### Dates available

#### Webinar:

Date	Time
26/10/21	9.30 – 12.30
9/12/22	9.30 – 12.30
19/1/22	9.30 – 12.30
1/3/22	9.30 – 12.30

## Classroom

This classroom delivery is mandatory for **all New ASC/External Organisations Support Staff only**. All existing members of staff need to book on a webinar delivery

### Classroom:

Date	Time
25/10/21	9.30 – 12.30
5/1/22	9.30 – 12.30
8/3/22	9.30 – 12.30

## ELearning

This e-Learning is aimed to be a refresher and is **ONLY** intended for use by staff who have already completed classroom or webinar Safeguarding Level 1 - The role of the person raising the concern training in the last 3 years and should not be used as a substitute for that training.

This e-Learning is for care and support workers in provider service in statutory, private voluntary and independent sector.

The e-Learning will enable you to:

- Review the definitions of adults at risk, abuse, harm and the types of abuse.
  - Understand your role in preventing abuse.
  - Respond to concerns when you identify potential or risks of abuse and neglect.
  - Understand how mental capacity can affect responses to the experience and risk of abuse and neglect
- 

## Other resources

### Workbook

This is a refresher workbook and is **ONLY** intended for use by staff who have already completed classroom or webinar Safeguarding Level 1 - The role of the person raising the concern training in the last 3 years and should not be used as a substitute for that training.

This refresher workbook is for care and support workers in provider service in statutory, private voluntary and independent sector.

The workbook will enable you to:

- Review the definitions of adults at risk, abuse, harm and the types of abuse.
- Understand your role in preventing abuse.
- Respond to concerns when you identify potential or risks of abuse and neglect.
- Understand how mental capacity can affect responses to the experience and risk of abuse and neglect.
- Know when and how to involve others and raise a concern with your manager.

### Video and Podcast

These links are to a film and a podcast from On Light On Leeds. The film is very moving, Nigel who is homeless talks about his life. Nigel sadly has died. LSAB recently published a review in relation to the death of people in Leeds living street based lives. Nigel's death forms part of the review.

Video: <https://vimeo.com/236197069> Podcast:

<https://www.lightonleeds.com/episodes/82dxipzhtlzdada3qbjt6blswzdlu0>

## Safeguarding Level 2 Safeguarding Adults – The role of the Manager and Supervisor

### Webinar (Teams) or Classroom

#### Target Group

This webinar is aimed at front line managers, senior managers and supervisors, working with adults with care and support needs in Leeds Adult Social Care and its commissioned services. This includes domiciliary services, care and nursing homes, day care and supported living services.

#### Overview

Everyone working in adult health and social care, needs to understand their own responsibilities for the safety of the people they support. This course is aimed at managers and supervisors who require the right skills and knowledge to recognise and respond effectively to potential abuse or neglect. In this course we look at the Leeds Approach to Safeguarding adults, which has been created in partnership with citizens of Leeds. The course has been created in collaboration with Leeds Safeguarding Adults Board.

#### Outcomes

- Be aware of the Leeds Safeguarding Adults Board, the Multi-agency Safeguarding Adults Policy and Procedure and recent learning and practice development in Leeds;
- Understand your role and responsibilities within the statutory safeguarding process, and those of others and how to lead a service with a positive safeguarding culture
- Understand the importance of placing the person at the centre of all safeguarding activity and be able to focus on them and their lived experience when following the Leeds safeguarding procedures.
- Consider the legal framework for safeguarding adults work.
- Be confident in how to raise a concern and in conducting an enquiry when requested to do so, while been clear about other processes related to safeguarding.
- Be able to develop an effective safeguarding plan

#### Dates Available: Webinar

Date	Time
20/10/21	9:30 – 12.30

## Classroom

Date	Time
29/11/21	9:30 – 13.30
4/1/22	9:30 – 13.30
9/2/22	9:30 – 13.30
15/3/22	9:30 – 13.30



# Tackling Unacceptable Behaviours

## Webinar (Zoom)

### Target group

All managers, registered managers, supervisors, HR staff and aspirant managers.

### Overview

The series of acas courses can either be taken as standalone courses, both full days and half days, or as a complete modular programme, delivered over five days. The programme will cover, as required:

- Learn to communicate effectively
- What does a good boss look like?
- Be a leader and delegate responsibly
- Motivate your people
- Deal with issues – have difficult conversations
- Discipline and Grievance
- Increase performance and productivity
- Deal with absence.

Unacceptable behaviours, such as bullying and harassment or aggressive attitudes are harmful to everyone at work. This event looks at how managers should use their equality policy to deal with negative behaviours and promote a positive team culture taking account of discrimination laws and all associated rights. It will also break the myth of what is 'Banter', 'Bullying' or 'Harassment'.

### Outcomes

Understand why some behaviours at work are unacceptable and the harm that they can have on the culture and working environment. You will also learn how to deal with unacceptable behaviours and eradicate bullying and harassment.

### Course format

This training session will be delivered by an Acas trainer whose experience and expertise of the workplace is geared towards providing down-to-earth advice and practical solutions. The training sessions are kept to small groups which allow delegates to discuss issues with the trainer, interact and share experiences with delegates from other organisations.

## Links

### This course supports

- The Manager Induction Standards
- The Level 4 Certificate in Principles of Leadership and Management for Adult Social Care
- The Level 5 Diploma in Leadership and Management for Adult Social Care
- The Care Quality Commissions key line of enquiry for Well-led
- The Leeds City Council's Older Peoples and Nursing Care Quality Standards Framework.

### Dates Available

Date	Time
12/1/22	13:30 – 16:30

# Understanding Acquired Brain Injury

## Classroom

### Target Group

This webinar is for staff who work in Health & Social care who support individuals with an acquired brain injury

### Overview

- To introduce the range and effects of acquired brain injury.
- To introduce the concepts of neural plasticity in the recovery process and neurobehavioural rehabilitation
- To consider how cognitive deficits following brain injury (particularly those that result in lack of insight) impact on making adequate social care assessments in respect of recovery and risk.
- To introduce the use of some assessment tools for some of the higher cognitive function problems.

### Outcomes

- Identify and be able to recognise and describe the types of brain injuries experienced by adults and the multiple problems that these may cause.
- Be able to describe common cognitive problems following acquired brain injury.
- Describe two assessment tools that can help assess high level cognitive (executive function) problems.
- Recognise that the persons needs/abilities may fluctuate over short periods of time.

### Dates Available

Date	Time
17/1/22	9:30 – 16:00

# Understanding Performance Management

## (Classroom based)

### Duration

Full day

### Provider

Leeds City Council, Adults and Health, Leadership Academy. A Skills for Care Endorsed Provider and Centre of Excellence.

### Target group

Understanding performance management is a practical continuing professional development (CPD) module aimed at registered managers and other managers in adult social care services.

### Overview

This CPD module will help managers to explore the performance management cycle, recognise that people perform differently and utilise tools and techniques available.

Unlike undertaking a qualification, which can often feel like a solitary process, this CPD module connects managers with their peers.

### The course will cover

The programme is delivered through one interactive module covering these objectives:

- Understanding the performance management cycle, including processes for managing different types of performance
- Understanding of disciplinary and grievance, causes of poor performance and how to minimise them
- Awareness of strategies to improve performance
- Awareness of managing and retaining high performing staff
- Understand how to give feedback and manage difficult conversations
- Awareness of cultures that encourage confidence, responsibility and accountability
- Understanding effective role modelling, coaching and mentoring.

### Outcomes

Managers will understand how successful behaviours and practical strategies can support them in their day-to-day work. They'll be challenged to these into practice, boosting their capacity to lead and manage effectively.

The module includes an emphasis on reflection, helping managers to learn from their day-to-day experiences and think about how they can things differently or get better at recognising what they do well.

### Course format

Learning will be achieved through presentations and demonstrations. Participants attending the course will have the opportunity to use practical tools and templates and to network with other managers from across the adult social care sector.

### Links

The knowledge and skills developed through this course will help you to meet the CQC inspection requirements, especially the Well-Led domain.

### This course supports

The completion of this course will give some knowledge and understanding that could help you with the Level 4 Certificate in Principles of Leadership and Management for Adult Social Care or the Level 5 Diploma in Leadership and Management for Adult Social Care.

### Cost

There is a charge of £125 per person for this course. Upon completion adult social care employers can claim £125 per staff member on completion of this CPD module through the Skills for Care Workforce Development Fund. We will advise on how to do this.

### Dates Available

Date	Time
27/1/22	9.30 – 15.15

# Understanding Self-management

## (Classroom based)

### Duration

Full day, from 9.30 am – 3.15pm

### Provider

Leeds City Council, Adults and Health, Leadership Academy. A Skills for Care Endorsed Provider and Centre of Excellence.

### Target Group

Understanding self-management is a practical continuing professional development (CPD) module aimed at registered managers and other managers in adult social care services.

### Overview

This CPD module will help managers to tackle isolation, manage time, build resilience and ensure well-being. It will look at techniques and tools which can support managers to self-manage and understand when and how behaviours can influence and impact on others.

Unlike undertaking a qualification, which can often feel like a solitary process, this CPD module connects managers with their peers.

The programme is delivered through one interactive module covering these objectives:

- Awareness of the impact of your own beliefs and values
- Understanding self-management, self-awareness and confidence
- Understanding integrity and how actions and words influence others
- Awareness of cultures that foster resilience
- Understanding emotional intelligence
- How to deal with pressure and stress using well-being strategies including delegation
- Awareness of time management, techniques and tools
- Understanding the role of technology.

### Outcomes

Managers will understand how successful behaviours and practical strategies can support them in their day-to-day work. They'll be challenged to put these into practice, boosting their capacity to lead and manage effectively.

The module includes an emphasis on reflection, helping managers to learn from their day-to-day experiences and think about how they can things differently or get better at recognising what they do well.

### Course format

Learning will be achieved through presentations and demonstrations. Participants attending the course will have the opportunity to use practical tools and templates and to network with other managers from across the adult social care sector.

### Links

The knowledge and skills developed through this course will help you to meet the CQC inspection requirements, especially the Well-Led domain.

### This course supports

The completion of this course will give some knowledge and understanding that could help you with the Level 4 Certificate in Principles of Leadership and Management for Adult Social Care or the Level 5 Diploma in Leadership and Management for Adult Social Care.

### Cost

There is a charge of £125 per person for this course. Upon completion adult social care employers can claim £125 per staff member on completion of this CPD module through the Skills for Care Workforce Development Fund. We will advise on how to do this.

### Dates Available

Date	Time
8/2/22	9.30 – 15.15

# Understanding Stroke

## Webinar (Teams)

### Target Group

This webinar is for Health and Social Care staff who work with individuals who are stroke survivors

### Overview

This webinar is for staff who work with individuals who are stroke survivors and will help them to explore the signs, causes and outcomes of stroke. The webinar will also deliver information on the prevention of stroke. The webinar aims to develop confidence through a greater knowledge of stroke and enable staff to improve their practice while working with stroke survivors.

### Outcomes

By the end of the webinar you will:

- Understand how the brain works
- Understand signs of a Stroke and actions that need to be taken.
- Understand the outcomes of Stroke - both physical and psychological
- Practical understanding of how to work with Stroke Survivors with the various Stroke outcomes.
- Practical understanding of communication skills that may be necessary for Stroke Survivors
- Revision of the grief process experienced by Stroke Survivors and their family and friends.
- Understand Stroke risks and prevention.

Date	Time
7/10/21	9.30 – 12.30
18/2/22	9.30 – 12.30



# Understanding Workplace Culture

## (Classroom based)

### Duration

Full day

### Provider

Leeds City Council, Adults and Health, Leadership Academy. A Skills for Care Endorsed Provider and Centre of Excellence.

### Target Group

Understanding workplace culture is a practical continuing professional development (CPD) module aimed at registered managers and other managers in adult social care services.

### Overview

This CPD module will help managers to explore the critical links between vision, values and culture, providing practical support to influence change and develop the culture of their service.

Unlike undertaking a qualification, which can often feel like a solitary process, this CPD module connects managers with their peers.

The programme is delivered through one interactive module covering these objectives:

- Develop a clear understanding of what culture is
- Understanding the relationship between culture, values and vision
- Understanding approaches for assessing culture and steering action
- Understanding simple rules for turning values into action
- Understanding nudge as applied to head, heart and environment
- Awareness of a range of nudge activities for developing culture.

### Outcomes

Managers will understand how successful behaviours and practical strategies can support them in their day-to-day work. They'll be challenged to put these into practice, boosting their capacity to lead and manage effectively.

The module includes an emphasis on reflection, helping managers to learn from their day-to-day experiences and think about how they can things differently or get better at recognising what they do well.

### Course format

Learning will be achieved through presentations and demonstrations. Participants attending the course will have the opportunity to use practical tools and templates and to network with other managers from across the adult social care sector.

### Links

The knowledge and skills developed through this course will help you to meet the CQC inspection requirements, especially the Well-Led domain.

### **This course supports**

The completion of this course will give some knowledge and understanding that could help you with the Level 4 Certificate in Principles of Leadership and Management for Adult Social Care or the Level 5 Diploma in Leadership and Management for Adult Social Care.

There is a charge of £125 per person for this course. Upon completion adult social care employers can claim £125 per staff member on completion of this CPD module through the Skills for Care Workforce Development Fund. We will advise on how to do this.

### **Dates Available**

<b>Date</b>	<b>Time</b>
22/3/22	9.30 – 15.15

# Well-led

## (Classroom based)

### Duration

Four interactive workshops over four days, from 9:30 - 15:30

### Provider

Leeds City Council, Adults and Health, Leadership Academy. A Skills for Care Endorsed Provider and Centre of Excellence.

### Target audience

Existing managers working in adult social care services within in the private, public or third sectors.

### Course overview

The programme is grounded in the reality of social care delivery and has been developed in partnership with registered managers familiar with the day-to-day challenges of leading a care team. Made up of a series of practical workshops, the programme is designed to enable leaders to deliver care in line with the expectations of a well-led service.

### The course will cover

You will find out what managers of a well-led organisations do to achieve and sustain high standards and how to apply these examples across your own organisation to deliver high quality, person centred care. Throughout the programme you will be supported to develop your leadership skills advance your service and have a real impact in your workplace to secure a well-led future.

### Following this training you will

The Well-led programme will support leaders to:

- Understand how new leadership strategies and techniques can be used to transform services and improve the quality of care
- Enhance leadership skills to become a more effective leader
- Gain improved confidence to lead services in an increasingly complex and challenging sector
- Develop clear goals to improve personal leadership and effectiveness
- Learn from others and share experiences and ideas with peers to develop a strong support network.

### Course format

The four interactive workshops, over four days (1 per month), explore live, challenges and practical examples of well-led services:

**Day 1:** Know yourself - looking inwards

**Day 2:** Leading a successful service - looking around

**Day 3:** Leading high performing teams - looking sideways

**Day 4:** Leading in and beyond the boundaries of your service - looking outwards

## **Links**

This programme supports the knowledge requirements of leadership and management qualifications at levels four and five.

## **This course supports**

By completing this programme, you will be better placed to achieve the outcomes that make up the CQC domain for Well-led.

## **Cost**

Normally the full recommended cost of this programme is £1,100 per person, but, as part of the council's commitment to the sector we only make a charge of £500 (£600 for people providing services outside Leeds). Upon completion of the programme, eligible organisations can claim £500 back through the Skills for Care Workforce Development Fund via a funding partnership. We will advise how to do this.

## **Dates**

Module 1 – 20/01/22

Module 2 – 17/02/22

Module 3 – 17/03/22

Module 4 – 14/04/22

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