
Courses for new staff run to TOPSS/Skills for Care standards :

Mandatory Courses:

CARE VALUES/PRINCIPLES OF CARE: 3 hrs

Aims: To raise awareness of the role of the Careworker and the values and standards required.

- Qualities of a good careworker
- What the job involves
- Philosophy of Care
- What do Clients look for?

INDUCTION 1 day

- Care Values
- Understanding the role of the care worker
- The experiences and needs of the Service User Groups
- Maintaining safety at work
- The effects of the service setting on service provision

BASIC CARE SKILLS: 6 hrs

Aims: To give carers greater confidence in providing care for their relative.

- Assisting with washing/bathing/showering & dressing
- Pressure sores
- Safe moving & handling
- Continence Awareness

BASIC OBSERVATIONS: 3½ hrs. Aims:

To enable care staff to help qualified staff to carry out routine observations confidently and effectively

- Temperature, Pulse
- Respirations
- Blood Pressure
- Urinalysis
- Fluid Balance
- Blood-sugar levels (optional)

DEMENTIA: 3 Hrs

Aims: To increase awareness of Dementia and how to care for it

- What is Dementia
- Different types & causes
- Description of the brain
- Treatment and care

INFECTON CONTROL: 3Hrs

Aims: -To prevent infection spreading, & increase awareness of effective infection control measures.

- What is infection?
- Routes of transmission
- Signs and symptoms of various infective disorders
- HIV/AIDS, MRSA, Scabies, Tuberculosis, Hepatitis B
- The law: RIDDOR, COSHH, Health & Safety at Work Act, Food Hygiene Regs, Personal Protective Equipment,
- Staff Immunization
- Universal Precautions and Hand Hygiene Procedures

FOOD HYGIENE: 3 hrs or 1 day for RSPH Examination. We also provide HACCP training

Aims: To give staff in food environments a sound knowledge of food hygiene and safety regulations and how to control food risks

- How contamination arises
- Signs and Symptoms
- Hazards
- Prevention

FIRST AID: 3 hrs. With Resuscitation: 3½hrs, or 1 Day=Emergency First Aid/Appointed Person

Aims: To promote life, limit the worsening of the condition and to promote recovery.

- 5 Point Action Plan - AMEGR and Priorities of Life - DRABC
- Care of: - Choking, Asthma, Shock, Anaphylaxis, Fainting, Hyperventilation, Bleeding, Angina, Heart Attack, Head Injuries, Stroke, Epilepsy, Poisons, Burns & Scalds, Fractures & Sprains, Hypoglycaemia,
- Recovery Position
- Resuscitation (optional)

MANAGING DIFFICULT BEHAVIOUR IN THE CARE ENVIRONMENT: 2½ hrs

Aims: Understand the dynamics of behaviour and improve management of challenging behaviour.

- Definition of Behaviour
- The Power of Behaviour
- Attitudes, Values and Beliefs which determine Behaviour
- Effective Communication
- Causes of Difficult Behaviour
- Methods of Approach

MEDICATION MANAGEMENT:

3hrs Aims: To enable care staff to administer medication effectively and safely.

- What is a Drug?
- Prescription / Drug Categories
- Self-medication
- Ordering, storage, administration & disposal
- Medication Errors.

MOVING & HANDLING: . New Staff = 6hours Refresher 3½ hrs without or 4 hrs with the use of hoist. 2½ hrs for Non Nursing staff.

Aims: To increase awareness of safe moving/handling techniques and reduce back injuries.

- Causes of back pain
- Manual Handling Regulations
- What Manual Handling entails and high risk problems
- Manual Handling Assessment
- Principles of Safe Moving and Handling
- Anatomy of the back .
- Risk Assessments
- Use of various manoeuvres and equipment (Hoist available at a small additional charge)

FIRE SAFETY AWARENESS:

3 hrs. Aims: To give staff a better understanding of what their duties are if a fire occurs.

- What is Fire and how it occurs
- How to extinguish a Fire
- The transfer of heat
- Classification of Fire
- Types of Fire Extinguishers
- Tackling the Fire

HEALTH AND SAFETY: 3hrs

Aims: To ensure staff know why legislation is necessary and why they must follow health & safety procedures in the workplace.

- Description & Purpose of Health & Safety at Work Act
- Employer's & Employee's Duties
- EEC Regulations, COSHH and RIDDOR
- Risk or Hazard –which is it?
- Discussion of scenarios

RISK ASSESSMENT: varies

This can be generic, or topic-specific, eg Fire, M&H, H&S, Client

to increase awareness of risk, and to maintain Health & Safety standards.

- What is Risk Assessment
- What to look for
- Identifying hazards
- Conducting Risk Assessments.

ABUSE AWARENESS: 3 hrs

Aims: To protect interests of vulnerable adults & children.

- What is abuse, different types of abuse
- Duty of care & legal protection
- Who is abused, by whom & where
- Signs and Symptoms
- What to do if abuse is discovered
- How to prevent abuse.

HEALTH PROMOTION: 2 hrs

Aims: To develop knowledge of the importance of Residents' health and general well-being

- What is 'Health'
- maintaining a healthy lifestyle
- Guidelines on elimination, bowel/bladder management

Other Clinical Courses for further skills development

ALLERGY AWARENESS: 2 hrs

Aims: To provide an overview of common allergies & reactions

- Definition of an Allergy
- Who is affected – causes
- Common allergens
- Signs & Symptoms
- Tests and Treatments

ASTHMA: 3 Hrs

Aims: To increase knowledge of Asthma, it's medication, & how to manage symptoms.

- Definition
- Causes, signs and symptoms
- Medical treatment
- Nursing care.

CARE OF THE DYING: 3 hrs

Aims: To give the care worker more confidence and knowledge when caring for the dying client.

- Meeting the needs of the Dying Patient
- Principles of a "Good Death"
- Signs and Symptoms

- Last Offices
- Staff support.

CARE PLANS:- 3 Hrs

Aims: To educate staff in the importance of care planning.

- Why have a Care Plan
- How to formulate one
- Types of assessments and what to include
- Identifying problems

CATHETER CARE: 2 hrs

Aims: To increase knowledge of the insertion & care of supra-pubic and urethral catheters.

- What is a catheter
- Who needs one?
- Complications
- Insertion
- Maintenance

CLINICAL SUPERVISION: 3 Hrs

Aims: To understand the process of supervision and its advantages for both staff and patients

- Definitions
- Functions, methods & models
- Underpinning principles
- Key Benefits
- Problems
- Evaluation

COMMUNICATING WITH ADULTS WITH LEARNING DIFFICULTIES: 2 hrs

Aims: To increase awareness of typical communication problems and how to overcome them (aimed primarily at support staff)

- Recognising types of learning difficulty, understanding their causes and the problems caused for the client
- A look at the legislation
- How to conquer your fears
- Strategies for communication
- A look at some case studies

CONTINENCE CARE: 3 Hrs

Aims: To increase knowledge of incontinence and ways of promoting continence

- Anatomy & physiology of the urinary and bowel systems
- Effects of the ageing process
- Social effects of incontinence
- Continence equipment
- Catheter procedure (optional)

- Urinary tract infections
- Promoting Continence

DIABETES: 3 Hrs

Aims: To increase awareness of Diabetes Mellitus, its effects and its impact on the client.

- What is Diabetes?
- Who gets Diabetes?
- Effects, signs and symptoms
- Treatment & General Advice
- Associated Conditions & complications
- Foot Care Advice /Emergency

EPILEPSY & ADMINISTERING RECTAL DIAZEPAM and/or BUCCAL MIDAZOLAM: 3 Hrs

Aims: To increase understanding of Epilepsy, plus optional training on administering rectal diazepam and/or Buccal Midazolam.

- What is epilepsy?
- Causes, signs & symptoms
- Triggers and types of Fits
- Management of Seizures
- Medical Treatment
- Administering rectal diazepam or buccal midazolam (optional).

FOOT & NAIL CARE:- 2 Hrs

Aims: To promote health and quality of life by providing care for client's feet and toenails.

- The function of skin, feet and toenails
- The structure of the skin
- Disorders and diseases
- Care of feet and toenails
- Common treatments.

GASTROSTOMY TUBE (PEG):- 3 Hrs

Aims: Increase knowledge of PEGs, maintenance, administering medicines/food.

- What is a PEG?
- Type of client requiring a PEG
- Contraindications and Complications
- What is administered through a PEG? , and how
- Maintenance/Troubleshooting

MULTIPLE SCLEROSIS/ MOTOR NEURONE DISEASE/ PARKINSONS - 3 Hrs (each)

Aims: to give a better understanding of the care of clients with these conditions

- Definition of the illness

- Causes, signs and symptoms
- Treatments and care

NUTRITION: 3 Hrs Aims:

Increase awareness of the importance of nutrition to maintain functional capacity & quality of life for older people.

- Achieving a balanced diet
- Golden rules for eating
- The importance of fluid intake
- Swallowing / dysphasia
- Chronic illness and specific nutritional needs

ORO/NASAL PHARYNGEAL SUCTIONING: 2 hrs

Aims: Enable staff to carry out oro/naso pharyngeal suctioning safely and effectively

- Physiology of the mouth, nose and pharynx
- Indications for suctioning
- Use & care of equipment
- Complications

PRESSURE AREA CARE: 3 Hrs

Aims: Detection, care, treatment & prevention, of pressure sores.

- Definition
- Causes, signs and symptoms
- Who is at risk
- Treatment
- Prevention, care and aids.

STROKES (CVA):- 3 Hrs

Aims: To increase skills in caring for a client with a CVA.

- Definition
- Causes, Signs & Symptoms
- Treatment and Care
- Complications of a Stroke.

TRACHEOSTOMY CARE: 3 hrs

Aims: To increase knowledge of the insertion and care of the Tracheostomy.

- What is a Tracheostomy
- Who needs one?
- Complications
- Insertion
- Suction
- Maintenance & troubleshooting

COMMUNICATION SKILLS:

3 hrs Aims: To improve the quality of communication between staff and client.

- What is Communication
- How & why we communicate
- Skills required
- Barriers to communication
- Counselling skills

COSHH: 3 Hrs Aims:

To increase understanding of COSHH, legal responsibilities, potential hazards and the actions needed to avoid accidents.

- COSHH rules & regulations
- Employers' and Employees' responsibilities
- What substances are controlled
- Potential hazards
- What actions to take

BASIC COMPUTER SKILLS:

2 Hrs: Aims: to provide basic PC skills within the framework of the work environment.

- Keyboard Skills
- Storage/memory functions
- Creating documents
- Printing your document
- Creating & managing Email

• Using the Internet
NB: This is an informal, slow paced session for a maximum of 4 people.

LONE WORKING: 3 Hrs

Aims: To identify the hazards of working alone and how to take appropriate avoiding action.

- Lone Workers and the Law
- Identifying risks and hazards both in client's homes and when on the move
- Communication links
- Personal safety items
- Risk Assessment

RECORD KEEPING:- 3 Hrs

Aims: To ensure that correct & relevant information is being kept

- Purpose of effective reporting
- Types of records
- How to carry out effective recording and reporting.

STRESS AWARENESS: 2 hrs

Aims: To help staff understand the effects of stress and how to

combat its effects in themselves and others

- What is stress & how it affects us
- Physical signs & symptoms
- Finding ways of coping
- Building & using a support network
- Using 'Alternative' strategies

ALTERNATIVE THERAPIES

We run 2 & 3 hour sessions on each subject to give an overview of how Alternative Therapies benefit health & wellbeing.

- Aromatherapy
- Counselling
- Indian Head Massage
- Massage
- Reflexology

Each course contains a practical element to give staff direct experience of the therapy. (NB: these sessions aim to stimulate interest in further study and are not professional qualifications)

We continually update and develop our courses, so if you do not see quite what you require, please call us to discuss your needs.

- Causes, signs and symptoms
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Management Skills Development

Our training courses for Supervisors and Managers are modular, enabling you to tailor your training according to exact requirements. We feel this approach works well for small organisations where small groups and mixed skill-sets make a 'blanket' approach inapplicable.

We also appreciate that losing a key manager for a whole day, or even longer, can cause problems.

Hence modules are designed to last 2 or 3 hours, enabling any or all of them to be attended over an elapsed time, say, of 6 months.

This approach also avoids 'information overload': staff can consolidate their learning in one area before training is undertaken on another. Modules include

- **Appraisals & Personal Development**
- **Assertiveness**
- **Budgetary Skills For Supervisor/Manager**
- **Care Standards**
- **Effective Team Leading & Teamworking**
- **Equality & Diversity**
- **Management & Supervision Of Others**
- **Managing Change**
- **Managing Resources**
- **Managing Staff Performance**
- **Presentation Skills**
- **Promoting a Work/Life Balance**
- **Quality Assurance**
- **Recruitment & Selection Of Staff**
- **Resolving Conflict**
- **Report Writing**
- **Risk Assessments**
- **Staff Induction & Ongoing Management**
- **Supervision**
- **Techniques of Instruction**
- **Time Management**

Please ask for our Management Skills Development brochure outlining these courses in more detail.

Chatsworth Training Services Ltd
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Chatsworth Training Services



For a number of years our qualified and experienced staff has been providing training for Nursing and Care Homes and Nursing Agencies, some schools, charities, Primary Care Trusts and local councils throughout London and the South East of England.

Our courses cover all mandatory subjects as well as more specialised topics such as Epilepsy, Dementia, Foot/Nail Care, Medication Awareness, Record Keeping, Learning Difficulties and Lone Working, as well as a range of Management and Supervisory training tailored to the needs of the Care Services provider. We continually update existing courses and develop new subjects.

Courses are thorough, practical, interactive and above all, fun. Each topic lasts between 2 and 4 hours. Many courses will utilise industry standard videos, and most are backed up with a revision quiz to finish. Small groups and a modular format make it easy to tailor training sessions to your exact requirements.

We are also an RSPH Approved Centre for Food Hygiene (Foundation & Certificate levels). □ □ □ □

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We can combine subjects to create a tailored day, and we can, given prior notice, incorporate your organisation's policies and standards into our course (there may be a small extra charge for this depending on the volume of work required).

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