



ALL IN ONE DAY — MANDATORY TRAINING – FACE TO FACE

- 1. Health and Safety** – Health and Safety – Regulations, Employees & Employers Duties, Hazards & Risks, Safety Management System, Handling Chemicals Safely and Control of Substances Hazardous to Health, COSHH, RIDDOR.
- 2. Lone Worker** – Awareness of personal safety issues, Strategies to minimise risks for lone workers, Suzanne Lamplugh Trust' Model for Lone worker, Diluting the risks to lone worker.
- 3. Counter Fraud Bribery & Corruption** – Fraud, Corruption, Bribery, The Bribery Act 2010, Fraud Act 2006, Staff responsibility, Information management & technology, Conflict of interest, Sanctions & prosecution.
- 4. Fire Safety (with Practical)** – Statistics, Fire Triangle, Types of Fire, Fire Extinguishers, Fire Plan, Local Practice & Policies, Considerations Before Tackling Fire, Actions on Discovering Fire
- 5. Equality and Diversity** – Equality Act 2010, Attitudes, Values & Beliefs, Legislation, Protected Characteristics, Types of Abuse, Equality Duty, Human Rights, Bullying & Harassment, Whistle blowing
- 6. Mental Capacity Act & (DoLS)** Legislation, **The five key principles**, Assessing capacity, Disagreements and legal powers, link between the MCA and Deprivation of Liberty Safeguards, Compliance with the Mental Capacity Act(2005) Care worker roles and responsibilities, Advocacy services, Determining when someone is at risk, Overcoming challenges, Emergency procedures
- 7. Basic Life Support-Emergency First Aid At Work (EFAW) Immediate Life Support with Automatic External Defibrillation (including practical)** – Adult and Paediatric (In line with the UK Resuscitation Council guidelines) Choking – The Immediate Interventions, Recovery Position, Cardio–Pulmonary Resuscitation (Chain of Survival, Sequence of CPR, Algorithm, Correct Techniques) – Including Practical Session and Assessment
- 8. Moving & Handling Level 2,3 (with practical)** – Legislation, Anatomy & Physiology of Spine, Principles of Biomechanics, Considerations, Controversial Techniques, Safe Techniques – Including Practical Session and Assessment , Consent to Care, Privacy, Dignity & Respect
- 9. Food Hygiene** – The Law, Personal Hygiene, Food poisoning, Bacteriology, Prevention of contamination, Premises and pest control, Disinfection, Hand Hygiene, Principles of safe cooking and storage of food. Fluids and nutrition
- 10. Safeguarding of Vulnerable Children (Level 3)** – Legislation, Types and Signs of Abuse, Determining Risk, Contributory factors, Incident Reporting, Responsibilities, Best Practice & Taking Action, Child Trafficking, Radicalisation & Female Genital Mutilation.
- 11. Safeguarding of Vulnerable Adults (Level 3)** – Legislation, Key Safeguarding Principles, Types/Signs of Abuse, Determining Risk, Contributory Factors, Duty of Care, Incident Reporting, Responsibilities, Best Practice and Taking Action, including capacity, consent and confidentiality, Forced Marriage, Honour Based Violence, Radicalisation, Dignity & Respect ((Inclusive of Mental Health & Mental Capacity & DoLS), Communication, Learning Disability & Dementia Awareness & Mental Health Awareness.
- 12. General Data Protection Regulation (GDPR) (Data Protection & Confidentiality)** - Key terms such as sensitive and personal data as well as data subject, data controller, what personal and/or sensitive data your employees handle, principles of the GDPR, the consequences of non-compliance
- 13. Complaints Handling + Conflict Management** – Why People Complain, Types Of Complainers, How People Complain, How to Handle Complaints, Strategies to Manage Complaints, Local Policies And Practice Risk Assessment, Communication Skills, Recognising Aggressive Body Language, Signalling Non–Aggression, Defusing Aggression, Breakaway Techniques
- 14. Infection Control** – Legislation, Types of Healthcare Acquired Infections, Chain of Infection, COSHH, RIDDOR, Common Infections Including MRSA, & C Diff, Universal Precautions
- 15. Safe Handling of Medication** - Roles and responsibilities, routes of administration, Prompting medication and Supporting Self Administering, Recognising and Reporting Changes to the Individual, eye drops, recording on MAR chart. Medication Errors

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