



Social Care & Health



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Safeguarding Adults

COURSE DURATION:

2 hours

AVAILABLE IN:

- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

The purpose of this course is to help those who either work with or come into contact with adults at risk. It aims to help you consider issues surrounding abuse at work (including changing terminology) and provides guidance on action to be taken in accordance with established policies and procedures.

Course Content

- Attitudes and behaviour
- The development of policies and procedures
- Who can be an adult at risk
- What abuse is
- Categories of abuse, signs and symptoms
- The responsibilities of an alerter
- Forensic awareness
- Recording practices
- Whistle blowing in the organisation
- Case studies



Having completed this course you will:

- Be more alert to the signs and symptoms of abuse.
- Have a better understanding of who could be an adult at risk and why the term 'safeguarding' is used.
- Be able to identify different categories of abuse, signs and symptoms.
- Be clear about the roles and responsibilities of an alerter and the importance of a referral process.
- Have a raised awareness of safeguarding adults' issues.

For further information, product demonstrations and evaluations, please contact Prestige Business Training.
t. 0845 190 4708 f. 0845 190 4709 e. enquiries@prestigebusinesstraining.co.uk w. www.prestigebusinesstraining.co.uk

Substance Misuse

COURSE DURATION:

2 hours

AVAILABLE IN:

- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This course is designed to help you increase your understanding of substance misuse and address some often encountered misconceptions.

The course meets the Learning Outcomes set by the Open College Network.

Course Content

- What substance misuse is
- What the most commonly found different substances are
- Street names
- The Misuse of Drugs Act
- Stereotypes
- Dilemmas
- Sources of support
- Further information

Having completed this course you will be able to:

- Name several legal and illegal drugs.
- Identify the risks and benefits associated with their use.
- Identify the legal implications of different types of substance use.
- Connect attitudes with policies and treatment.
- Identify your local substance misuse services.



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Meeting the Needs of Carers

COURSE DURATION:

3 hours

AVAILABLE IN:

- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This course will inform you about the valuable contribution carers make to society, the impact this has on them, and how we can individually and collectively support them.

Course Content

- What carers do
- Stereotypes of carers
- The impact of caring on carers
- Carers and the law
- The national strategy for carers
- Assessing carers' needs
- The role of a carer development team
- The Carer's Grant
- Support and information for carers

Having completed this course you will be able to:

- Appreciate the contribution that carers make to society.
- Acknowledge the effects that caring can have on the life of carers.
- Identify how carers' rights have increased through legislation.
- Define how we meet the challenges of the national strategy for carers.
- Identify the responsibilities for assessing the needs of carers.
- Identify sources of information and support for carers.



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Law and Physical Intervention

COURSE DURATION:

3 hours

AVAILABLE IN:

- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This course is designed to provide important background information on the law and physical intervention that is needed in preparation for a P.R.I.C.E. course (Physical Restraint in a Care Environment). The course is intended as a complementary approach to hands-on training.

Course Content

- Basic legal aspects
- European legislation
- The BILD Code of Practice
- Children and the law
- Physical intervention
- Health and safety considerations
- Positional asphyxiation

Having completed this course you will be able to:

- Demonstrate an understanding of physical restraint under British and European law.
- Define physical intervention and know when it is being used.
- Identify your employer's responsibilities for Health and Safety in cases of restraint.
- Recognise restraint situations in which there may be an increased risk of positional asphyxiation and know ways in which to reduce this risk.



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Community Safety and Section 17 of the Crime Disorder Act

COURSE DURATION:

2 hours

AVAILABLE IN:

- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This course will help you understand how community safety and Section 17 of the Crime Disorder Act apply to you at work.

Course Content

- Introducing community safety
- Partnerships for community safety
- Section 17 and you
- Key themes in community safety
 - Anti-social behaviour
 - Bogus callers and rogue traders
 - Domestic violence
 - Hate crime
 - Criminal damage
- Recording and reporting
- Problem solving techniques



Having completed this course you will:

- Be able to explain what community safety and Section 17 are.
- Be aware of the importance of partnership working, information sharing and problem solving in promoting strong, healthy and safe communities.
- Be able to identify common community safety themes at work.
- Know how to apply Section 17 principles at work through information sharing and the use of a problem solving technique.

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An Awareness of Dementia

COURSE DURATION:

3 hours

AVAILABLE IN:

- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

The purpose of this course is to increase your knowledge and awareness of dementia so as to enable you to work more effectively and sensitively with people who suffer from this illness.

Course Content

- What dementia is
- The causes of dementia
- How dementia progresses
- Person-centred care
- Communicating with those who have dementia
- Personal care
- Behaviour and dementia
- Medication and dementia

Having completed this course you will be able to:

- Define 'dementia' and know its symptoms.
- List some of the causes of dementia.
- Describe how the illness progresses.
- Know how to work in a person-centred way.
- List some problems you may encounter when working with a person who has dementia.



Epilepsy Awareness

COURSE DURATION:

2 hours

AVAILABLE IN:

- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

The purpose of this course is to increase your knowledge about epilepsy and thereby help you to work more effectively and sensitively with those who suffer from this illness.

Course Content

- What epilepsy is
- How epilepsy is diagnosed and treated
- Types of seizures
- How seizures are triggered
- The effects of epilepsy on lifestyle
- What you can do for someone who is experiencing a seizure
- Recording seizures

Having completed this course you will:

- Recognise different types of epilepsy and seizures.
- Effectively monitor and report seizures.
- Understand the relationship between epilepsy and behaviour.
- Be aware of the importance of a correct diagnosis when deciding on the appropriate treatment.
- Understand the risks associated with epilepsy.
- Be aware of triggers associated with epilepsy.
- Be able to evaluate the lifestyle implications caused by epilepsy.



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Private Fostering: An Overview

COURSE DURATION:

40 minutes

AVAILABLE IN:

- Non-Audio

DELIVERED VIA:

- Intranet
- Internet

This course is designed to provide you with an overview of private fostering.

Course Content

- What Private Fostering is
- Which legislation and regulations affect private fostering
- What the implications of the legislation and regulations are
- What the duties placed on a Local Authority are

Having completed this course you will be able to:

- Show that you understand what private fostering is.
- Identify the legislation and regulations that impact on private fostering.
- Know what to do when you become aware of a private fostering arrangement.
- Know who to contact for advice and guidance on private fostering.



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Confidentiality in Social Care

COURSE DURATION:

40 minutes

AVAILABLE IN:

- Audio

DELIVERED VIA:

- Intranet
- Internet

This course covers an issue of increasing importance to those people who work in a Social Care environment - confidentiality.

The course is designed to provide a fundamental introduction to confidentiality and can also serve as a refresher of your existing knowledge.

If, at the end of the course, you feel that you would benefit from a more detailed course relating to issues of confidentiality, please discuss this with your manager and/or Workforce Learning and Development Officer.

Course Content

- Why confidentiality is important in social care
- What the Caldicott principles are and how you can apply them
- What you can do in your role to maintain confidentiality
- The limits to confidentiality

Having completed this course you will be able to:

- Give reasons why confidentiality is important to Service Users, to you as a worker, and to your public sector organisation.
- Give examples of situations where you may need to breach confidentiality.
- State the limits of confidentiality.

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Social Care & Health Courses under Development

The following courses are currently under development and will be included as part of Ivy's Social Care & Health range:

- Oral Hygiene
- Sensory Awareness
- Rape and Domestic Violence
- Domestic Violence: Lesbian and Gays
- Domestic Violence: Black Minorities
- Domestic Violence: Gender Equality
- De-escalation and Diffusion
- The GSCC Codes of Practice
- Representation
- Management Induction



Customising the Courses

Clients who subscribe to a licence for the use of the Social Care & Health e-learning courses, may wish to add their own content or amend the courses' existing content so as to 'own brand' the learning material.

For a nominal charge, Ivy will provide a client with the editable content of each course for client modification. Ivy will then produce a tailored course or courses that meets the client's needs.

The client may continuously update their version of the course(s), by submitting their additions and amendments to Ivy.

Please contact Natasha White at Ivy for further information (natasha@ivysoft.co.uk).



Technical Specifications and e-Learning Benefits

Technical Specifications

It is recommended that client computers that are used to access the e-learning in this catalogue, meet the following minimum hardware and software operating system requirements:

- Windows 2000, XP or Vista.
- Internet Explorer version 5.5 or later.

E-Learning Benefits

- Fits easily into your work schedule.
- Study and test yourself at any time.
- Day release from work is not required.
- No need to wait for a scheduled class.
- Study at your own pace.
- Re-study the learning as often as you like.
- Use the software for refresher training at no extra cost.



Aftersales Care

Every client who takes out a license for Ivy's e-learning, receives free software installation guidance and telephone technical support from qualified personnel during the license term. Many clients, however, take advantage of a Service Level Agreement which offers comprehensive care for an entire organisation at nominal cost and includes....

- On- site software installation assistance.
- On-site installation of new and updated software.
- On-site technical support.
- Training on how to use and benefit from the Ivy software.
- Matching of organisational competencies to Ivy's e-learning.
- Assistance with promotional events and materials.
- Usage audits and cost analysis.
- Strategic and tactical e-learning implementation plans.
- Presentations to supervisors and managers.
- Awareness training throughout the organisation.

“
The Ivy Learning bespoke programme has made a huge difference to our Learning and Development programme. With Ivy we have been able to take some of our most expensive tutor led programmes and offer them via e-learning. Ivy guided us through the process and gave us some very creative solutions. The end products have been well received by our staff. We are looking forward to expanding our programme of e-learning courses in partnership with Ivy.

Durham County Council ”

Learning Management System

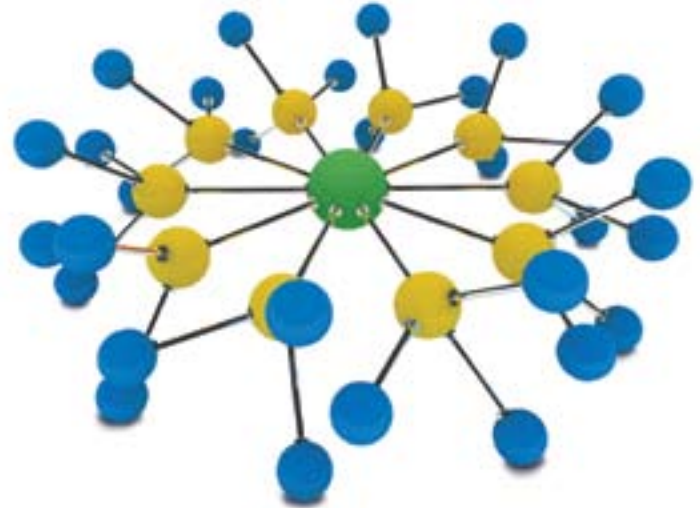
The Ivy Learning Management System (LMS) is available to clients at nominal cost.

It is a highly effective, standards-based product capable of managing learners in an effective, hierarchical manner and organising, delivering and tracking both online web-based courses and offline content such as books and videos.

The LMS has been designed to be easy to use for both learners and administrators. It is fully web-based and can be deployed across a corporate Intranet, the Internet or, in the case of small learning centres, it can be accessed using a personal web server that is installed on one of the centre's computers.

Features of the LMS include...

- User Management.
- Content Assignment.
- Tracking and Reporting.
- Content Integration Utility.
- Training Needs Analysis.
- Learning Methods Analysis.
- Learning Priorities Analysis.
- Risk Assessment Reporting.
- User Import Utility.

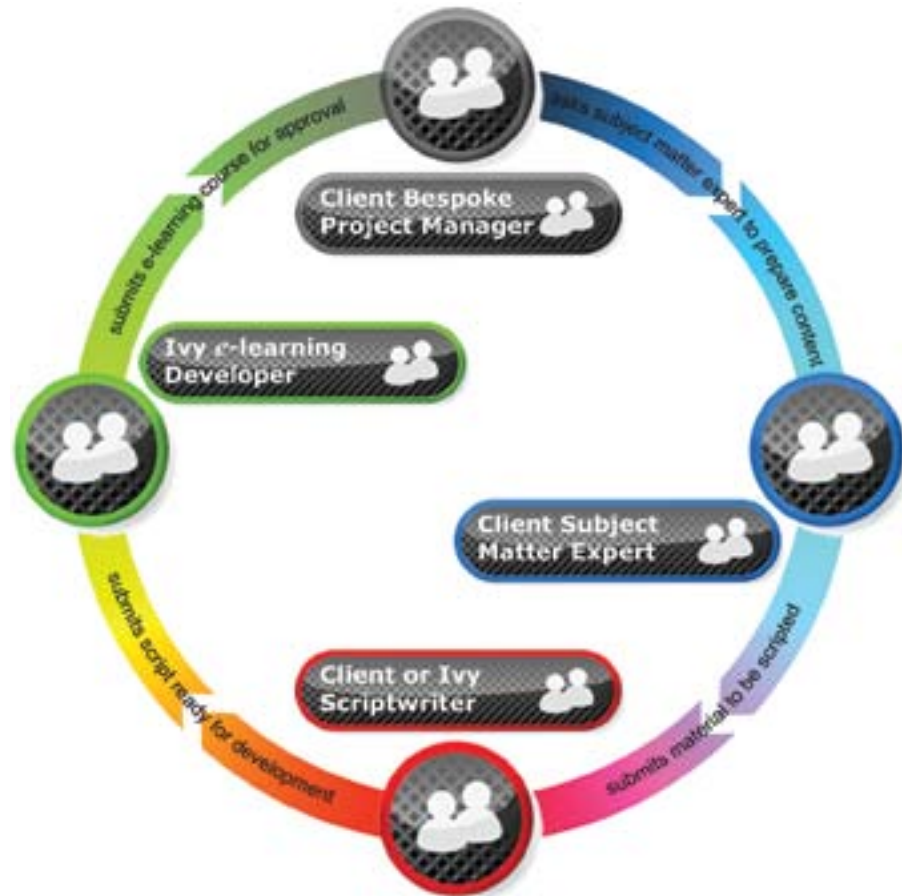


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Bespoke e-learning Solutions

The Bespoke Process



Bespoke e-learning Solutions

What is a bespoke e-learning project?

It is a project that consists of the design and production of an interactive e-learning course or assessment that meets an in-house specific training need. The word 'bespoke' also means 'custom'.

What subjects can be addressed with a bespoke e-learning project?

- Operating systems
- Induction
- Productivity
- Record management systems
- Customer relationship systems
- Work flow management systems
- Call centre management systems
- Health and safety
- Risk management
- Equality in the workplace
- Managerial and supervisory training
- Organisational policies

The list is almost without limit and can include knowledge transfer as well as skill enhancement.

Bespoke e-learning Solutions

How is a bespoke e-learning project produced?

There are two steps in bespoke production: writing and building.

Writing

Also known as 'scripting', this is arguably the most important part of the project because it contains all of the content, the sequence of the learning, the interactivity between the learner and the content, instructions on the appearance of each screen, the graphics to be used, the tone of the course and so on. It is an extremely detailed document and requires considerable skill as well as a thorough grasp of the subject matter. The quality of the script is the key to the quality, effectiveness and learner fulfilment from the finished project. The skill in writing e-learning can be acquired by a literate individual and there is considerable material available in the public domain to help with this step of the production process.

Building

This is the technical part where the script is brought to life by someone who is adept with a 'software authoring tool' which is a software program that can create the screens and the navigation between the screens within the course and turn the script into a viable e-learning product.

What can Ivy offer in the way of a bespoke service?

Ivy has personnel who are skilled in scripting and building e-learning projects. Clients may choose whether to undertake some or all of the scripting themselves or to contract this work to Ivy. Whatever the mix of client and Ivy participation, the client controls the cost of the project and thereby prevents cost overruns.

Bespoke e-learning Solutions

What costs are involved in working on a bespoke project?

Any work undertaken by Ivy is currently charged at £50 per hour, whether for scripting, programming or training the client to script and £20 per screen. Any expenses incurred by Ivy are charged at cost to the client such as travel and subsistence and always approved by the client in advance of expenditure. A deposit from the client is secured as an advance against the costs of a project.

What to do next?

Ivy's recommendation is that a client who is interested in bespoke e-learning, invests a nominal sum in a pilot project. The client, in consultation with Ivy's in-house specialists, decides on the content and structure of the pilot and on the split of the work between Ivy and the client. When the client is completely satisfied with the pilot, they can decide whether or not to expand their investment into bespoke e-learning projects and add enhancements such as video or audio. This 'safe' option also enables the client to assess how well the client and Ivy work together.

Every care has been taken to ensure that the information in this publication is accurate.

Prestige Business Training would be grateful to learn of any errors but cannot accept responsibility for loss thereby caused.

e-learning available from
Prestige Business Training:

Health & Safety

Business e-ssentials

Diversity & Equal Opportunities

Desktop Applications

Leadership & Management

Social Care & Health

E-learning Tools & Services

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