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1	Flintshire Social Services Training Plan 2019-20			
2	For dates and full course details, please see the Quarterly Training Brochure			
3				
4	TRAINING	Applicable To	First 3 Years	Outcomes
5	Accident Reporting (FCC staff only)	All		Improved understanding of FCC policy and procedures on how, why & where accidents and near misses should be reported.
6	AC Education: E-learning for Foster Carers	CS		Looked after children will be ensured safe, compassionate care through the provision of accessible training to foster carers on a wide range of learning outcomes.
7	Achieving Best Evidence	CS		Social Workers are able to understand and follow guidance for Achieving Best Evidence in Criminal Proceedings 2011 when interviewing children and young people during Section 47 enquires, whether or not criminal proceedings are a likely outcome.
8	Active Support	All		Social care staff become better at enabling people with learning disabilities and dementia to engage more actively in their daily lives, turning person-centred plans into person-centred action.
9	ADHD	All		Young people with ADHD and their families will be able to calm the chaos they experience, by learning strategies and skills from social care staff, who better understand the definitions, causes and effects of ADHD, and who work more effectively with other professionals and agencies.
10	Adult at Risk	AS, IR, IO		Adults at risk of harm, abuse or neglect will be more quickly identified and provided interventions and services to make and keep them safe.
11	Advocacy	All		People who need help and support to achieve their well-being outcomes will be offered services from an advocate to work on their behalf where required.
12	Alcohol & Substance Misuse	All		Parents, carers and young people will be better able to address negative impacts of substance and alcohol misuse, through involvement with social care staff who better understand the complexities of misuse, referral and intervention options, and ways to achieve change.
13	All Wales Induction Framework	All		New social care workers will learn and apply the principles, values, knowledge and skills needed to carry out their role under the All Wales Induction Framework for Health and Social Care.
14	Analysis & Report Writing	CS; AS	First 3 Years	Social Services professionals will develop analytical report writing skills to use evidence performance, risk or progression; highlight common themes and trends; identify gaps; and summarise key issues in formal documents, in order to produce clearer and more positive outcomes for service users.
15	Appropriate Adult	CS; AS, IR, IO	First 3 Years	Mentally disordered or otherwise vulnerable persons in Police custody will be better supported by Social Services staff in relation to their detention, questioning and identification under the Police and Criminal Evidence Act and Codes of Practice
16	Attachment for Foster Carers	CS		Looked after children with difficult attachment issues will be better looked after by foster carers who appreciate their emotional difficulties and how to respond to them
17	Autism Awareness	AS, IR, IO		People on the autistic spectrum will be better helped and supported by social care staff, who will have raised awareness and understanding of strategies and approaches for working with them.
18	Autism and Mental Health (Advanced)	MH		People on the autistic spectrum who also have mental health difficulties will be better helped to achieve improved outcomes, by social workers, managers and other professionals, who can incorporate issues, theories and practice implications of their conditions into appropriate care plans.
19	Autism and Mental Health (Support Staff)	AS, IR, IO		People on the autistic spectrum who also have mental health difficulties will be better helped to identify and achieve improved outcomes, by support workers with better understanding of the issues, theories and practice implications of their conditions.

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20	Benefits & Welfare Rights	All		People's well-being outcomes are more likely to be addressed when they can have a conversation about benefits and entitlements with staff who can provide an outline of the welfare rights system; an awareness of typical benefits, entitlements and Universal Credit ; an understanding of the role of the Welfare Rights Service; and can be sign posted for help and advice.
21	Carers Needs & Awareness	CS, AS, IR, IO		Carers will feel listened to, understood and supported by social care staff who appreciate the impact that their caring role can have on their own well-being, and who are able to offer information, advice, signposting, assessment and joint working.
22	Child Sexual Exploitation	CS; AS, IR, IO	First 3 Years	Children and young people at risk of or abused through sexual exploitation will receive timely and effective intervention through staff in all agencies working together to identify them and mobilise a coordinated response.
23	Coaching Skills for Managers	CS; AS		Social Services staff will improve the quality and effectiveness of their work, through improvements in their line management, as a result of their managers and supervisors understanding non-directive forms of development which meet both organisational and individual goals.
24	Collaborative Conversations	All	First 3 Years	Individuals and families will experience their views, wishes and feelings are better understood by Social Workers who are equipped with knowledge and skills regarding What Matters (Better) Conversations in the context of the Social Services and Well-being (Wales) Act 2014,
25	Communication with service users	All		Service users will be better able to identify and achieve their personal well-being outcomes, assisted by social care staff with the knowledge, skills and strategies to improve the full range of their communications, ensuring the received message on both sides is clear and understood.
26	Compassionate Leadership	All		Social Services staff will improve the quality and effectiveness of their work, through their line managers having acquired a working appreciation of theoretical and practical leadership skills which meet both organisational and individual goals.
27	Conferences and Core Groups	All		Professionals will be able to participate more effectively in Child Protection Conferences, understanding the purpose and process of a conference, the role of participants, decision making, and the work of the Core Group when a child is placed on the Child Protection Register.
28	Confidence & Assertiveness	All		Social Care staff will develop knowledge and skills to act confidently and assertively, addressing issues such as lack of confidence, low self-esteem and negative self-image which impede full achievement of potential.
29	Conflict & Aggression Management	All	First 3 Years	Social Services staff will have the knowledge and skills to how to prevent and handle conflicts that occur at work. They will understand common causes and signs of conflict, how to carry out risk assessments, ways to prevent conflicts, and methods for handling and resolving new and ongoing confrontations.
30	Continuing Health Care	AS	First 3 Years	Service users with complex needs requiring multi-agency involvement will be better supported through professionals across Health and Social Care understanding their responsibilities towards Continuing Healthcare services in Wales, regarding obligations on NHS and Social Services authorities to collaborate for positive outcomes.
31	County Lines Awareness	All		Children and young people who are victims of criminal gangs and organised crime networks, exploiting them to engage in criminal activity such as selling drugs, will be identified and made safe through staff across all agencies developing better recognition and understanding of their situation and how to respond effectively.
32	Court Reports	CS, AS	First 3 Years	Service users whose outcomes depend on appropriate court rulings, will achieve better outcomes as a result of social workers developing improved court reporting skills. Social workers will increase professional confidence in care planning by better prepared court reports, resulting in improved presentation of evidence, explanation of recommendations, and standing up to cross examination.

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33	Court Skills (Children's)	CS	First 3 Years	Children and families whose outcomes depend on appropriate court rulings, will achieve better outcomes as a result of social workers developing improved court reporting skills. Social workers will increase professional confidence in care planning by understanding the requirements of Public Law Outline, presenting better prepared court reports, resulting in improved setting out of evidence, explanation of recommendations, and standing up to cross examination.
34	Data Protection	All		Social Services staff will understand their responsibilities under GDPR (the General Data Protection Regulation) and the Data Protection Act 2018 especially in regards to the processing of personal data. They will learn to act within the 8 Data Protection principles, unappreciated what data protection means, why it is important, and how this applies particularly to the work of Social Services.
35	Dementia Awareness	AS, IR, IO, MH		People living with dementia in the community and in residential care will receive higher quality compassionate care from staff who are better able to recognise, understand, assess needs and provide effective support to them and their families.
36	Dementia: Practical Skills	AS, IR, IO, MH		People living with dementia will experience better wellbeing outcomes as a result of direct care staff who are better able to understand their needs and apply the practical every-day skills necessary to ensuring high-quality, compassionate dementia care.
37	Depression and Low Mood	AS, IR, IO, MH		People experiencing depression and low mood will feel better supported by social care staff who have developed an understanding and awareness of depression, its management and recovery, including different types of depression, possible factors and triggers, interventions, and how the person suffering with depression can be supported.
38	Diabetes	AS, IR, IO, MH		People living with diabetes will feel better supported by social care staff who have developed understanding of the basic principles of managing the care of a person with diabetes, including knowing what diabetes is; its complications, medication and treatment; weight management; nutritional needs; monitoring; and the broader impact of diabetes.
39	Dignity in Care	AS, IR, IO, MH		People living in residential care or receiving domiciliary support will feel valued and appreciated as individuals when social care staff have learned to listen to and respect their views, choices and decisions, without making assumptions about how people want to be treated, and to work with care and compassion, in order to achieve high quality, person-centred care and support.
40	Direct Payments	All		When a carer, or the person they care for, is assessed by Social Services as needing support, they will feel better able to ask for Direct Payments to achieve this, when the person assessing their needs understands the relationship of Direct Payments to the SSWB (Wales) Act and the opportunities for empowerment, creative thinking and innovation it presents.
41	Domestic Abuse & Older People	All		Older people at risk of or experiencing domestic abuse will receive timely and effective intervention when staff in all agencies understand the issues and work together to identify them and mobilise a coordinated response.
42	Dysphagia	AS, IR, IO, MH		Some people with problems swallowing certain foods or liquids, or who cannot swallow at all, can experience a better quality of care when the people looking after them have developed an understanding of dysphagia, its causes, and treatment including signs and symptoms; diagnosis and treatment.
43	Epilepsy & Rescue Medication	AS, IR, IO, MH		People living with epilepsy can experience a better quality of care when staff working with them have been trained to understand the condition; risk factors; how to assess when rescue medication is needed; the administration of buccal midazolam; and first aid for epilepsy.

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44	Falls Prevention	AS, IR, IO		People who are at risk from falls, such as older people and others in residential or domiciliary care, can experience reduced risks and better quality of care when staff working with them have been trained to recognise those at risk of falls and the reasons for the risk; to put falls-prevention strategies in place; and to work in partnership with other agencies to coordinate specialist help.
45	Financial Safeguarding	All		People at risk of or experiencing financial abuse will receive timely and effective help when staff in all agencies understand the issues and work together to identify those at risk, recognize the indicators, and mobilise effective coordinated interventions and preventative strategies.
46	Court of Protection	AS, IR, IO, MH		People unable to make their own decisions under the Mental Capacity Act will have safer and better outcomes when staff working with them understand the principles relating to capacity and safeguarding; can identify situations when proceedings should be issued; when deprivation of liberty applies; and when and how applications need to go to the Court of Protection.
47	Fire Safety (FCC staff only)	AS		Improved levels of fire safety in specific settings, by drawing the attention of staff to the need to comply with their responsibilities and duties under the Council's Fire Safety Standard, Agile Working Standards, and other relevant policies and procedures.
48	First Aid at Work	IR, IO		Improved ability of care staff to respond to medical situations when emergency first aid at work is required
49	Foetal Alcohol Syndrome	CS, IR, IO, MH		People affected by alcohol related birth defects will feel better supported and experience improved outcomes when staff working with them have greater awareness and understanding of the issues and needs relating to FAS, and are able to support them and contribute to care planning.
50	Food Hygiene	AS		People in care settings will experience safer care and healthier outcomes when staff who handle and prepare their food have improved knowledge and practice regarding keeping food (and the person consuming it) safe, including hazards and controls; food safety management; temperature controls; food poisoning control; personal hygiene; cleaning and disinfection; and food pests.
51	Gillick-Fraser Training	CS		Social Workers will increase understanding of using Gillick competency and Fraser guidelines (based on a 1985 judgement by the House of Lords) to balance the need to listen to children's wishes with the responsibility to keep them safe, when assessing whether a child has the maturity to make their own decisions and to understand the implications of those decisions.
52	Health & Safety Awareness	AS, CS, MH		Staff and the people they care for will be exposed to reduced risk of harm when staff are fully trained in health and safety policies and procedures.
53	Human Trafficking/Modern Slavery	All	First 3 Years	Young people who are victims of trafficking, modern slavery or are at risk of being missing, are better protected from harm when staff understand how to identify a trafficked child; safeguard them and prevent re trafficking; methods used by traffickers; legislation regarding child trafficking; and the National Referral Mechanism.
54	Infection Control	AS		People in care settings experience safer care and healthier outcomes when staff understand definitions of infection; the direct and indirect spread of infection; standard precautions and hand hygiene; sharp's injuries; blood-borne viruses; waste and linen management; and staff and managers' responsibilities.
55	Joint Investigation Training	CS		Children undergoing safeguarding assessments (Section 47 enquiries) will experience more positive outcomes when Social Workers, Health professionals and North Wales Police train together to understand the Joint Investigation process, including use of forensic evidence, medical examinations and the use of the Criminal Justice system to manage investigations.

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56	Learning Disabilities (various topics)	AS, IR, IO, MH		People with learning disabilities will be ensured safe, compassionate care through the provision of training to care staff on subjects relevant to their well-being, including sexuality, challenging behaviour and dementia.
57	Lone Worker (FCC staff only)	All	First 3 Years	Staff and the people they care for will be exposed to reduced risk of harm when staff are fully trained in lone worker policies and procedures.
58	Makaton for Beginners	All		People with learning or communication difficulties, who struggle to make themselves understood or to understand others, will experience reduced frustration, challenging behaviour, isolation and barriers to achievement when staff working with them can understand their well-being needs via a language programme using communication signs and symbols.
59	MARAC/DASH	All		People experiencing or at risk of domestic abuse will experience better, safer outcomes when staff working with them understand the identification process of high risk factors for serious harm using the DASH risk assessment tool, and the process of initiating and using the Multi Agency Risk Assessment Conference (MARAC) process.
60	Medication Level 2	AS		People in care settings will experience safer and healthier outcomes when staff have knowledge and understanding regarding safe handling, receipt, storage and disposal of medication; monitoring of dosage systems, and related topics.
61	Medication Level 3	AS		People in care settings will experience safer and healthier outcomes when their carers' line managers have underpinning knowledge on the management of medication in social care settings and can assess the competence of those who administer medication.
62	Mental Capacity Act (advanced)	AS, IR, IO, MH		People with restricted mental capacity will experience better well-being outcomes when social workers and other professionals have knowledge and understanding of their responsibilities under the Mental Capacity Act 2005 and Deprivation of Liberty Safeguarding and are subsequently better able to meet their needs and preferences, carrying out care planning, risk assessments, risk management, case recording and decision making which evidences compliance with 'best interest decision making' and legal requirements.
63	Mental Capacity Act (basic)	AS	First 3 Years	People with restricted mental capacity will experience safer and healthier outcomes when direct care staff understand the principles of the Mental Capacity Act 2005 and its relevance to providing good residential and domiciliary care, including legal safeguards for people who lack capacity, basic knowledge of the Court of Protection, and ability to recognise and respond to safeguarding concerns relating to deprivation of liberty.
64	Mental Health Act	AS		People living with mental health difficulties will experience safer and healthier outcomes when professional staff and managers have a better understanding of the Mental Health Act 1983, including its definition of 'Mental Disorder'; the meaning of its significant Sections; how it applies to offenders, criminal proceedings and Community Treatment Orders; and its link to other legislation, e.g. Children Act, Mental Capacity Act and Mental Health Measure (Wales).
65	Mental Health First Aid (Adults)	All		People experiencing mental health problems are more likely to be provided initial help in a crisis and guided towards appropriate professional help, when a staff member is able to recognise the early signs of a mental health problem; provide help and comfort on a first aid basis; help stop a mental health issue from getting worse; help them recover faster; and reduce the stigma of mental health problems.
66	Mental Health First Aid (Managers)	All		People experiencing mental health problems are more likely to be provided initial help in a crisis and guided towards appropriate professional help, when a staff member is managed by a supervisor who understands the essential features of mental health, including suicide and depression, anxiety disorders, psychosis and self-harm; and are able to advise and support staff dealing with these situations.

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67	Mental Health First Aid (Youth)	All		Children or young people experiencing a mental health crisis including suicide and depression, anxiety disorders, psychosis and self-harm, are more likely to experience a positive outcome when adults working with or caring for them recognise symptoms of mental health problems in young people; have learned skills to provide initial help in a crisis; and can guide the young person towards appropriate professional help.
68	Mentoring Programme (FCC staff only)	AS, CS		Staff will be better able reach their full potential when their self-belief and self- development is strengthened through a professional relationship with a person who is able to help them set goals that stretch them; devise and implement their own effective action plans; review their experiences; and receive neutral, objective feedback.
69	Moving & Positioning Passport	AS		Individuals with mobility problems will experience better and safer outcomes when direct care staff have a good understanding of the people handling skills necessary for working safely within a range of situations, including inanimate load handling, sitting, standing, walking, bed mobility, lateral transfers, hoisting; ensuring that standards are consistent and skills are transferable across Wales, based on the All Wales NHS and Local Government Manual Handling Training Passport and Information Scheme.
70	Moving & Positioning Train the Trainer refresher (FCC staff only)	AS		Managers who supervise direct care staff needing to maintain their Moving and Positioning Passport will be able to provide their refresher training within 3 year periods, through this train-the-trainer course allowing them to review and summarise their staff's learning and practice regarding inanimate load handling; sitting, standing, walking; bed mobility; lateral transfers; and hoisting.
71	Moving & Positioning Refresher	AS		Direct care staff who need to maintain their Moving and Positioning Passport are required to take the one-day Refresher course within 3 year periods, in order to review and summarise learning and practice regarding inanimate load handling; sitting, standing, walking; bed mobility; lateral transfers; and hoisting.
72	MS	All		People living with multiple sclerosis can experience a better quality of life when the people working with them have developed an understanding of the condition, including signs and symptoms; diagnosis and treatment; as well as such issues as emotional support, financial help, everyday living, financial advice, local and national resources, and help for carers.
73	Neglect (Adults)	AS, IR, IO, MH		Adults experiencing neglect at home or in care settings will have improved chances of positive outcomes when staff have heightened awareness of the impact of neglect by family members, professional or informal carers, or through institutional poor practice; and have been able to reflect on theoretical approaches to neglect; tools and techniques for assessing the Adult's safety; the legal framework; and have developed strategies for working on a multi-agency basis to assess, intervene and prevent neglect under the Social Services & Well-being (Wales) Act and Adult Safeguarding Procedures.
74	Neglect (Children)	CS, IO, MH		Children and young people experiencing neglect will have improved chances of positive outcomes when staff have heightened knowledge and understanding of the impact of neglect on children in low-warmth, high-criticism families; theoretical approaches to neglect; tools and techniques for assessing the child's safety, the child's welfare and the needs of the primary carer; and have developed strategies for working on a multi-agency basis to assess and prevent neglect, particularly with families where there is resistance, denial and little or no change.
75	Nutrition and Diet	AS, IR, IO		People living in residential and domiciliary care will experience improved well-being and healthier outcomes when staff understand how to meet their nutrition and dietary needs
76	Oral Hygiene	AS, IR, IO		People living in residential and domiciliary care will experience improved well-being and healthier outcomes when staff understand how to ensure their oral hygiene and dental care is maintained.

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77	Outcomes Focussed Training for Dom Care Staff (FCC staff only)	AS		People supported by Domiciliary care staff will experience their own improved well-being outcomes when staff are able to shift from a process supported by conversations, to a series of empowering conversations supported by a process, which are focussed on resolving service user dilemmas and collaborating in a sustainable outcome, maximising autonomy and independence.
78	Paediatric First Aid for Foster Carers	CS		Children up to the age of 16 living in foster care will experience improved well-being and safer, healthier outcomes when their carers have been trained in emergency first aid for medical emergencies, and as a result are able to understand the role of the First Aider; assess an emergency situation in order to act safely, promptly and effectively; administer first aid to a casualty who is in a life threatening situation due to injuries or illness; and provide appropriate first aid for minor injuries.
79	Paediatric OT Training (FCC staff only)	AS		Children and young people with disabilities or medical conditions requiring OT assessments or interventions will experience improved well-being and safer, healthier outcomes when OT's have received effective training in appropriate techniques, methods and best practice to address both standard and bespoke situations.
80	Palliative Care	AS, IR, IO, MH		People with a terminal illness will receive the care and support they need when their carers have knowledge and understanding focussed on providing them with relief from pain and other debilitating symptoms and the stress associated with advanced progressive illnesses. Outcomes include improved quality of life for both the patient and the family, including psychological, social and spiritual support which can begin at any stage of an illness and can be provided alongside other curative therapies.
81	Parkinsons	All		People living with Parkinson's Disease will feel better supported by social care staff who have increased understanding of signs, symptoms, progression and treatment of the condition, so that they can better understand what they are going through, and what practical and emotional support is helpful. Workshop outcomes will increase knowledge and understanding of definitions and types of Parkinson's Disease; symptoms and side effects; causes; diagnosis and treatment. People with Parkinson's Disease will as a result receive more support in terms of everyday life; emotional and psychological impact, relationships and family life; work, social life, driving, legal issues; local, national and on-line support; and planning for the future.
82	Personal Assistant Induction	IO		People who use Direct Payments to employ a Personal Assistant will receive safer, more professional and effective care when their PA has gained understanding of how their role fits with current legislation, Flintshire Social Services provision and policies, and the expectations of Direct Payments recipients. The PA will also receive advice regarding their entitlements and responsibilities, and information about developing their skills, knowledge and qualifications.
83	Personality Disorder (advanced)	MH		People living with personality disorder will experience improved well-being outcomes when professionals working with them have increased knowledge and understanding of definitions, diagnosis, assessment techniques, support and intervention strategies in relation to such disorders. Outcomes include greater awareness of the development of personality disorders in individuals including biological, psychological and social models; the effect on staff and services of working with personality disorder; and how to respond and interact
84	Personality Disorder (intro)	AS, IR, IO, MH		People living with personality disorder will experience improved well-being outcomes when staff supporting them have increased knowledge and understanding of the condition, definitions, diagnosis, assessment techniques; how to support them; the effects on staff; and how to respond to difficult or complex interactions and behaviours.

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85	Post Traumatic Stress Disorder	AS, IR, IO, MH		People living with Post Traumatic Stress Disorder will achieve improved well-being outcomes when staff supporting them have increased knowledge and understanding of the condition, definitions, diagnosis, assessment techniques, how to support them, and be better able to respond to their needs.
86	Professional Ethics/Boundaries	All		People supported by social care staff will achieve improved well-being outcomes when staff members have had opportunities to explore, discuss and reflect upon issues of professional ethics and boundaries, with particular reference to the Social Care Wales Code of Professional Practice. Outcomes will include improved understanding and practice of key values including working with individuals and carers to keep themselves safe; supporting individuals and carers to express concerns or make complaints, taking complaints seriously and responding to them or passing them to the appropriate person; and using relevant processes and procedures to challenge and report dangerous, abusive, discriminatory or exploitative behaviour and practice
87	Psychosis	MH		People living with psychosis will experience improved well-being outcomes when staff supporting them have increased knowledge and understanding of the condition, definitions, diagnosis, assessment techniques, how to support them, and the effects on staff when working with them, and be better able to respond to difficult or complex interactions and behaviours.
88	Record Keeping for Direct Care	AS, IR, IO		People supported by direct care staff will experience safer care and improved well-being outcomes when staff increase their understanding of standards of record keeping practice in residential and domiciliary settings, ensuring that it is accurate, ethical, factual and ensures accountability. Improved outcomes for the people they care result from greater understanding of the importance of good recording; what 'good' records look like; lessons learnt from mis-recording; GDPR and confidentiality; and being person centred.
89	Reflective Practice	All	First 3 Years	People supported by Social Services will experience safer care and improved well-being outcomes when newly qualified Social Workers, or those in their first three years of practice, have opportunities to engage in Reflective Practice, defined as the capacity to reflect on actions and events so as to engage in a process of continuous learning. Improved outcomes result when new Social Workers have structured opportunities to think about their work, particularly when new situations arise, to examine what they can learn and how they can develop, allowing them to give better support to the people they care for.
90	RISCA: Support with CIW Inspections	AS, IR, IO		People in residential and domiciliary care will experience safer care and improved well-being outcomes when Registered Individuals, managers and seniors are properly prepared for Care Inspectorate Wales inspections. Outcomes are enhanced when these workshops help create a culture where the impact of the service can be measured by the well-being of the person using it.
91	Safeguarding Adults for Professionals	AS	First 3 Years	Adults at risk of harm, abuse or neglect will be better protected when professionals with whom they come into contact understand the background to, and responsibilities contained in, the Social Services and Well-being (Wales) Act and the Wales Interim Policy & Procedures for the Protection of Vulnerable Adults from Abuse. Outcomes will be improved when professionals fully understand risk factors and indicators of abuse, harm and neglect; the process of alerting and referral taking; methods of risk assessment and management; and the safeguarding processes and procedures which can be used to protect and keep a vulnerable person safe.

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92	Safeguarding Awareness	All		Children and adults will be better protected from harm, abuse or neglect when staff from any agency coming into contact with them know their role in relation to safeguarding; understand how individuals are protected; know how to recognise different types of harm, abuse and neglect; and are aware of changes from the Social Services and Well-being (Wales) Act 2014 related to Safeguarding.
93	Safeguarding Refresher	All		Children and adults will be better protected from harm, abuse or neglect when staff who have already undertaken a Social Care Wales approved Safeguarding Awareness course undertake refresher training at least every 3 years. Outcomes are refreshed knowledge regarding roles in safeguarding; increased awareness of changes to safeguarding as a result of the Social Services and Well-being (Wales) Act 2014; and collective learning based on shared reflections on learning and experience since their previous safeguarding training.
94	Safeguarding Children for Professionals	All	First 3 Years	Children and adults will be better protected from harm, abuse or neglect when qualified social workers, or qualified and experienced staff from related professions with experience in safeguarding, have developed their knowledge in recognizing and responding to concerns about child abuse, and gained greater understanding of current Safeguarding issues relating to Children and Young People in the context of the Social Services and Well-being (Wales) Act 2014 and Children Act 1989. Outcomes also include greater awareness of the impact of grooming on Children and Young People in relation to Radicalization and Child Sexual Exploitation.
95	Safer Recruitment	All		People will experience safer care and improved well-being outcomes when the staff within social care agencies have been recruited according to approved and recognised processes and standards. This is the intended outcome of this training for personnel involved in recruitment to such posts.
96	Schizophrenia	AS, IR, IO, MH		People living with schizophrenia will experience improved well-being outcomes when professionals working with them have increased knowledge and understanding of definitions, diagnosis, assessment techniques, support and intervention strategies. Outcomes include greater awareness of definitions, symptoms, diagnoses and types of schizophrenia, including Paranoid, Hebephrenic, Catatonic, Undifferentiated and Residual Schizophrenia. Outcomes also included increased understanding of the causes of
97	Sensory Loss	All		People living with sensory loss will experience improved well-being outcomes when staff supporting them have increased knowledge and understanding of what is often a hidden issue, when even people with sight or hearing impairment sometimes not recognise it themselves. Outcomes can be improved when lack of awareness and poor management from care providers, on what may be thought of as an inevitable part of ageing, is remedied with small, low cost solutions, following raised awareness of sensory loss, how it may affect people, and their support needs.
98	Sepsis	AS, IR, IO		People in residential, domiciliary or other forms of care who contract sepsis may experience life-saving outcomes when those who work with them are provided with underpinning knowledge to recognise the symptoms of sepsis and the action to take. Outcomes include greater awareness of definitions of sepsis; symptoms for both adults and children; causes, diagnosis and progression of sepsis; people at risk; when to seek medical advice; treatment and prognosis; and septic shock.
99	Skin Care Tissue Viability	AS, IR, IO		People in residential or domiciliary will experience safer care and improved well-being outcomes when care staff have deeper understanding of the causes, prevention, assessment & treatment of pressure ulcers and factors affecting wound healing.

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100	SS & Wellbeing Act Introduction Workshop	All		People being assessed for or receiving social care services will experience improved well-being outcomes when staff are aware of the essential features of the Social Services & Well-Being (Wales) Act 2014, the responsibilities it created, and how it should be shaping the way we think about our work. The target is both new staff and those who need reminding of the basic elements of the Act.
101	Strokes	AS, IR, IO		People who are at risk of, or who have experienced, a stroke or transient ischaemic attack (TIA), may experience life-saving outcomes when those who work with them have underpinning knowledge to recognise the symptoms of a stroke and the action to take. Outcomes include greater awareness of definitions of strokes and TIA's; symptoms; causes; people at risk; how to seek medical help; treatment and prognosis; and links to other conditions such as high blood pressure (hypertension); high cholesterol; atrial fibrillation; and diabetes.
102	Substance Misuse	All	First 3 Years	Adults who misuse drugs, alcohol and other substances, plus their families and significant people in their lives, may experience better chance of positive outcomes when social care staff have up to date awareness of types of substance misuse; reasons why people misuse; associated risks; issues of parental/carer substance use; interventions and responses to safeguard a child or adult at risk; screening; brief interventions; behaviour change; effective referrals and treatment. Outcomes include greater understanding of the promotion of change in substance users, and how to ensure effective referrals to specialist services.
103	Suicide and Self Harm	All		Adults and young people at risk of suicide and self-harm may experience life-saving outcomes when staff who have contact with them have received training which makes them more "suicide alert" – i.e. can identify people who have thoughts of suicide; understand the reasons behind thoughts of suicide, self harm, and the reasons for living; can develop a plan to increase the safety of the person at risk of suicide; recognise invitations for help; recognise potential barriers to seeking help; offer support (including other aspects of suicide prevention including life-promotion and self-care); apply a suicide intervention model; and link people with community resources.
104	Team Development Days	All		People will experience safer care and improved well-being outcomes when social care staff are able to consciously re-focus every aspect of their team processes into a person-centred culture, using team development days to develop outcome-focussed strategies to identify and promote well-being as a core function.
105	Telecare Training	AS		People living at home with care and support needs will experience improved well-being outcomes when social care staff understand how assistive technology can make a difference to people's lives, giving them more independence, opportunities to access social and economic activities, stay at home and achieve their personal outcomes. An additional outcome is greater understanding of how technology can support new ways of working under the Social Services and Wellbeing Act.
106	Toxic Trio	CS, IO		Children living in families where parental mental illness, substance misuse and domestic abuse play a significant part are more likely to experience safer and improved well-being outcomes when practitioners understand the recommendations of Child Practice Reviews, guidance and research, especially regarding risk factors, joint assessments, multi-agency care planning and interventions.
107	VAWDASV Level 1	All	First 3 Years	People living under the threat of violence against women, domestic abuse and sexual violence may experience improved well-being outcomes and potentially life-saving changes when all staff are aware of and understand the types of VAWDASV; recognise typical behaviours and warning signs; and are able to signpost effectively for advice, support, help and intervention.

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108	VAWDASV Level 2	All	First 3 Years	People living under the threat of violence against women, domestic abuse and sexual violence may experience improved well-being outcomes and potentially life-saving changes when professionals who come into contact with them are aware of and understand the types of VAWDASV; recognise typical behaviours and warning signs; and are able to "ask and act": ask key questions and take appropriate actions to help.
109	Wellbeing in the Workplace (FCC staff only)	All		Staff will be more able to deliver well-being outcomes to the people with whom they work, when they themselves can tackle stress in the workplace at its roots, to recognise the causes and symptoms of stress, develop preventative strategies, and to intervene when negative impacts are being felt. Outcomes include the empowerment of individuals in enhancing their own well-being within a well-functioning team, through strategies and support which are available when things become difficult.
110	Working with Difficult, Dangerous or Evasive Families	CS; AS	First 3 Years	Children who live with what professionals may consider "dangerous, difficult and evasive families" may have better chances of safer care and improved well-being outcomes when social care staff have a variety of tools and techniques for engaging and working with families in challenging situations. Outcomes are the development of strategies to manage challenging confrontations; techniques of 'reflection in action'; and skilled communication to defuse and resolve escalating hostile and challenging situations.
111	OT Refresher Training Moving and Handling			Individuals with mobility problems will experience better and safer outcomes when Occupational Therapists working with them have updated their professional skills, knowledge, awareness and practice according to national standards and policies within recommended timescales
112	OT Single -Handed Care			Individuals with mobility problems will experience better and safer outcomes when Occupational Therapists are able to train staff working with them in techniques and approaches to single-handed care, where this is a safe and effective way of delivering hands-on support. Objectives include application of good posture principles; familiarity with the safe and appropriate use of techniques; and the range of equipment designed to facilitate single handed care in relation to sit to stand transfers, bed mobility and hoisting equipment.
113	Award in Dementia Level 2			People living with dementia will have improved opportunities for fulfilling well-being outcomes when care staff have achieved a qualification which encourages them to develop a person centred approach to their care and support; understand the factors that can influence communication and interaction with them; and apply awareness of equality, diversity and inclusion in dementia care.
114	Award in Dementia Level 3			People living with dementia will have improved opportunities for fulfilling well-being outcomes when senior care staff have achieved a more advanced qualification which allows them to understand the process and experience of dementia, the administration of medication using a person-centred approach, and the role of communication and interactions with individuals who have dementia.
115	QCF Level 2 Health & Social Care			People supported by direct social care staff will experience safer care and improved well-being outcomes when staff have achieved a required qualification which improves their understanding and practice in areas such as safeguarding, communication, equality, diversity and inclusion. Opportunities to reflect on their own practice will improve care outcomes by learning from their experiences and allowing them to think about their work, exploring what they can learn and how they can develop, encouraging them to give better support to the people they care for.

	A	B	C	D
116	QCF Level 3 Health & Social Care			People will experience safer care and improved well-being outcomes when the staff who care for them achieve the qualification required for their job role, building on previous learning and enabling them to accept greater responsibility and to work increasingly without supervision, opening the potential to become a senior care worker.
117	QCF Level 3 Foster Carers			Children in foster care will experience safer care and improved well-being outcomes when their carers achieve recommended qualifications, building on previous learning and enabling them to accept greater responsibility in decision making over the young person's care, to work in closer partnership with professionals from a range of agencies, and to meet the needs of children with increasingly complex emotional and care needs.
118	QCF Level 5 Health & Social Care			People will experience safer care and improved well-being outcomes when managers, deputies and senior staff achieve the qualification required for their job role, to use and develop systems that promote communication; promote professional development; champion equality, diversity and inclusion; develop health and safety and risk management policies and procedures; and work in partnership in Health and Social Care.
119				
120	Key			
121	CS: Childrens Services			
122	AS: Adult Services, includes			
123	LD Learning Disabilities			
124	CM: Care Management (Locality SW's, Hospital SW's, OT's)			
125	RC: Residential Care			
126	DC: Domiciliary Care			
127	SPOA			
128	T: Transition			
129	MH: Mental Health			
130	I(R): Independent (Residential)			
131	I(O); Independent (Other): includes Independent and 3rd sector			