

# Welcome to the Flintshire Social Services Training Directory

Workforce Development are delighted to share our 2024-2025 training directory.

The training within this directory is listed in 4 separate topic areas, with courses then listed alphabetically within each area. Information relating to each course on offer is detailed below and at the end of each topic area, a calendar of dates is available. Full details including learning outcomes are available via our training database or on request from [wdt@flintshire.gov.uk](mailto:wdt@flintshire.gov.uk).

Please note, delivery methods for the training remain a mixture of online and face to face, with the face-to-face sessions offered within the workforce development team training room (Greenfields Business Centre from 15<sup>th</sup> April) and community venues as appropriate. Please check the Social Services training database for details relating to each course.

Further training and dates may be available throughout the year, and these will be advertised accordingly. Please check the Social Services training database and calendar regularly for updates.

At the back of the directory, we have referenced some FREE online training that may be of use to you although please note, **we do not endorse this training; the suitability of the training is the responsibility of the individual and their manager.**

## How to apply for our courses:

Please apply via the Social Services Training Database for all internal applicants.

[http://fcc\\_systems\\_01/FCC\\_SocialServicesTraining/Home/HomePage](http://fcc_systems_01/FCC_SocialServicesTraining/Home/HomePage)

Non FCC staff must complete an external application form.



Course Application  
Form for External St:

## The Workforce Development Team

Role	Name	Contact details
Workforce Development Manager	Jackie Goundrey	01352 702670
Practice Educator Co-ordinator	Carol Armstrong	01352 702661
Practice Educator	Sonia Pugh	01352 702567
Training & Workforce Development Officer	Lesley Parry Claire Edwards Anna Davis	01352 702597 01352 702676 01352 702598
Health & Social Care Assessor	Fran Frost Emily Jones (nee Humphreys)	01352 702969 01352 702970

	Kath Fleet	01353 702595
	Stacey Spender	01352 702671
	Kerry Jones	01352 702657
Admin/ Business Support	Vicki Williams	01352 702657
	Susie Preston	01352 702656

### **How to contact us.**

The email address of the Workforce Development Team is: [wdt@flintshire.gov.uk](mailto:wdt@flintshire.gov.uk)

Telephone general enquiries: 01352 702591

### **Reference guide**

Health related topics- pages 4 - 10

Advice, Guidance and Information topics- pages 11 - 15

Practice Support and Development- pages 16 - 19

Safeguarding- pages 20 - 23

Further training/ Information- pages 24 - 30

## Health related topics

Course Title	Course details
Autism awareness	There are a number of e-learning modules available using the following link:- <a href="https://autismwales.org/en/resources/elearning/">https://autismwales.org/en/resources/elearning/</a>
Dementia Awareness for Care Staff	This ½ day <b>face to face</b> Dementia Basic Awareness workshop is specifically for those working in the care sector and has been designed to ensure staff have sufficient knowledge and skills to provide high-quality, appropriate, compassionate dementia care.
Virtual Dementia Tour (Dementia Bus)	The Virtual Dementia Tour (VDT) gives delegates an experience of what dementia might be like by using specialist equipment and creating a simulated environment. Delegates will be expected to carry out simple tasks during the tour and will be able to empathise with challenges that people living with dementia may experience. Delivered in a mobile simulator (vehicle), each <b>face to face</b> Virtual Dementia Tour session lasts for three hours. Three delegates at a time will spend 10 minutes on the bus, before attending the de-brief and training session afterwards.
Dementia Friends Awareness	This 1-hour <b>face to face</b> awareness session will inspire delegates to become a Dementia Friend, therefore committing to an action that will make the lives of people living with dementia a little better. You will leave the session with a Dementia Friend's badge which you can wear to highlight your support to those living with dementia.
Dementia – hear me, see me, support me.	This 1-day <b>face to face</b> course is in development and will be launched during 2024/25. Dates and further information will be circulated accordingly.
Dementia Interpreter Course	This 3-hour interactive <b>face to face</b> course will help you to appreciate what it is like to lose verbal communication and the challenges around this. People living with dementia face changes and challenges in communication as the disease progresses. It can be common that the person loses the ability to speak as they would before the disease. When this happens, the brain seeks new ways to communicate. This might be through actions, noises, behaviours and body language. This can be called the language of dementia. A Dementia Interpreter is

Course Title	Course details
	someone who helps translate actions, noises, behaviours and body language into an understandable and recognised language.
Dementia Interpreter course (E-learning module)	This 4-hour e-learning <b>online</b> course will help you to appreciate what it is like to lose verbal communication and the challenges around this. People living with dementia face changes and challenges in communication as the disease progresses. It can be common that the person loses the ability to speak as they would before the disease. When this happens, the brain seeks new ways to communicate. This might be through actions, noises, behaviours and body language. This can be called the language of dementia. A Dementia Interpreter is someone who helps translate actions, noises, behaviours and body language into an understandable and recognised language.
Dining Immersive Experiential Training (DIET)  Dementia Training	DIET is a <b>face to face</b> training course that combines experiential elements, classroom learning and group discussions to help learners to understand some of the difficulties people with dementia might experience around mealtimes. As a participant in DIET, you will explore various factors that could influence food and fluid intake, both positive and negative, and discover ways of supporting people to eat and drink.  DIET is all about increasing understanding and looking at new ways to support people with the goal of increasing food and fluid intake and to better lives.
Epilepsy & Rescue Medication	The 2-hour <b>online</b> training aims to provide participants with information about Epilepsy, the causes, the types and seizure classification. For the online course reading materials with links to NICE guidelines with the skills and assessment forms will be sent out usually about a week prior to the course. The course is interactive and staff will need to read the materials before training.
Epilepsy & Rescue Medication for LD staff only  <b>Not currently available</b>	This <b>face to face</b> course has been designed for staff working with people with learning disabilities who have epilepsy, to help them understand the conditions, the risk factors, and to assess when rescue medication is needed. The course covers the administration of buccal midazolam and first aid for epilepsy.

Course Title	Course details
Food Safety Awareness (non-accredited)	This ½ day <b>online</b> course is intended for staff in social care settings who undertake light food preparation activities. This is a <b>non-accredited</b> course which offers some basic awareness of food safety.
Food Hygiene Level 2	This 1-day <b>face to face</b> course is intended for food handlers in social care settings who prepare and handle high risk open (unwrapped) foods. Subjects covered include hazards and controls, food safety management and temperature controls, and the role of the food handler in keeping food safe.
Health & Well-being: top to toe	This ½ day <b>face to face</b> course aims to support care workers to understand the needs of individuals in their care, from their heads to their toes. The course is closely linked to units within the Health & Social Care Level 2 & 3 Core and Practice Qualification and has clear outcomes focussed on oral health and mouth care; nutrition and hydration; foot care; pressure area care; personal care and continence management in terms of the link between inadequate health and well-being and safeguarding.
ICAN Mental Health and Suicide Awareness Training	This 3-hour <b>online</b> awareness course will provide an understanding of suicide and focuses on the skills needed to help a person at risk of or threatening suicide.
Infection Control	This e-learning module is available for all staff through the following link:- <a href="https://socialcare.wales/learning-modules/sound-knowledge-understanding-and-application-of-infection-prevention-and-control">https://socialcare.wales/learning-modules/sound-knowledge-understanding-and-application-of-infection-prevention-and-control</a>
Medication	This 1-day <b>face to face</b> course covers issues relating to safe handling of medication including receipt, storage and disposing of medication by social care staff providing direct care. It may also include monitoring dosage systems as well as other related topics.
Medication refresher	This ½ day <b>face to face</b> course offers those who have already undertaken the full day course, an opportunity to refresh their knowledge and practice after a 3-year period. The course covers issues relating to safe handling of medication including receipt, storage and disposing of medication by social care staff providing direct care.

Course Title	Course details
Mental Health – Managing Anxiety	This 3-hour <b>face to face</b> session has been developed to support staff working across social care in order that they are able to recognise signs of anxiety in themselves and others and have an awareness of how to manage this.
Mental Health – Stress Management	This 3-hour <b>face to face</b> session has been developed to support staff working across social care in order that they are able to recognise signs of stress in themselves and others and have an awareness of how to deal with this.
Moving & Positioning Passport (2 day)	This 2-day <b>face to face</b> training course is designed to meet the needs of Flintshire direct care staff and is based on the All Wales NHS and Local Government Manual Handling Training Passport and Information Scheme. Upon completion of the course all participants will have a good understanding of the All-Wales Manual Handling Passport scheme, therefore ensuring that skills are consistent across Wales.
Moving & Positioning Refresher	This 1-day <b>face to face</b> refresher course reviews and summarises learning and practice regarding inanimate load handling; sitting, standing, walking; bed mobility; lateral transfers; and hoisting. Direct care staff who need to maintain their Moving and Positioning Passport are required to complete the 1-day refresher course every 3 years. Staff who have been unable to complete the refresher within the 3-year timescale are required to re-take the 2 day Moving and Positioning Passport course.
Neurodiversity Training	This ½ day <b>online</b> training is to introduce participants to the concept of neurodiversity, what that means for our practice and how we can make our services more accessible and our interaction with neurodiverse individuals more engaging and productive. The course will include information on areas such as Autism, Autistic Spectrum Disorder (Including Asperger’s Syndrome), ADHD, dyslexia and dyspraxia amongst others and will allow discussion on what these conditions mean for those experiencing them, but also what we can do to engage with and be more engaging for our neurodiverse individuals.
Paediatric First Aid	This 1-day <b>face to face</b> emergency first aid training for medical emergencies, relevant to those working with children up to the age of 16.

<b>Course Title</b>	<b>Course details</b>
Substance Misuse – Young People	This 2-hour <b>online</b> workshop aims to provide participants with information relating to substance misuse and young people within Flintshire.
Versus Arthritis training	This 1-hour <b>online</b> session is designed for anyone who comes into contact with individuals living with Arthritis or other Musculoskeletal conditions, or for those who are interested in broadening their knowledge of these conditions.



Course Title	Provider	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan-25	Feb	March
Autism Awareness	e-learning												
Dementia Awareness for Care staff	In-house		2nd			13th			21st			6th	
Virtual Dementia Tour (Dementia Bus)	Training 2 Care		16th		10th			30th				5th	
Dementia Friends Awareness	In-house			11th				2nd		6th		21st	
Dementia – hear me, see me, support me.	In-house	tbc											
Dementia Interpreter Course	Training with Hart		29th				2nd			11th		18th	
Dementia Interpreter course (E-learning module)	e-learning												
Dining Immersive Experiential Training (DIET) Dementia Training	Training 2 Care			6th									
Epilepsy & Rescue Meds	Epilepsy Wales			4th			4th			11th	15th		
Epilepsy & Rescue Meds LD only	In-house	tbc											
Food Hygiene Level 2 (accredited)	Groundwork North Wales		15th				3rd			4th		20th	
Food Safety Awareness (non-accredited)	In-house	17th	8th	25th		20th		16th		11th		6th	
Health & Well-being: top to toe	In-house	9 <sup>th</sup>		3 <sup>rd</sup>	29 <sup>th</sup>		23 <sup>rd</sup>		22 <sup>nd</sup>		17 <sup>th</sup>		14 <sup>th</sup>
I CAN Suicide and Mental Health Awareness	ICAN			12th					19th				
Infection Control	e-learning												

Medication	In-house	5 <sup>th</sup> , 22 <sup>nd</sup>	17 <sup>th</sup>	24 <sup>th</sup>		5 <sup>th</sup>	20 <sup>th</sup>	28 <sup>th</sup>		16 <sup>th</sup>		7 <sup>th</sup>	17 <sup>th</sup>
Medication Refresher	In-house	16 <sup>th</sup>	13 <sup>th</sup>	3 <sup>rd</sup>	16 <sup>th</sup>	30 <sup>th</sup>		9 <sup>th</sup>	22 <sup>nd</sup>		17 <sup>th</sup>	28 <sup>th</sup>	
Mental Health - Managing Anxiety	JDS Academy									10 <sup>th</sup>		26 <sup>th</sup>	
Mental Health - Stress Management	JDS Academy									10 <sup>th</sup>		26 <sup>th</sup>	
Moving & Positioning Passport (2 Days)	In-house	18 <sup>th</sup>	9 <sup>th</sup>	4 <sup>th</sup>	11 <sup>th</sup>	8 <sup>th</sup> , 27 <sup>th</sup>	16 <sup>th</sup>	10 <sup>th</sup> , 31 <sup>st</sup>	18 <sup>th</sup>	12 <sup>th</sup>	14 <sup>th</sup>	3 <sup>rd</sup>	5 <sup>th</sup>
Moving & Positioning Refresher	In-house	4 <sup>th</sup> 25 <sup>th</sup>	16 <sup>th</sup>	10 <sup>th</sup>	15 <sup>th</sup>	16 <sup>th</sup>	9 <sup>th</sup> 30 <sup>th</sup>	21 <sup>st</sup>	12 <sup>th</sup>	2 <sup>nd</sup>	10 <sup>th</sup> 31 <sup>st</sup>	24 <sup>th</sup>	24 <sup>th</sup>
Neurodiversity Training	Talking Life								15 <sup>th</sup>				
Paediatric Emergency First Aid Level 3	Groundwork N. Wales	30 <sup>th</sup>		18 <sup>th</sup>			19 <sup>th</sup>		14 <sup>th</sup>		23 <sup>rd</sup>		13 <sup>th</sup>
Substance Misuse - young people	Sorted Project	tbc											
Versus Arthritis training	Versus Arthritis		13 <sup>th</sup>					21 <sup>st</sup>					

## Advice, Guidance and Information topics

Advocacy Awareness	<p>Advocacy Services North East Wales ASNEW, provide independent advocacy across Flintshire &amp; Wrexham. This informal <b>online</b> session will explain what advocacy is available for those who have care &amp; support needs.</p> <p>The session will offer information on Community Advocacy, Independent Professional Advocacy (IPA), &amp; Relevant Persons Representative (RPR) .</p>
Advocacy Awareness – children and young people	This online workshop is in development and will be launched during 2024/25. Dates and further information will be circulated accordingly
Carers Needs and Awareness – <b>Adult</b> . ‘what matters to them’	<p>This 2-hour <b>online</b> workshop raises awareness of the issues and circumstances that un-paid adult and young carers face, and the impact that their caring role can have on their own well-being. It includes the new statutory responsibilities, definitions of carers, and entitlements under the Social Services and Well-being (Wales) Act. It explains what is meant by promoting a proportionate support for carers, including information, advice, signposting to assessment and joint working.</p>
Carers Needs and Awareness – <b>Young Carers</b> . ‘what matters to them’	This online workshop is in development and will be launched during 2024/25. Dates and further information will be circulated accordingly
Continuing NHS Health Care Cascade Training (CHC)	<p>This 1-day face to face session is designed as an interactive training platform where Health Professionals and Social Care Practitioners can learn together and from each other. Course aims to enhance awareness of CHC and refresh current knowledge to meet the standards set out in ‘Continuing NHS Healthcare the National Framework for Implementation in Wales (Implemented 1 April 2022)’.</p>
Cultural Awareness in Community Engagement Training	<p>This 3-hour <b>online</b> awareness workshop aims to provide a wider knowledge and understanding of the difference between certain cultures and faiths and the discrimination they face. The course explores several diverse cultures and their history and gives practical advice on overcoming barriers to communicate and engage with diverse communities.</p>

Digital Resilience CYP	This 2 ½ -hour <b>online</b> session aims to educate and build confidence in participants on issues around internet safety and protecting children and young people from abuse online, with information tailored to the needs of children with additional needs.
Dignity at Work: Creating Positive Working Environments	This 3-hour <b>face to face</b> interactive workshop will give attendees the opportunity to explore the building blocks to creating a positive working environment. The session will look at the organisation's culture, teamwork and team cultures and then spend time looking at the individual's contribution to, and responsibilities in, creating a positive working environment.
Direct Payments: Empowerment in Partnerships	This ½ day <b>face to face</b> workshop explores the current context of Direct Payments in relation to the SSWB (Wales) Act and the opportunities for empowerment, creative thinking and innovation. It is an opportunity to focus on what matters to people, how they can be supported to achieve bespoke outcomes, and get answers to questions they may ask you.
Direct Payments: PA specific training	This ½ day <b>face to face</b> workshop explores the current context of Direct Payments in relation to the SSWB (Wales) Act and the opportunities for empowerment, creative thinking and innovation. It is an opportunity to focus on what matters to people, how they can be supported to achieve bespoke outcomes, and get answers to questions they may ask you.
GDPR (UK) & Data Protection	This short <b>online</b> workshop for external staff only, presents the key requirements of the UK GDPR (General Data Protection Regulation) and the Data Protection Act especially with regards to the processing of personal data. It sets out the Data Protection principles, explains what Data Protection is, why it is important, and discusses how this applies to work across the social care sector. Internal FCC staff should access the e-learning module on Learning Pool.
Induction Workshops	This 1-hour <b>online</b> workshop will give you the opportunity to meet other new starters in Flintshire Social Services Department and learn about our processes and ways of working. NB these sessions are for new starters within FCC Social Services Department only.
Induction for Senior Care & support staff	This new <b>online</b> induction workshop for Senior Care and Support Staff will highlight practice information, policies and the training systems used, supporting increased knowledge for your senior role. This workshop will be particularly useful for newly appointed Senior Care and Support Staff.

Introduction to the Social Services and Well-being Act Wales 2014	This <b>online</b> workshop will review the essential features of the Act, the responsibilities it created, and how it should be shaping the way we think about our work. This workshop will offer participants a broad overview of the Act as an introduction only.
Live Fear Free Helpline workshop	This online workshop will inform all staff of the support available from the Live Fear Free Helpline. The Live Fear Free Helpline, the national service for Wales, is not only for victims directly, but friends, family and professional organisations.  The Helpline offers a 24/7/365 confidential, bilingual listening ear to all victims of abuse in a safe and non-judgemental space.
Mental Capacity Act including DoLS/LPS (inc BIA)	This ½ day <b>online</b> course aims to improve knowledge around the Mental Capacity Act 2005 (MCA). This training looks at how staff must support individuals to have as much control of their own lives as possible and reviews the legality of decision making and best interests. It challenges closed culture working and ensures that staff have a thorough understanding of an individual's legal rights and staff legal obligations.
Mental Health Act (including role of AMPH)	The 1-day <b>online</b> course aims to develop and enhance knowledge and understanding of non-specialist practitioners in relation to the Mental Health Act. Understanding the main legislation relevant to Mental Health Law, together with the functions and powers contained in key sections of the Mental Health Act are key components of this training. The course also helps participants to understand the role of the Approved Mental Health Practitioner (AMHP).
Social Services and Well-being Act Wales 2014 refresher	These short videos have been designed as a refresher for those staff who are familiar with the Act. These can be found on the following links: - <a href="https://www.youtube.com/watch?v=Ci5WByP6Gw">https://www.youtube.com/watch?v=Ci5WByP6Gw</a> <a href="https://www.youtube.com/watch?v=SJSEvUupinM">https://www.youtube.com/watch?v=SJSEvUupinM</a>
Values within Social Care	This 3-hour <b>face to face</b> interactive workshop will challenge attendees to evaluate their personal values, understand the importance of the organisational values at Flintshire County Council and also how behaviours can affect the person-centered care we deliver, the teams we work in and the organisation overall.

Course Title	Provider	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan-25	Feb	March
Advocacy Awareness	ASNEW								8th				
Advocacy Awareness – children and young people	tbc	tbc											
Carers Needs and Awareness - <b>Adults</b> ‘what matters to them’	NEWCIS							15 <sup>th</sup>				27 <sup>th</sup>	
Carers Needs and Awareness – <b>Young Carers</b> ‘what matters to them’	NEWCIS	tbc											
Continuing NHS Health Care Cascade training (CHC)	In-house		23rd		25th			24th					
Cultural Awareness in Community Engagement Training	RACE Equalities First							4th					
Digital resilience CYP	Stop it Now!	16th								3rd			
Dignity at Work: Creating Positive Working Environments	In-house		1st		31st			24th			22nd		
Direct Payments	In-house			26th			26th		28th		16th		
Direct Payment: PA specific	In-house						26th		27th		30th		
GDPR (UK) & Data Protection	In-house		21st				18th		19th			26th	
Induction Workshops	In-house		7th										
Induction for senior care & support staff	In-house	16th			9th			22nd				11th	
Introduction to SSWB Act	In-house		9th										
Live Fear Free Helpline workshop	Welsh Women’s Aid			21st									
Mental Capacity Act inc DoLS/LPS (inc BIA)	Training with Hart			3rd	11th					19th			5th
Mental Health Act (including role of AMPH)	Talking Life				1st								

SSWB Act refresher	e-learning												
Values within Social Care	In-house		1st		31st			24th			22nd		

## Practice Support and Development

<p>Building Stronger Families: IFSS training</p>	<p>The 3-day course <b>face to face</b> has been designed to provide training in our evidence-based intervention when working with Prochaska and DiClemente Cycle of Change. It is envisaged that practitioners will be able to select elements of the IFSS model or utilise the whole intervention to enhance their own practice. IFSS provide family focused interventions using a researched and well evidenced model of proven efficacy to focus on a family's values, beliefs and highlight their strengths and resources.</p>
<p>Case Conference and Core Groups practice workshops</p>	<p>This 1-day <b>face to face</b> practice workshop aims to offer practitioners a chance to revisit, review and reboot their knowledge and understanding around participating in a Child Protection Case Conference and subsequent Core Groups in Flintshire. The course prepares you for your participation, explains the reasons for a conference, its purpose, and the role of participants. It sets out what you can expect in the conference itself, taking you through the conference process right through to decision making. The afternoon then focusses on Core groups, their purpose, roles and responsibilities and timescales.</p>
<p>Chronologies practice workshop</p>	<p>This 3-hour <b>face to face</b> workshop aims to offer practitioners a chance to revisit, review and reboot their knowledge and understanding around the purpose of chronologies within Safeguarding processes. The session will support with understanding around the importance of chronologies as part of the assessment process; how it should support the analysis of risks; and who is responsible for them. The workshops are both interactive and informative in order to support practitioners to feel more confident in terms of what a good chronology looks like and how to create one.</p>
<p>Coaching &amp; Mentoring</p>	<p>This 1-day <b>online</b> course is aimed at those with management/ supervisory responsibilities in order to build coaching and mentoring skills, learn new skills and create new behaviours to support their teams and personal career progression. It will support candidates to understand how to develop personal competencies and how not to develop unhealthy dependencies for the effective coaching relationship. It will offer information on how to</p>



	develop objective measures to track effectiveness, develop awareness and responsibility in the coachee and boost morale and transform toxic attitudes into positive ones.
Compassionate Leadership	This 1-day <b>online</b> training will introduce the concept of Compassionate Leadership. For many years people have seen leadership as someone who give orders and others follow. However, things have changed, and we now know that to get the best out of people we need to work together, show respect and be kind. We recognise that there are a wide range of resources which describe compassionate and inclusive cultures across a range of sectors.
Conversational Skills	This 1-day <b>online</b> course will enable participants to improve their conversational skills. The course is aimed at any professional working with and supporting children, families and older people. The course will explore professional curiosity, disguised compliance and how to handle difficult conversations as well as improving general communication skills.
De-escalation Techniques	This 1-day <b>face to face</b> training for care staff will support and build on their knowledge of de-escalating situations using verbal techniques, distraction and pattern interrupters. Discussions will include how we manage our own behaviours and responses to escalating situations and the importance of post-incident support.
Leadership and Management Programme	This 4-day <b>face to face</b> programme focusses on leadership and management and improving efficiency and effectiveness. This 4-day programme will offer attendees a practical toolkit for leading and managing now and in the future. <b>ATTENDANCE ON ALL 4 DAYS IS ESSENTIAL.</b>
Motivational Interviewing	Due to the increase in the popularity of Motivational Interviewing (MI) and Solution Focussed therapy as interventions both in addictions and general health and social care practice, this 1-day <b>online</b> course will give practitioners the skills to engage with their clients using motivational interviewing techniques in conjunction with Solution Focussed Therapy, thereby facilitating client-led, sustainable behaviour change.
Person Centred Care	This ½ day <b>online</b> session explains and explores why providing personalised care to each individual is important. This session reviews the principles of Person-Centred Care as well as exploring the 6 C's of the Person-Centred care/approach, with an overview of the legislation such as The Care Act and the Social Services and Wellbeing Act Wales. The session

	supports staff to understand how to deliver personalised care in their day-to-day work; with lots of practical activities to engage staff and promote their learning.
Professional Boundaries, Curiosity and Accountability	This 1-day, <b>face to face</b> course is designed as an induction day to explore and develop the task of the support worker specifically in relation to professional behaviour, professional curiosity, and appropriate boundaries in the relationships with individuals receiving support and also the accountabilities placed on the staff member.
Reflective Practice	This ½ day <b>online</b> course on reflective practice is useful for all staff. Working in health and social care can be stressful, this course gives staff the tools in theory and practice to reflect constructively on their work, both individually and as part of a team.
Reflective supervision - supervision training for managers	This 1-day <b>online</b> course is suitable for anyone in a supervisory role whether practice supervisor, mentor or manager and will offer an opportunity to gain insight into how to deliver high quality reflective supervision.

Course Title	Provider	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan-25	Feb	March
Building Stronger Families	In-house	9-11th						8-10th					
Case Conference & Core Group practice workshops	In-house		14 <sup>th</sup>					8th		17 <sup>th</sup>		13 <sup>th</sup>	
Chronologies practice workshops	In-house	tbc											
Coaching & Mentoring	Talking Life						17 <sup>th</sup>		20 <sup>th</sup>				
Compassionate Leadership	Talking Life							24 <sup>th</sup>		11 <sup>th</sup>			
Conversational Skills	Talking Life	15 <sup>th</sup>											
De-escalation Techniques	Ash Academy							1 <sup>st</sup>				25 <sup>th</sup>	
Leadership and Management Programme (cohort 1)	ATF Consultants			17 <sup>th</sup>	22 <sup>nd</sup>		5 <sup>th</sup>	7 <sup>th</sup>					
Leadership and Management Programme (cohort 2)	ATF Consultants							14 <sup>th</sup>	11 <sup>th</sup>	9 <sup>th</sup>	13 <sup>th</sup>		
Motivational Interviewing	Talking Life		14 <sup>th</sup>										
Person Centred Care	Training with Hart	29th						14th					
Professional Boundaries, Curiosity and Accountability	CAN Training		30 <sup>th</sup>		25 <sup>th</sup>		3 <sup>rd</sup>				7 <sup>th</sup>		
Reflective Practice	Training with Hart		15th						5th				
Reflective Supervision - Supervision Training for Managers	Griffin Care	26 <sup>th</sup>											

## Safeguarding

Ask & Act - VAWDASV	This ½ day <b>online</b> course discusses “Ask and Act” as a Welsh Government policy of targeted enquiry. The term targeted enquiry describes the recognition of indicators of violence against women, domestic abuse and sexual violence as a prompt for a professional to ask their client whether they have been affected by any of these issues. It is the role of the entire Public Service to provide an effective response to those experiencing violence against women, domestic abuse and sexual violence.
Child Sexual Exploitation	This 2-hour <b>online</b> session gives an awareness of how child sexual exploitation can happen, what the risks to children and young people are, and what action can be taken, incorporating emerging themes such as county lines and criminal exploitation.
Domestic Homicide Timeline Training	This <b>on-line</b> training consists of 5 modules that are designed to give users a thorough understanding of the 8 Stage Homicide Timeline and the way risk and threat can progress in a controlling relationship and potentially end in homicide. This is self-directed learning.
Group A Safeguarding basic awareness (FCC staff only)	This online basic awareness e-learning module is a mandatory module for all staff. This Corporate Safeguarding Awareness module can be found on Learning Pool.
Group A Safeguarding basic awareness (non FCC staff)	This online basic awareness e-learning module is available for all.  The link to the Welsh site is <a href="#">Modiwlau dysgu   Gofal Cymdeithasol Cymru</a> The link to the English site <a href="#">Social Care Wales   Learning modules</a>
Group B Safeguarding Children Course (formerly Safeguarding Children for Professionals)	This 1-day <b>face to face</b> training is for practitioners who have regular contact with adults, children and members of the public including those in group settings or on a one-to-one basis, Group B as identified in the Wales Safeguarding Training Standards. This includes practitioners who are or aren't registered or regulated, and volunteers in line with the Social Care Wales National Training, Learning and Development Standards, and with the guidance set out in the Welsh Government National Minimum Standards for Regulated Childcare for children up to 12years. The training will ensure attendees are aware of the Legislation, national policies and

	codes of conduct and professional practice in relation to safeguarding; Understand the factors, situations and actions that could lead or contribute to abuse, harm and neglect and how to work in ways that safeguard people from these; and know how to report, respond and record concerns or allegations related to safeguarding.
Group B Safeguarding Adults	This 1-day <b>face to face</b> course is in development and will be launched during 2024/25. Dates and further information will be circulated accordingly.
Group C Safeguarding Children	This 1-day <b>face to face</b> course is for practitioners who meet the criteria for this training in line with the National Safeguarding Standards and who have completed Group A & B Children's safeguarding children.
Group C Safeguarding Adults	This 1-day <b>face to face</b> course is in development and will be launched during 2024/25. Dates and further information will be circulated accordingly.
Hoarding and Self-Neglect: Law and Good Practice	This 1-day <b>online</b> practice-based course looks in depth at an issue that is commonly encountered by health practitioners and social workers and which has no easy answers. It reviews the relevance of the Mental Health and Mental Capacity Acts and the SSWBA, considers the involvement of environmental health, and discusses local issues.
Missing from Care	This 1-day, <b>face to face</b> course considers what is meant by the term 'missing from care', considers the different 'opportunities' when young people may be more likely to go missing, the reasons why and states the procedure which all organisations need to follow for dealing with this situation. The course aims to support practitioners to consider the process for planning when a young person is found and will be returning to their care and how the role of an 'appropriate adult' may relate to cases of missing children and young people. The training also offers the opportunity to consider how organisations must ensure confidentiality and data protection is maintained and how to deal with issues including working with the police and dealing with enquiries from the press.
PREVENT	This e-Learning training focusses on the Prevent duty, the threat from terrorism and extremism in the UK and how to support people vulnerable to radicalisation.

	A new e-learning module has been launched which is mandatory for all FCC staff and can be accessed on <a href="http://www.gov.uk/prevent-duty-training">www.gov.uk/prevent-duty-training</a>
Preventing child sexual abuse – toolkit for practitioners	This ½ day online interactive workshop is for practitioners working with families or the community in a variety of roles and aims to support practitioners in their use of the toolkit as well as provide them with an increased knowledge in prevention. It can help you if you work in the statutory, voluntary or independent sectors, and with children and young people whether or not they are living at home. This toolkit, developed by Stop in Now! provides information, support and resources needed to confidently manage any issues you find and to pass on key messages to help protect children within your community.
Professionals Protect	This 2- hour <b>online</b> session aims to raise awareness and provide information for professionals on the facts around child sexual abuse and our responsibility to prevent it, with information tailored to the needs of children with additional needs.
Understanding Harmful Sexualised Behaviour	This 2- hour <b>online</b> session aims to educate and build confidence in participants in understanding healthy developmental expected behaviours and behaviour that is not appropriate and can cause harm or increase a child’s vulnerability and effective ways of engaging children and young people to speak about possible abuse or harmful sexual behaviour.
Violence Against Women, Domestic Abuse & Sexual Violence (VAWDASV)	This 1 ½ hour <b>online</b> session aims to provide basic awareness and understanding of the Domestic Abuse and Sexual Violence agenda and briefly touches on Sexual Exploitation, Female Genital Mutilation and Honour Based Violence.
Violence Against Women, Domestic Abuse & Sexual Violence (VAWDASV) <b>(for senior staff)</b>	Welsh Government’s National Training Framework for VAWDASV and in particular the Group 6 ‘Strengthening Leadership’ series of vignettes available on YouTube for all Senior Leaders: <a href="https://www.youtube.com/playlist?list=PLHBVoCVw4XZTkS1jSCYuVLiYEIvddPrnS">https://www.youtube.com/playlist?list=PLHBVoCVw4XZTkS1jSCYuVLiYEIvddPrnS</a>  This set of short films is aimed at Senior Leaders across the public sector in Wales and we do have a legislative responsibility to complete all levels of the training.

Course Title	Provider	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan-25	Feb	March
Ask & Act - VAWDASV	In-house	24th			24th				12th			25th	
Child Sexual Exploitation	Stop it Now!						3rd						
Domestic Homicide Timeline	e-learning												
Group A Safeguarding basic awareness	e-learning												
Group B Safeguarding Adults	tbc	tbc											
Group B Safeguarding Children (formerly Safeguarding Children for Professionals)	Insight	24th			23rd		12th		7th		21st		20th
Group C Safeguarding Adults	tbc	tbc											
Group C Safeguarding Children	Critical Friend Solutions			4th									
Hoarding and Self Neglect	Edge Training			5th									
Missing from Care	CAN training			20th									
PREVENT	e-learning												
Preventing child sexual abuse – toolkit for professionals	Stop it Now!								5th				
Professionals Protect	Stop it Now!	17th											
Understanding harmful sexual behaviour	Stop it Now!			4th								4th	
Violence Against Women, Domestic Abuse & Sexual Violence (VAWDASV) (Non-FCC staff)	In-house	29th											
Violence Against Women, Domestic Abuse & Sexual Violence (VAWDASV) (Senior staff )	e-learning												

## FURTHER TRAINING COURSES

Additional courses will be developed/ commissioned during the year against local, regional and national priorities. These will be advertised as and when available.

## ADDITIONAL TRAINING OFFERED BY PARTNERS



Adferiad Training  
programme 2024-25

**Adferiad**



BCUHB training  
programme 2024-25

**BCUHB**



# FREE TRAINING / INFORMATION

In addition to our commissioned courses, we have collated a list of some free training/ training materials that may be of interest. **However, please note that WDT are not endorsing this training and judging the suitability and quality of the training remains the responsibility of the individual and their manager.**

Training	Brief Overview	Level	Provider Details	Course Duration	Certificate Issued
Adverse Childhood Experiences (ACEs) and early childhood trauma	A range of resources is available from the identified site.	Basic	<a href="https://www.acesonlinelearning.com/">https://www.acesonlinelearning.com/</a>	Self-paced learning	No
Attachment in the early years	<p>After studying this course, you should be able to:</p> <ul style="list-style-type: none"> <li>describe attachment classifications and how they are assessed</li> <li>describe the features of caregiving that influence attachment, and the significance of attachment for lifespan development</li> </ul>	OU Level 2	<a href="https://www.open.edu/openlearn/education-development/early-years/attachment-the-early-years/content-section-0?active-tab=description-tab">https://www.open.edu/openlearn/education-development/early-years/attachment-the-early-years/content-section-0?active-tab=description-tab</a>	Self-paced learning	Yes

	<ul style="list-style-type: none"> <li>• discuss why the attachment system is an adapted and adaptive mechanism</li> <li>• recognise the need for ethical conduct in research carried out with children.</li> </ul>				
Autism Wales	<p>E-learning modules</p> <ul style="list-style-type: none"> <li>• Understanding Autism</li> <li>• Understanding Effective Communication and Autism.</li> </ul>	Basic	<a href="https://autismwales.org/en/resources/elearning/">https://autismwales.org/en/resources/elearning/</a>	Self-paced learning	Yes
Diabetes	Link to resources available around diabetes	basic	<a href="http://www.diabetes-care.wales">www.diabetes-care.wales</a> <a href="https://www.diabetes-care.wales/cy/">https://www.diabetes-care.wales/cy/</a>	Self-paced learning	No
Digital Communities Wales CWMPAS	Digital Communities Wales are working towards a Wales where everyone has the skills, access and motivation to be a confident user of digital technology.	Basic & Intermediate	<a href="https://cwmpas.coop/wh-at-we-do/services/digital-communities-wales/">https://cwmpas.coop/wh-at-we-do/services/digital-communities-wales/</a>	Training delivered	Yes
Female Genital Mutilation (FGM)	This free e-learning module provided by The Home Office is for all practitioners working with female children and adults around FGM. You will need to	Basic	<a href="https://www.virtual-college.co.uk/resources/free-courses/recognising-and-preventing-fgm">https://www.virtual-college.co.uk/resources/free-courses/recognising-and-preventing-fgm</a>	Self-paced training	Yes

	register to access but then the course is free.				
Infection Control	<p>Social Care Wales e-learning modules on Infection control.</p> <ul style="list-style-type: none"> <li>• An introduction to infection prevention and control (level 00)</li> <li>• Basic knowledge and application of infection prevention and control (level 01)</li> <li>• Sound knowledge, understanding and application of infection prevention and control (level 02)</li> </ul>	<p>Basic Level 1 Level 2</p>	<p>The link to the Welsh site is <a href="#">Modiwlau dysgu   Gofal Cymdeithasol Cymru</a></p> <p>The link to the English site <a href="#">Social Care Wales   Learning modules</a></p>	Self-paced learning	Yes
Flintshire Corporate Learning platform	E-learning for Flintshire County Council staff. Log in required to enter site. 140+ courses available.	Mandatory modules & corporate modules		Self-paced learning	Yes Flintshire
Health and Wellbeing Training	Recorded sessions by Public Health Wales		<a href="https://phw.nhs.wales/services-and-teams/aware-health-protection-team/health-protection-e-learning-for-social-care-staff/">https://phw.nhs.wales/services-and-teams/aware-health-protection-team/health-protection-e-learning-for-social-care-staff/</a>	Recorded information sessions	Unknown

MND- online module MND association	Online module supported by webinars around MND		<a href="https://www.mndassociation.org/professionals/professional-education-and-development/webinars">https://www.mndassociation.org/professionals/professional-education-and-development/webinars</a>	Self-paced learning	No
More than just words  Mwy na Geiriau	More than just words/ Moy na Gayre is a Welsh Government's strategic framework for promoting the Welsh language in health and social care published in 2016.		<a href="https://www.gov.wales/sites/default/files/publications/2019-04/delivering-the-active-offer-information-pack-social-services-and-social-care.pdf">https://www.gov.wales/sites/default/files/publications/2019-04/delivering-the-active-offer-information-pack-social-services-and-social-care.pdf</a>	Information	No
North Wales Safeguarding Board website	Information about events and training available across North Wales.  7 minute briefings available to view.	All levels	<a href="https://www.northwalesafeguardingboard.wales/">https://www.northwalesafeguardingboard.wales/</a>	Reference	No
Parkinson's Disease	Parkinson's UK learning module	Basic	<a href="https://www.parkinsons.org.uk/professionals/parkinsons-learning-pathway-health-care-staff">https://www.parkinsons.org.uk/professionals/parkinsons-learning-pathway-health-care-staff</a>	Self-paced learning	Unknown
Prevent Training	Training on the Prevent duty, the threat from terrorism and extremism in the UK and how to	Basic & Refresher	<a href="http://www.gov.uk/prevent-duty-training">www.gov.uk/prevent-duty-training</a>	Self-paced learning	Unknown

	<p>support people vulnerable to radicalisation.</p> <p>A new e-learning module has been launched which is mandatory for all FCC staff.</p>		<a href="http://www.support-people-vulnerable-to-radicalisation.service.gov.uk/portal#awareness-course">http://www.support-people-vulnerable-to-radicalisation.service.gov.uk/portal#awareness-course</a>		
Safeguarding	Social Care Wales e-learning module on Safeguarding.	Basic	<p>The link to the Welsh site is <a href="#">Modiwlau dysgu   Gofal Cymdeithasol Cymru</a></p> <p>The link to the English site <a href="#">Social Care Wales   Learning modules</a></p>	Self-paced learning	Yes
Suicide Awareness	A range of resources and e-learning is available from these sites.	Basic	<a href="https://www.samaritans.org/wales/about-samaritans/research-policy/internet-suicide/internet-safety-practitioners/training-resources/e-learning-module/">https://www.samaritans.org/wales/about-samaritans/research-policy/internet-suicide/internet-safety-practitioners/training-resources/e-learning-module/</a>	Self-paced learning	

			<a href="https://zerosuicidealliance.com/">https://zerosuicidealliance.com/</a> Free online e-learning in both English and Welsh.		Yes
Tourette	Tourette's Action have created a new eLearning module called Understanding Tourette Syndrome.	basic	<a href="http://tourettes-action.org.uk">Tourettes Action eLearning Module (tourettes-action.org.uk)</a>	Self-paced learning	Yes
Welsh Language awareness e-Learning module	This module is for workers and students in the social care and early years and childcare sector who wish to learn more about Welsh language, culture and working bilingually.	Basic	<a href="https://socialcare.wales/resources-guidance/social-care-workers/using-welsh-at-work#section-477381-anchor">https://socialcare.wales/resources-guidance/social-care-workers/using-welsh-at-work#section-477381-anchor</a>	The module will take around 30 minutes to complete	Yes