

ANXIETY



Product Syllabus:

- What is anxiety
- When anxiety becomes a problem
- Effects
- Symptoms
- Contributing factors
- Parental behaviour
- Triggers
- Health issues
- Diet
- Smoking
- Caffeine
- Anticipatory anxiety
- Situational anxiety
- Generalised Anxiety Disorder
- Social phobia
- Panic Disorder
- Agoraphobia
- Specific phobias
- Post Traumatic Stress Disorder
- Obsessive Compulsive Disorder
- Consequences
- Treatment
- CBT
- Exercise
- Relaxation
- Sleep
- Breathing techniques
- Herbal remedies

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ASSESSING NEEDS



Product Syllabus:

- Importance
- What is assessing needs?
- Adapting your service
- Who can assess
- Types of needs
- Status needs
- Satisfying needs
- Understanding needs
- Building relationships
- Person centred care
- Needs, wishes & preferences
- Assessing competently
- Reviewing assessments
- Record keeping
- Confidentiality
- Consent
- Timing
- Assessing needs vs. care planning
- Communication
- Interviewing skills
- Accessing documents
- Transporting documents
- Data protection
- Updating assessments
- Types of assessments
- Observation
- Outcomes

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CARE PLANNING



Product Syllabus:

- What is care planning?
- Assessing needs vs. care planning
- SMART objectives
- 5 principles of care planning
- Developing care plans
- Features of a good care plan
- People involved
- Confidentiality
- Needs, wishes & preferences
- Risks vs. rights
- Basic needs
- Status needs
- Self fulfilment needs
- Principles of care
- Person centred care
- Promoting independence
- Resources
- Decision making
- Pre-service assessments
- Observation
- Inter-agency working
- Critical pathway
- Care plan reviews
- Communication
- Record keeping
- Key workers
- Continuity of care
- Accessing care plans
- Data protection
- Promoting best interests

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CHALLENGING BEHAVIOUR



Product Syllabus:

- Behavioural disorders
- Fear and anger
- Violence and aggression
- Effects of challenging behaviour
- Risk assessment
- Incident prevention
- The grinding down effect of challenging behaviour
- Risk reduction
- Flash points
- Triggers
- Predictability
- Warning signs
- Verbal warning signs
- Non verbal warning signs
- Physical threats
- Disaster! The situation has, "kicked off"
- Escalation of a problem
- Defusing a situation
- Communication
- Body language
- Breakaway techniques
- Reasonable force
- Restraint
- Nothing is going to stop the problem - what to do?
- Supporting colleagues
- Working alone

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CHILD SAFEGUARDING



Product Syllabus:

- Definition of child abuse
- Definition of child safeguarding
- Children's rights
- Parental responsibility
- Policies and procedures
- Physical abuse
- Injuries in children
- Signs of physical abuse
- Fabricated or induced illness
- Emotional abuse
- Signs of emotional abuse
- Institutional abuse
- Child sexual abuse
- Signs of sexual abuse
- Child sexual exploitation
- Paedophiles
- Grooming
- Female genital mutilation
- Child neglect
- Signs of neglect
- Child trafficking
- Modern slavery
- Forced marriage
- County lines
- Domestic abuse
- Online abuse
- Radicalisation
- Behaviours in abused children
- Consequences of child abuse
- Adverse childhood experiences
- Post-traumatic stress disorder
- Smacking and restraint
- When abuse might occur
- Vulnerable children
- Who abuses children?
- Vetting
- False allegations
- Physical contact & intimate tasks
- Reporting abuse
- If a child reports abuse to you
- Escalating concerns
- Whistleblowing
- Record keeping
- Child protection systems
- Preventing abuse
- Organisational safeguards

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COMMUNICATING EFFECTIVELY



Product Syllabus:

- Motivating communication
- Communication techniques
- Verbal communication
- Non-verbal communication
- Behavioural communication
- Communicating responsibly
- Supporting needs, wishes and preferences
- Privacy & dignity
- Confidentiality
- Sharing information appropriately
- Gossip
- Barriers
- Blocks
- Questioning techniques
- Open questions
- Closed questions
- Prompting and probing
- Silence as a communication tool
- Listening
- Active listening
- Reflective listening
- Empathy
- Eye contact
- Facial expressions
- Gestures
- Body language
- Physical contact, touch
- Personal space
- Dealing with misunderstandings
- Syndromes, conditions and communication
- Hearing problems
- Sight problems
- Communication aids
- Introduction to communication theories such as Johari Window and Transactional Analysis

CONSENT



Product Syllabus:

- What is consent
- Competence
- Refusing treatment
- Informed decisions
- Communication
- Preferences
- Giving consent
- When to gain consent
- Validity
- Informed consent
- Express consent
- Implied consent
- Factors affecting consent
- Treating without consent
- Withdrawing consent
- Mental capacity
- Advocates
- Consent & the courts
- Record keeping
- Promoting consent
- Risk taking
- Rights vs. responsibilities
- Promoting best interests

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Product Syllabus:

- What substances hazardous to health are
- Health responsibilities in the workplace
- Safe storage
- Safe disposal
- Employer's duties
- Employee's duties
- Risk assessment
- The assessment process
- What if something does go wrong?
- Hazard warning labels
- Data sheets (safety data sheets)
- Chemicals
- Diluting and decanting
- Using chemicals safely
- Substances are more than just chemicals
- Waste - regular
- Waste - clinical
- Micro-organisms
- Infection control
- Communicable diseases
- Fumes
- Dust
- Shavings
- Respiratory hazards
- Medication

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DEMENTIA CARE



Product Syllabus:

- Person centred care
- What dementia care is
- What dementia care is not
- What is dementia?
- Types of dementia
- Alzheimer's disease
- Multi-infarct dementia (M.I.D.)
- Lewy body dementia
- Pick's disease
- Korsakoff's syndrome
- Aphasia
- Apraxia
- Agnosia
- Early stages of dementia
- Importance of early detection
- The progressive stages
- Later stage dementia
- Changing care needs
- Informing the sufferer
- How significant others cope
- Managing risk
- Informed judgements
- Advocacy
- Life history
- Promoting wellbeing
- Setting goals
- Communication
- Medication
- Environment
- Behavioural difficulties
- Wandering
- Food and nutrition
- Continence
- Activities
- Sexuality

DEVELOP AS A WORKER



Product Syllabus:

- What development is about
- Basic duties and how they develop
- Dealing with change
- Sources of information
- The role of your manager
- Working with others
- The roles of others
- Being supported
- Giving support
- Taking responsibility
- Being accountable
- Seeking help
- Human needs and their development
- Taking care of yourself
- Health promotion
- Nutrition and diet
- Sleep problems
- Stress
- Reflective practice
- Supervision
- Personal development plans
- Delivering best practice care
- Training
- Gaining skills
- Feedback
- Health and social care qualifications

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DIVERSITY, EQUALITY AND INCLUSION



Product Syllabus:

- Introduction to diversity, equality and inclusion
- Equal opportunities
- Views and beliefs
- Stereotyping
- Labelling
- Prejudice
- Direct and indirect discrimination
- Reasonable adjustments
- Bullying
- Harassment and sexual harassment
- Victimisation
- Code of conduct
- Human rights
- The Care Act 2014
- The Equality Act
- Protected characteristics
- Ageism
- Disablism
- Sexism and misogyny
- Sexual orientation
- Gender identity
- Marriage and civil partnership
- Pregnancy and maternity protection
- Racial discrimination
- Race, ethnicity and culture
- Nationality
- Religion
- Philosophical beliefs
- Institutional discrimination
- Consequences of discrimination
- Person centred care
- Values and attitudes
- The 6 C's
- Empowerment and encouraging independence
- Freedom of choice
- Capacity
- Privacy
- Confidentiality
- Helping a client access their rights
- Dignity and respect
- Communication
- Self-esteem
- Preventing discrimination
- Reflective practice
- Bias
- What to do when discrimination occurs

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FIRE TRAINING



Product Syllabus:

- Legal responsibilities
- Fire training expectations
- What is fire?
- Smoke
- Practical fire prevention
- What to do if you discover a fire
- Contacting emergency services
- Dealing with a burning person
- Controlling a fire
- Fire hazards
- Fire precautions
- Smoking
- Housekeeping
- Electrical dangers
- Gas
- Kitchens
- Storage areas
- Arson
- Client needs
- Break glass points
- Detectors
- Fire doors
- Emergency lighting
- Fire extinguishers
- Tackling a fire
- Fire signs
- Places of safety
- Means of escape
- Handling regulations and fire
- Fire drills

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FOOD HYGIENE



Product Syllabus:

- Importance of good food hygiene
- Legal duties
- Food policy
- Poor food hygiene
- Good food hygiene
- At risk groups
- Food hazards
- Bacteria
- Pathogenic bacteria
- How bacteria multiply
- The Danger Zone
- Types of contamination
- How to prevent bacteria multiplying
- Keeping out of the Danger Zone
- Food deliveries
- Food storage
- Food preparation
- Food cooking
- Temperature probes
- Food cooling
- Food holding
- Food re-heating
- Food serving
- Personal hygiene
- Hand washing
- Tackling pests
- Food premises
- Food equipment
- Food boards
- Cleaning
- Disinfecting
- Managing waste

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HEALTH AND SAFETY



Product Syllabus:

- Duties and responsibilities
- Working as trained
- Risk assessment
- Accidents
- Following an accident
- Untoward incidents
- First aid
- Housekeeping
- Safe handling
- Fire
- Medication
- Chemicals
- Laundry and linen
- Infectious illness
- Food hygiene
- Hand washing
- Protective equipment (PPE)
- Sharps
- Waste (regular and clinical)
- Bathing and showering
- Welfare
- Window restriction
- Hot surfaces
- Visitors
- Health
- Pregnancy
- Whistleblowing
- Bullying
- Stress
- Challenging behaviour
- Smoking
- Gas safety
- Water safety
- Legionnaire's disease
- Wheelchairs
- Lifts
- Stairlifts
- Ladders and steps
- Electrical safety
- Display screens (DSE)
- Pests
- Outdoor safety
- Vehicle breakdowns
- Vehicle accidents
- Working alone (lone working)
- The client's home

INFECTION CONTROL



Product Syllabus:

- Legal requirements
- At risk groups
- Chemical guidelines
- Micro-organisms
- Parasites
- Viruses
- Bacteria
- The Chain of Infection
- Means of Transmission
- Infection control procedures (UICPs)
- Hand washing
- Hand drying
- Physical decontamination
- Colour coding
- Training requirements
- Cleaning correctly
- Dealing with spillages
- Biohazard kits
- Handling sharps
- Specimens
- Protective equipment (PPE)
- Disposable gloves
- Aprons
- Masks
- Food hygiene
- Personal hygiene
- Laundry and linen
- Clinical waste
- Communicable diseases

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MENTAL CAPACITY



Product Syllabus:

- Advance Directives
- Assessing capacity
- Attorneys and Deputies
- Best interests
- Choice
- Codes of Practice
- Court of Protection
- Decision making
- IMCA service (advocacy)
- Lack of capacity
- Living wills
- Mental capacity, what it is and is not
- Mental health
- Needs, wishes and preferences
- Person centred care
- Powers of Attorney
- Presumption of capacity
- Principles of mental capacity
- Protection from liability
- Public Guardian
- Restraint

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NUTRITION AND DIET



Product Syllabus:

- Healthy eating
- Promoting choice
- Nutrients and food groups
- Vitamins
- Dehydration
- Malnutrition
- Cholesterol
- Diabetes
- Assessments
- Wellbeing
- Encouraging appetite
- Reducing intake
- Increasing intake
- Ageing and nutrition
- Illness and nutrition
- Culture and food
- Religion and food
- Special diets
- Nutritional planning
- Food supplements
- Swallowing problems
- Menu planning
- Feeding someone
- Feeding aids
- Hygiene

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PRINCIPLES OF CARE AND CONFIDENTIALITY



Product Syllabus:

The care values (values)

- Individuality
- Rights
- Choice
- Privacy
- Independence
- Dignity
- Respect
- Partnership
- Equal Opportunities
- Diversity
- Culture
- Prejudice
- Language
- Discrimination
- Risk taking
- Client rights vs worker responsibilities
- Mobility
- Trust

Confidentiality, which includes:

- Intended purpose of information
- Policies and procedures
- Legal duties
- Maintaining confidentiality
- Limits of confidentiality
- Sharing information appropriately
- Gossip
- Interpreters and translators
- Not keeping secrets
- Whistleblowing
- Post
- Faxes
- E-mail

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ROLE OF THE CARE WORKER



Product Syllabus:

- Working professionally
- Codes of Practice
- Organisational aims and objectives
- Worker responsibility
- Worker accountability
- Sources of information
- Discrimination
- Principles of care
- Person centred care
- Training needs
- Exercising rights
- Risk taking
- Managing risks
- Preventing harm
- Summoning help
- Emergencies
- Managing mistakes
- The right approach to your work
- Daily tasks
- Being patient
- Developing empathy
- Service settings
- Not abusing your role
- Looking after yourself
- Sleep
- Policies and procedures
- Records and record keeping
- Communication
- Confidentiality
- Relationships
- Partnerships
- Key working
- Teamwork
- Whistleblowing
- Working with change
- Supervision

SAFEGUARDING OF VULNERABLE ADULTS

Product Syllabus:

- Abuse and neglect
- 6 key principles of safeguarding
- Criminal offences
- Risk assessment
- Vulnerable adults
- The abuse of power
- Violating rights
- Types of abuse
- Physical abuse
- Sexual abuse
- Emotional/Psychological abuse
- Financial/Material abuse
- Institutional/Organisational abuse
- Discriminatory abuse
- Modern slavery
- Domestic abuse
- Neglect or acts of omission
- Self-neglect
- Signs and symptoms of physical, emotional, sexual, financial, institutional, domestic abuse
- Signs and symptoms of modern slavery
- Signs and symptoms of neglect and self-neglect
- Patterns of abuse
- Situational abuse
- Environmental abuse
- Speaking out
- Taking action
- Responding correctly
- No secrets!
- Whistleblowing

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