



Course Content

Level 1 First Aid and Basic Life Support **The areas covered by this training:**

- Knowing what action should be taken in the event of an emergency occurring at work
 - Has been shown cardiopulmonary resuscitation methods
 - Has been shown how to deal with an unconscious casualty
 - Has been shown how to use an AED correctly
- Knowing the correct actions to take with regard to control of wounds and bleeding
 - Knowing the action to take on a range of other first aid situations
- Knowing how first aid stocks should be maintained and the contents of boxes

Level 2 First Aid and Basic Life Support **The areas covered by this training:**

- Knowing what action should be taken in the event of an emergency occurring at work
 - Has been taught and practiced cardiopulmonary resuscitation methods
 - Has been taught and practiced dealing with an unconscious casualty
 - Has been taught and practiced with regard to correct AED use
- Knowing the correct actions to take with regard to control of wounds and bleeding
 - Knowing the action to take on a range of other first aid situations
- Knowing how first aid stocks should be maintained and the contents of boxes

LEVEL 1 FIRE SAFETY **The areas covered by this training:**

- Principles of Fire Safety
- Fire Safety in the Workplace
- Domestic Fire Safety
- Fire Prevention





LEVEL 2 FIRE MARSHAL

The areas covered by this training:

Principles of Fire Safety
Fire Safety in the Workplace
Domestic Fire Safety
Fire Prevention
Principal duties of the Fire Marshal
Fire Marshal duties when a fire is discovered

LEVEL 1 HEALTH & SAFETY

The areas covered by this training:

Health & Safety Law
Fire Safety
Electricity
Manual Handling Awareness
Falls from Height
Chemical Safety
Display Screen Equipment
Accidents & First Aid
Personal Protective Equipment
Alcohol, Drugs, Lone Work & Violence

LEVEL 1 SAFEGUARDING ADULTS

The areas covered by this training:

Understanding what is meant by the term 'vulnerable adult'
Knowing the forms abuse may take
Recognising signs and symptoms
Knowing what to do and what not to do
The legislation and guidance concerning safeguarding adults at risk

LEVEL 2 SAFEGUARDING ADULTS AT RISK

The areas covered by this training:

Understanding what is meant by the term 'vulnerable adult'
Knowing the forms abuse may take
Recognising signs and symptoms
Knowing what to do and what not to do
The legislation and guidance concerning safeguarding adults at risk
Implementing CSTF aligned safeguarding adults at risk procedures in the workplace





LEVEL 1 SAFEGUARDING CHILDREN
The areas covered by this training:

This course was developed for delivery at Level 1 in line with the competency requirements as set out in "Safeguarding Children and Young people: roles and competencies of health care staff." (Intercollegiate Royal College of Paediatrics and Child Health 2014) and therefore is fully compliant with Care Certificate Standard 11 for Health Care Workers.

Child maltreatment in its different forms (physical including Fabricated and induced illness, emotional and sexual abuse, and neglect) including child trafficking, FGM and radicalisation including prevalence and impact.

The relevance of parental, family and carer factors such as domestic abuse, mental and physical ill-health, substance and alcohol misuse

What to do if there are concerns about child maltreatment, including local policies and procedures around who to contact, where to obtain further advice and support, and have awareness of the referral process.

The importance of sharing information (including the consequences of failing to do so)

What to do if concerns are not being taken seriously or any other barriers to referring a child/family.

Risks associated with the internet and online social networking

What the term 'Looked after child' means

Ability to recognise possible signs of child maltreatment relating to the healthcare workers role.

Ability to seek appropriate advice and report concerns and feel confident that concerns have been listened to.

LEVEL 1 MENTAL CAPACITY ACT & DOLS
The areas covered by this training:

Current legislation, policy and procedures

The assessment procedure

What is meant by 'Best Interests'

What protection is available for decision makers

Understand the limits of restraint issues

Understand the roles of various people involved

LEVEL 1 INFECTION CONTROL
The areas covered by this training:

The Legal Aspects

Disease Transmission

Hand Washing & Gloving

Housekeeping

Needles & Other Sharps

Waste Disposal



LEVEL 2 INFECTION CONTROL
The areas covered by this training:

The Legal Aspects
Disease Transmission
Hand Washing & Gloving
Housekeeping
Needles & Other Sharps
Waste Disposal
Implementing infection control measures in the workplace

LEVEL 1 FOOD HYGIENE
The areas covered by this training:

Personal protection
Food purchase
The main food poisoning bacteria
In-transit protection of food
Safe storage of food
Safe food preparation
Cleaning
Cooking safely

LEVEL 2 FOOD HYGIENE
The areas covered by this training:

Personal protection
Food purchase
The main food poisoning bacteria
In-transit protection of food
Safe storage of food
Safe food preparation
Cleaning
Cooking safely
Implementing food hygiene measures in the workplace





LEVEL 1 COSHH AWARENESS
The areas covered by this training:

The legal aspects
The body and how it can become contaminated
Principles of safe use of chemicals and substances
COSHH policy and assessment
Safety data sheets
Safety labelling

LEVEL 2 RISK ASSESSMENT
The areas covered by this training:

Health & Safety Law
Why Safety is Managed
Hazard Identification
Recognition of Harm
Hierarchy of Risk Controls
Numerical Risk Calculation
Risk Assessment in Practice
Different Types of Assessments

LEVEL 1 GDPR AWARENESS
The areas covered by this training:

The purpose of the General Data Protection Regulation (GDPR)
What organisations should have done to comply with GDPR
The role of the Data Protection Officer (DPO) in the GDPR
How the GDPR affects the private individual and their data protection rights

LEVEL 2 GDPR AWARENESS
The areas covered by this training:

The purpose of the General Data Protection Regulation (GDPR)
What organisations should have done to comply with GDPR
The role of the Data Protection Officer (DPO) in the GDPR
How the GDPR affects the private individual and their data protection rights
Implementing GDPR in the workplace





LEVEL 1 EQUALITY & DIVERSITY

The areas covered by this training:

- Equality and diversity at work
- Key anti-discrimination legislation
- The impact of discrimination on individuals and the community
- Their legal rights and responsibilities
- The benefits a diverse workforce can bring to healthcare organisations

LEVEL 1 MEDICATION AWARENESS

The areas covered by this training:

- Delegates obligations and that of their employer with regards to the documentation and the administration of medication
 - How medication should be stored
- Different types of medication and how they work
- Knowledge of the common adverse reactions
- The seven guidelines of administration of Medication
 - Controlled drugs and oxygen
 - Drug errors
 - Disposal of medication

LEVEL 1 DEMENTIA AWARENESS

The areas covered by this training:

- Knowledge on how to improve care delivered to people with dementia
- Knowledge on how to support relationships of people with dementia
- Understanding of the reasons for behaviour we may find difficult
 - Knowledge of the different types of dementia
- Understanding of what it may be like to have dementia

LEVEL 1 EFFECTIVE COMMUNICATION

The areas covered by this training:

- The importance of effective communication at work
- How to meet communication and language needs, wishes and preferences of individuals
 - How to promote effective communication
- The principles and practices relating to confidentiality
- The importance of handling information correctly





LEVEL 1 END OF LIFE CARE

The areas covered by this training:

- Key principles of palliative care and end of life care
- The principles of good practice within the process of advance care planning
- The purpose of assessment in end of life care
- What is included in a holistic assessment
- The core steps in the assessment of symptoms to reach a diagnosis
- The principles of good communication in end of life care

LEVEL 1 NUTRITION & FLUIDS

The areas covered by this training:

- The principles of hydration, nutrition and food safety
- Supporting individuals to have access to fluids in accordance with their care plan
- Supporting individuals to have access to food and nutrition in accordance with their care plan

LEVEL 1 PERSON CENTRED CARE

The areas covered by this training:

- Legislation and standards governing person centred care
- Meaning and importance of person centred care
- Importance of good communication
- Promoting choice and independence
- Improving care delivered to ensure person centred care

LEVEL 1 PERSONAL & PRESSURE CARE

The areas covered by this training:

- The role of the carer when providing personal care
- Incontinence and its control
- The importance of personal hygiene procedures
- Pressure sores and how they can be avoided





LEVEL 1 PREVENTION OF FALLS

The areas covered by this training:

- What is meant by falls in the work place
- The costs associated with falls in the work place
- The key legislation relating to falls in the work place
- Hazard analysis and risk assessment in relation to falls
- Methods of falls management and prevention

LEVEL 1 STRESS AWARENESS

The areas covered by this training:

- Describe what is meant by the term 'stress'
- Explain the UK context of stress
- Recognise the organisational impact of stress
- Understand the legal implications of not managing stress
- Understand what can be done to manage stress in our lives

LEVEL 2 STRESS AWARENESS

The areas covered by this training:

- Describe what is meant by the term 'stress'
- Explain the UK context of stress
- Recognise the organisational impact of stress
- Understand the legal implications of not managing stress
- Understand what can be done to manage stress in our lives
- Implementing stress control measures in the workplace

LEVEL 1 WHISTLEBLOWING

The areas covered by this training:

- The legislation and standards governing raising concerns at work
- The importance of raising concerns in an appropriate manner
- The difference between a grievance and a public interest disclosure
- The roles of the employee and manager with regard to raising concerns





LEVEL 1 UNDERSTANDING YOUR ROLE, PERSONAL DEVELOPMENT & DUTY OF CARE

The areas covered by this training:

- Understanding your own role
- Working in ways that have been agreed with your employer
- Understanding working relationships in health and social care and work in partnership
 - Agreeing a personal development plan
 - Developing your knowledge, skills and understanding
- Understanding how duty of care contributes to safe practice
- Understanding support available for addressing dilemmas that may arise about duty of care
- Dealing with comments, complaints, incidents, errors and near misses
 - Dealing with confrontation and difficult situations

