Skills for Health

Better Skills | **Better Jobs** | **Better Health**

Elearning

Cost-effective, quality-assured courses for essential training

Contents

Introduction

The healthcare landscape in the UK is continuously evolving. With the development of new sector regulations, standards and definitions, it is essential that your organisation's training meets every one of those criteria, on-time and on-budget.

Skills for Health's suite of interactive, innovative and sector-specific elearning courses makes it easy for your organisation to fulfil all of the latest statutory and mandatory training requirements.

Versatility is key. Our in-house development team works with industry leaders to ensure that new courses are always developed in-line with current topics and policies – including the Care Certificate, personal health budgets and dementia care.

As you would expect from the number one supplier of core elearning to NHS organisations, our courses are derived from, mapped to and comply with the Core Skills Training Framework – designed to establish consistency across the healthcare sector. Our elearning is supported by our WIRED (Workforce Information Reporting Engine Database) advanced self-service reporting tool, where you can report, track, monitor and inform staff on all training from wherever you are, at whatever time suits you.

Our elearning is hosted by the National Skills Academy for Health, an employer-led organisation dedicated to promoting improved access to the highest quality training and education for the nation's healthcare workforce.

Why train with Skills for Health?

We are at the forefront of supplying the nation's best-quality training courses. More than 412,000 learners across 2,800 healthcare organisations rely on our elearning courses to help them provide the highest standard of patient care and meet all of the current training requirements.

Fulfils all national training standards and Frameworks

Save your organisation time and money by training staff only in the subjects they need, avoiding duplication of training.

Each course is quality assured and our statutory and mandatory core skills courses align with the Core Skills Training Framework (CSTF). A Clinical/Care suite of courses were launched in April 2015, and together with the CSTF courses, meet the requirements of the Care Certificate.

Keeping up-to-date with healthcare policy and guidance updates

All of our elearning courses are designed by experienced instructional designers who work in collaboration with subject experts to ensure that the courses meet the standards required by the sector. Whenever any sector policy or guidance changes occur, the new information will be updated in the courses and these updated courses will automatically be available on your system – so there is never any question that your staff's training is up-to-date.

Easy-to-use platform

Our elearning platform has been designed to be easy to navigate and gain information quickly, allowing learners to access their courses in a way that is convenient for them, whatever their level of computer knowledge. With all courses accessible 24 hours a day, your staff can train at their own pace, in their own time. Technical help, if it is needed, is provided over the phone or via email.

With Skills for Health, setting up your organisation's elearning, tracking and reporting are simple and you will be supported throughout the process.
We will ensure that the platform meets your organisation's specific needs.

You will receive comprehensive user and implementation guides – along with access to user groups so you can share ideas or questions.

Tracking and reporting

Regardless of which device you or your learner uses (tablet, laptop or desktop computer), all of their training data can be linked seamlessly with your organisation's internal systems – as well as ours – so information can be added, interpreted and shared at the click of a button.

All learners will have access to review their historical compliance reports, while all managers will be able to:

- gain an overview of their organisation's training.

- review historical training data reports (no cost to transfer your organisation's historical training data).

- track training progress, progress and run reports.

Integrated solutions

- Unsure which standards to train your staff against?

- Is training taking staff away from essential tasks?

- Having doubts about which staff to train – or how to monitor compliance?

Take out the guesswork with our integrated learning system aligning the Core Skills Training Framework (CSTF) with our elearning courses and WIRED reporting tool. This consolidated approach allows your organisation to benchmark against transparent, nationally agreed standards and train your staff using our compliant elearning packages. You can then monitor any training and produce detailed compliance reports quickly, at any time, using WIRED.

It is a system that has been successfully implemented in many NHS and independent healthcare organisations – and has proven effective at reducing costs for staff training and increasing compliance rates.

Integrated solutions:

Core Skills Training Framework (CSTF)

The UK Core Skills Training Framework provides minimum standards and guidelines for core skills training in the health sector.

For specific subjects, the framework sets out core learning which would be common to a range of settings and roles. This core learning is described using learning outcomes i.e. what a learner would know, understand or be able to do as a result of learning activity.

The aim of the framework is to enable greater standardisation in training provision between health sector organisations, so that as people move between roles and organisations their previous core skills training can be more easily recognised. This aims to reduce unnecessary repetition of training and so enable improved efficiency through saved time and resources.

The original framework was released in 2013 and has since been maintained and updated. It covers ten statutory and mandatory subjects frequently required in the health sector:

- Fire Safety
- Moving and Handling
- Conflict Resolution
- Equality, Diversity and Human Rights
- Resuscitation
- Health, Safety and Welfare
- Infection Prevention and Control
- Safeguarding Children
- Safeguarding Vulnerable Adults
- Information Governance

Integrated solutions:

Care Certificate and Clinical/care Framework

As part of our continuing development of our elearning, Skills for Health has developed a range of elearning that supports the Care Certificate.

Designed with the non-regulated workforce in mind, the Care Certificate gives everyone the confidence that workers have the same introductory skills, knowledge and behaviours to provide compassionate, safe and high-quality care and support.

The Care Certificate was developed jointly by Skills for Health, Health Education England and Skills for Care. The elearning provision meets the education aspect of the Care Certificate and is based on the learning outcomes of the 15 standards. Staff will still need to undertake the practical assessments in their organisation before being awarded the Certificate.

The Care Certificate is based on 15 standards, all of which individuals need to complete in full before they can be awarded their Certificate. Elearning courses include:

- Your healthcare career
- Duty of care
- Person-centred care
- Communication
- Privacy and dignity
- Fluids and nutrition
- Dementia awareness

WIRED reporting

Using WIRED provides organisations and their staff with a simple self-service tool that reduces the need to have time consuming, complicated and costly reporting processes.

WIRED provides organisations and their staff with their training compliance data instantly, online. Especially important when required for regulatory inspections.

The topic specific reporting capabilities allow alignment with the SfH frameworks and provided delivery via SfH elearning modules.

Subject matter experts and managers can establish correct numbers to train, better financial and time planning and to further target failing areas.

It encourages staff to take responsibility for their own training and they understand at a glance what training they need to do and when, as well as encouraging corporate responsibility and transparency.

W Web-based user friendly compliance reporting tool for training data.

I Intuitive software offering high level Board, Department and individual Employee reports.

R ROI: targeted efficiency savings on training delivery and staff costs.

E Effective manipulation of multiple data sets into one intuitive interface.

D Development of a compliant culture, shifting responsibility to managers and staff.

What are the benefits of this integrated system?

- Unified approach for training compliance.

- Promotes patient safety by establishing a consistent standard of care.

- Clear links between learning outcomes, training and monitoring.

- Reduces time for induction of staff by only training in the subjects they need.

- Avoids duplication of training (staff who are already trained in CSTF won't need to repeat training if they transfer organisations).

- E-learning training allows staff to learn where and when they want.

- Improves monitoring and targeted training significantly improves compliance rates.

- Applicable to wider regional streamlining projects (utilised in the London Streamlining programme).

With a highly mobile workforce, employers often need to assess the quality of new recruits' previous training. Where information is lacking, people can repeat training unnecessarily, wasting time and money.

The Core Skills Training Framework addresses this issue. It allows employers to recognise training to a standard, trust that information and reduce duplication of training.

Statutory and Mandatory UK Core Skills

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Conflict Resolution

Develop an awareness of the risks of providing public help and learn how to deal with conflict. You will also gain an understanding of what help is available to effectively and safely support you in trying to resolve conflicts.

Course content

Session 1
Introduction to Conflict Resolution

Session 2
Protecting Healthcare Staff from Conflict

Session 3
Behaviour During Conflict

Session 4
Our Role in Reducing Conflict

Session 5
After Conflict

Duration

1 hour 30 mins approx

Overview

There are occasions when staff in the healthcare sector can experience verbal abuse and, in exceptional circumstances, physically abusive behaviour from patients, other staff or visitors whilst trying to do their jobs.

The key aim of this programme is to make you aware of some of these risks, and help you deal effectively and safely with them.

The course has been developed as blended learning.

What will learners get out of it?

- Learn how to recognise and address signs of stress in patients.
- Show how to deal effectively and safely with potential conflict situations involving service users or colleagues.
- Develop the skills required to get the right balance between giving care and being safe.

Who is this course for?

This course is aimed at all staff throughout the health and social care sector, in particular:

- new starters in any organisation.
- existing staff who would benefit from an opportunity to consolidate their experience and update existing knowledge.

Please also refer to NHS Protect's training delivery guidance.

Assessment

Learning progress and test results can be tracked by managers for internal development and learners can keep a certificate of completion for CPD.

Accreditations and endorsements

This course was originally commissioned by the Department of Health and has been developed by NHS Employers. The NHS Counter Fraud and Security Management Service have endorsed this course.

Core Skills Framework

Please ensure you read through the Framework requirements for Conflict Resolution before starting this course. This course has been developed to assist NHS organisations in England in helping to meet requirements. There are also specific requirements from NHS Protect around training delivery.

Equality, Diversity and Human Rights

Delivers an understanding of equality and diversity and helps learners apply that knowledge in the healthcare environment.

Course content

General Awareness

Session 1
General Awareness

Promoting Understanding

Session 2
Age

Session 3
Disability

Session 4
Gender and Gender Reassignment

Session 5
Race and Ethnicity

Session 6
Religion and Belief

Session 7
Sexual Orientation

Session 8
Pregnancy and Maternity

Duration

General Awareness
30 mins approx

Promoting Understanding
2 hours 30 mins approx

Overview

This course provides the broad based-knowledge of equality and diversity needed by all staff working in the health sector today.

If learners already have a good understanding of equality and diversity they can take the Equality and Diversity Pre-Assessment which is available as a separate course. A score of more than 70% suggests they are at a satisfactory level of understanding. The employer will need to confirm acceptance of the pre-assessment score as evidence of completion. If so, there will be no need for learners to work through the whole course. Learners may however still find it useful to complete the package in order to update their knowledge.

What will learners get out of it?

- Improved ability to empathise with colleagues and patients from diverse backgrounds.

- Ability to contribute to ensuring that access and services are appropriate to individuals' needs.

Who is this course for?

All healthcare staff.

Assessment

Each session in General Awareness and Promoting Understanding is followed by an assessment with a pass mark of 80%. Progress can be tracked by managers for internal audits and learners can keep a certificate of completion for CPD.

Accreditations and endorsements

The course was initially developed by the elearning development team in Liverpool Community Health Trust, commissioned by NHS North West. The material in the course has since been revised for national use with the support of Skills for Health.

Core Skills Framework

This course meets the outcomes for the Framework.

Fire Safety

Statutory training on the nature and causes of fire in healthcare facilities, with instruction in fire prevention, signage and equipment, and what to do when a fire starts.

Course content

Session 1
Understand the Nature and Causes of Fire

Session 2
Protecting Healthcare Staff from Conflict

Session 3
Fire Prevention

Session 4
Fire-Related Signs

Session 5
Fire Safety Equipment

Duration

1 hour 30 mins approx

Overview

A standardised, endorsed national core curriculum means cost-effective training with minimised retraining as people move between organisations. Fire Safety Legislation places fire safety responsibilities on employers and employees. Everyone has a responsibility to ensure they have regard for the safety of themselves and their colleagues, patients, and visitors. Continued diligence is required to ensure everyone knows what to do to prevent fires and if a fire does break out.

The course is not intended to replace the fire safety training delivered by a competent person.

What will learners get out of it?

- Understanding the nature of fire and why fires start.
- What measures to take to prevent fires from starting.
- How to identify fire-related equipment and signs.
- Knowing how to act in the event of fire in the workplace.

Who is this course for?

This course is aimed at all healthcare professionals as part of statutory training requirements.

Assessment

The sessions are followed by a multiple choice assessment designed to test learners' understanding of the course.

Progress can be tracked by managers for internal development and learners can keep a certificate of completion for CPD. Please check Department of Health recommendations on training delivery guidance.

Accreditations and endorsements

Commissioned by the Department of Health (DH) and endorsed by National Association of Hospital Fire Officers (NAHFO) who approved its use to raise awareness and support existing training.

Core Skills Framework

This course meets the outcomes for the Framework.

Infection Prevention and Control:

Clinical

CSTF
compliant

This course provides an opportunity to review in more depth the use of standard infection prevention and control measures.

Course content

Session 1
Fundamentals of Infection Prevention

Session 2
Principles of Infection Prevention

Session 3
Managing Infection Prevention

Duration

1 hour approx

Overview

This course deals with the fundamentals and principles involved in preventing healthcare-associated infections. You will also learn how you should manage them, and apply your principles of infection control knowledge in practice.

What will learners get out of it?

- Explain what a healthcare-associated infection (HCAI) is and how these infections spread.

- Describe the impact healthcare-associated infections have on patients, your duty of care to patients and management in the workplace that can prevent the spread.

- Describe how healthcare staff can help prevent infections from spreading.

- Explain what asepsis is.

- Describe how hand hygiene and personal protective equipment management of blood, body fluids, sharps, the environment and care equipment help prevent the spread of infection.

- Know about roles and responsibilities with infection prevention.

Who is this course for?

The course is aimed at all clinical healthcare staff and experienced healthcare assistants.

Assessment

The sessions are followed by an assessment with a pass mark of 80%. Progress can be tracked by managers for internal audits and learners can keep a certificate of completion for CPD.

Accreditations and endorsements

This course is part of the infection prevention course, which is a nationally endorsed course. It was originally developed with the University of West London.

Core Skills Framework

This course meets the outcomes for levels 1 and 2 of the Framework.

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UNIVERSITY OF
WEST LONDON

Department
of Health

Infection Prevention and Control:

Non-Clinical

Everyone has a role to play in the prevention and control of healthcare-associated infection (HCAI). Learners can explore the effects of healthcare-associated infections, how they are spread and how to help to prevent the spread of infection.

Course content

Session 1
Introduction to Infection Prevention

Session 2
Infection Prevention in Practice

Duration

45 mins approx

Overview

Infection prevention and control is now a major priority for the health sector. This course has been developed for all non-clinical staff working in the health sector, to ensure that we all share the same understanding and good practice in this area.

What will learners get out of it?

- Ability to describe and explain the consequences of healthcare-associated infections (HCAI) and how they spread.

- Describe the impact healthcare-associated infections have on patients and your duty of care to patients.

- Describe how hand hygiene and personal protective equipment management of blood, body fluids, sharps, the environment and care equipment help prevent the spread of infection.

Who is this course for?

This course is aimed at all non-clinical staff such as healthcare assistants who are new to the role, porters, administrative staff, receptionists, laundry and cleaning staff, carers and volunteers, whether directly employed within the healthcare sector or employed by a contractor.

More experienced healthcare assistants may want to consider completing the Infection Prevention and Control for Clinical Staff course which is more detailed.

Assessment

The sessions are followed by an assessment with a pass mark of 80%. Progress can be tracked by managers for internal audits and learners can keep a certificate of completion for CPD.

Accreditations and endorsements

This course is part of the infection prevention course, which is a nationally endorsed course. It was originally developed with the University of West London.

Core Skills Framework

This course meets the outcomes for levels 1 and 2 of the Framework.

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UNIVERSITY OF WEST LONDON

Department of Health

Health, Safety and Welfare

A course covering the responsibilities of both employers and employees in ensuring that facilities are safe for staff, patients and visitors. The course also covers how to manage risk and the procedures for reporting health and safety violations.

Course content

Session 1
Why We Have Health and Safety

Session 2
Risk Management

Session 3
Incident Reporting

Duration

1 hour approx

Overview

A standardised, endorsed national core curriculum is a key means to deliver cost-effective training with minimised retraining as people move between organisations.

Accidents can have many serious consequences on an individual's health, family and social life, as well as having a major financial impact. This is why it is important to do all we can to avoid accidents in the workplace. Everyone has a legal duty for each other's safety at work. Employers and employees must work together to make sure we maintain a safe work environment.

What will learners get out of it?

- Staff and organisational compliance with relevant regulation and guidelines – both national and local.

- Ability to assess and minimise workplace risks.

- Ability to reduce negligence, accidents and incidents.

- Ability to ensure the safety of patients, service users and visitors.

Who is this course for?

This course is aimed at all healthcare professionals as part of statutory training requirements.

Assessment

The sessions are followed by a multiple choice assessment designed to test learners' understanding of the course.

Learning progress and test results can be tracked by managers for internal development and learners can keep a certificate of completion for CPD.

Accreditations and endorsements

This course was originally commissioned by the Department of Health (DH) and is endorsed by the Health and Safety Executive (HSE).

Core Skills Framework

This course meets the outcomes for the Framework.

HSE

Information Governance

Information governance is essential training for all staff. This course enables learners to gain understanding of how to use principles and standards in their every day work.

Course content

Session 1
Introduction to Information Governance

Session 2
Assessment

Duration

40 mins approx

Overview

This session aims to provide healthcare staff with an introduction to information governance including the principles of confidentiality, data protection, subject access requests and freedom of information requests.

What will learners get out of it?

- Differentiate between confidentiality, data protection, Freedom of Information and Subject Access Requests.

- Identify and discuss examples of good and poor information governance including confidentiality and the Caldicott principles; data protection, freedom of information rights, and subject access requests.

- Evaluate your own practice with regards to confidentiality and data protection.

- Describe the principles of good record keeping, keeping records secure and the correct retention and disposal periods.

- Identify and discuss examples where records have not been kept properly and explain the potential consequences of this.

- Briefly describe your organisations' policies and procedures with regards to the Caldicott principles, The Data Protection Act, The Freedom of Information Act and Subject Access Requests, and identify where you can find local information.

- Describe your responsibilities, in relation to your role, with regards to Freedom of Information and Subject Access Requests.

Who is the course for?

All healthcare staff.

Assessment

Learning progress and test results can be tracked by managers for internal development and learners can keep a certificate of completion for CPD.

Core Skills Framework

This course meets the outcomes for the Framework.

Moving and Handling

This course explains what moving and handling are and how an injury might affect you. It explores why we need to manage risk when completing manual handling tasks, how we assess these risks and the principles of safer handling.

Course content

Session 1

Introduction to Manual Handling

Session 2

Your Back and You

Session 3

Your Back and Your Posture

Session 4

Risk Assessment

Session 5

Principles of Safer Manual Handling

Duration

1 hour 10 mins approx

Overview

A standardised, endorsed national core curriculum is a key means to deliver cost-effective training with minimised retraining as people move between organisations.

This course aims to help prevent injury to healthcare staff. In health and social care, work often involves manual handling, so knowing how to do it safely is very important for staff both at work and at home.

What will learners get out of it?

- How to promote compliance with relevant regulations and guidelines – both national and local.

- How to assess and minimise workplace risks.

- Understanding of how to reduce negligence, accidents and incidents to patients, service users, and visitors.

Who is this course for?

This course is aimed at all healthcare professionals as part of statutory training requirements.

Assessment

The sessions are followed by a multiple choice assessment designed to test learners' understanding of the course.

Learning progress and test results can be tracked by managers for internal development and learners can keep a certificate of completion for CPD.

Accreditations and endorsements

This course was originally commissioned by the Department of Health (DH) and endorsed by the National Back Exchange (NBE).

Core Skills Framework

This course meets the outcomes for level 1 of the Framework.

Department of Health

nbe

CSTF compliant

Patient Moving and Handling

This session provides an introduction to patient moving and handling. While patient moving and handling is a very practical subject, this session aims to introduce you to the key topics in addition to any practical training you may be undertaking.

Course content

Session 1
Patient Moving and Handling

Duration

1 hour 10 mins approx

Overview

A standardised, endorsed national core curriculum is a key means to deliver cost-effective training with minimised retraining as people move between organisations.

What will learners get out of it?

- Understand the law and legislation associated with patient moving and handling.

- Understand patient handling needs.

- Understand principles of patient risk assessment.

- Understand equipment for patient moving and handling.

Who is this course for?

This course is aimed at staff groups, including unpaid and voluntary staff whose role involves patient handling activities.

Assessment

This session is followed by a multiple choice assessment designed to test learners' understanding of the course.

Learning progress and test results can be tracked by managers for internal development and learners can keep a certificate of completion for CPD.

Accreditations and endorsements

This course was originally commissioned by the Department of Health (DH) and endorsed by the National Back Exchange (NBE).

Core Skills Framework

This course meets the outcomes for level 2 of the Framework.

Department of Health

nbe

Safeguarding Adults

Develop an understanding of safeguarding and the role of health sector staff in identifying and working with vulnerable adults.

Course content

Level 1

• Introduction to Safeguarding Adults

Level 2

• Safeguarding Adults Level 2

Duration

Level 1: 1 hr approx

Level 2: 1 hr approx

Overview

The course uses a number of real-world scenarios across a range of healthcare settings and roles, to stimulate discussion and reflection on how staff can and should consider safeguarding vulnerable adults. Learners will be able to define the terms 'safeguarding' and 'abuse', and understand how to take appropriate action when reporting potential/actual abuse.

What will learners get out of it?

• Describe the importance of dignity and respect in individual-centred care.

• Define the term 'safeguarding' and understand the role you must play to recognise and report abuse.

• Define abuse and list the different types of abuse.

• Identify why some adults are vulnerable or more at risk from abusive behaviour and the indicators of abuse.

• Explain what is meant by the terms 'radicalisation' and 'extremism' and describe how an adult may be drawn into extremist activities

• Describe relevant legislation and staff policies, procedures and responsibilities.

• Describe the principles of Deprivation of Liberty (DoLS).

• Understand how to take appropriate action and who to speak to about an actual/potential or alleged abuse.

Who is this course for?

Level 1 is for all staff

Level 2 is for designated safeguarding leads and/or designated referrers

Assessment

Both levels are followed by an assessment designed to test learners' understanding of the course. Learning progress and test results can be tracked by managers for internal development and learners can keep a certificate of completion for CPD.

Accreditations and endorsements

This course has been developed in partnership with experts from North Bristol NHS Trust and the University of Manchester.

Core Skills Framework

This course meets the outcomes for all levels of the Framework (1 and 2).

Safeguarding Children

Develop an understanding of safeguarding and the role of health sector staff in supporting the protection of children and the prevention of abuse.

Course content

Level 1

- Introduction to Safeguarding Children

Level 2

- Safeguarding Children Level 2

Level 3

- Safeguarding Children Level 3

Duration

Level 1: 30 mins approx
Level 2: 1 hour 30 mins approx
Level 3: 1 hour 15 mins approx

Overview

An authoritative introduction to child protection awareness, this course develops knowledge of child abuse signs and indicators.

Explore what to do if concerns arise and gain role-specific guidance on good practice. Our course aims to make a positive contribution to the prevention of physical, mental and sexual abuse as well as to reduce the prevalence of neglect, in line with the current safeguarding agenda.

What will learners get out of it?

A better understanding of the signs of child abuse. Learners will also find out how to handle situations where there are suspicions of abuse – or when a child has confided in someone – as well as how to take appropriate action, depending on the learner's role.

Who is this course for?

Level 1: All healthcare Staff

Level 2: Staff who work with children and young people, families, or parents/carers on a regular basis

Level 3: Healthcare staff who work with children, young people and parents/carers

Assessment

Self-assessments must be completed for each of the levels. Progress can be tracked by managers for internal audits and learners can keep a certificate of completion for CPD.

Accreditations and endorsements

This course has been developed in partnership with experts from North Bristol NHS Trust, Aylesbury Vale CCG, Bucks New University, Virgin Care and Dr Sheila Paul (forensic expert).

Core Skills Framework

This course meets the outcomes for all levels of the Framework (1, 2 and 3).

The Clinical Care Suite extends the original statutory/mandatory subjects in order to align with the educational elements of the Care Certificate. This is an identified set of standards that health and social care workers adhere to in their daily working life. Designed with the non-regulated workforce in mind, the Care Certificate gives everyone the confidence that workers have the same introductory skills, knowledge and behaviours to provide compassionate, safe and high quality care and support.

Clinical/Care UK Core Skills

Communication

Overview

This session provides information and opportunities to practise principles of effective communication in a health or social care setting. It forms part of the Care Certificate, an initiative to prepare healthcare assistants and social care support workers for their roles within care settings in a consistent way.

The accompanying assessment tests the key points.

Who is this course for?

Any clinical or non-clinical staff, including unpaid and voluntary staff.

Consent

Overview

A set of two sessions, the first of which looks at the key principles of valid consent with adults who have capacity, how and when staff should seek consent, the different ways consent can be given and how staff should respond when consent is refused. This session also looks at 'Gillick competence' and how this principle is used when seeking consent from children and young people.

The second session looks at the key principles of consent when the adult may not have the capacity to make decisions. It includes examples of the different occasions when someone may not have capacity and also the fluid and fluctuating nature of capacity. The session covers the different actions staff may need to take in seeking consent, including best interest decisions, emergency situations, advance decisions to refuse treatment and lasting powers of attorney.

The accompanying assessment tests the key points.

Who is this course for?

Any clinical or care staff.

Staff involved in specialist roles (e.g. involving research, communicable diseases and the removal, storage, use and disposal of human tissue) will require additional learning to fulfil their responsibilities.

Duty of Care

Overview

This session aims to illustrate the legal requirement for duty of care to staff and uses examples from a number of different health and social care settings. In particular, it looks at how duty of care is essential for safe practice, the sorts of things that can and do go wrong, how staff can work through dilemmas and how comments and complaints can improve services. The session also looks at the way poor communication between staff can create patterns of behaviour that lead to mistrust, which in turn affects duty of care.

This session makes use of reflective learning techniques and encourages learners to use the reflective note-making facility to build on their understanding of duty of care and their practice.

The accompanying assessment tests the key points.

Who is this course for?

Any clinical or care staff, including unpaid and voluntary staff.

Fluids and Nutrition

Overview

This session aims to provide health and social care staff with examples of how they can provide adequate hydration and nutrition for people in their care, including, in particular, the very young and older people.

The session includes some examples of when people may need additional support with meals and hydration, and encourages staff to be mindful of their duty of care in this regard.

The accompanying assessment tests the key points.

Who is this course for?

Any staff groups, including unpaid and voluntary staff, whose role involves supporting individuals with their routine fluid and nutritional needs.

Staff involved in particular roles such as provision of intravenous fluids or artificial nutrition will require additional specific training to fulfil their responsibilities.

Person-Centred Care

Overview

This course has been structured to give learners the opportunity to explore the key concepts of person-centred care and how they apply these concepts in their practice, within their teams and organisation. The session contains examples of good and poor person-centred care in various health and social care settings and encourages learners to identify areas of their own practice which require additional development.

This session makes use of reflective learning techniques and encourages learners to use the reflective note-making facility to build on their understanding of this fundamental method of communication and care, and their practice.

The accompanying assessment tests the key points.

Who is this course for?

Any clinical or care staff including unpaid and voluntary staff.

Privacy and Dignity

Overview

This session aims to focus the learners' attention on the different ways that privacy and dignity can be maintained or undermined in various health and social care settings. The session uses different case studies to illustrate the key points, examples of poor care and good care, and encourages learners to reflect on their practice and the practice of the teams in which they work.

This session makes use of reflective learning techniques and encourages learners to use the reflective note-making facility to build on their understanding of privacy and dignity in their practice.

The accompanying assessment tests the key points.

Who is this course for?

Any clinical or care staff.

Your Healthcare Career

Care Certificate Compliant

Overview

This session covers the learning outcomes in both the Understand Your Role and Your Personal Development in the Care Certificate. This content aims to encourage learners, particularly those who are new to healthcare, to reflect on their role and various aspects of their role, including codes of conduct, working with colleagues, developing their skills through shadowing and mentoring, and the importance of raising concerns within their organisations or with relevant supervisory bodies.

This session makes use of reflective learning techniques and encourages learners to use the reflective note-making facility to consider the different aspects of their careers.

Because of the wide variety of healthcare roles, there is no assessment in this course as the session deals primarily with the individual's role.

Who is this course for?

Any clinical or non-clinical staff.

Awareness of Mental Health

Care Certificate Compliant

Overview

This session is an overview of mental health and is aimed at anyone working in a healthcare environment. It outlines the main types of mental health conditions, along with their respective symptoms and treatments and aims to raise awareness of a healthcare professionals' interaction with people who have mental health illnesses. It will also provide users with links and resources to existing information, advice and support.

Who is this course for?

All health and social care staff

Awareness of Dementia

Overview

The session provides an introduction to dementia for anyone working in health or social care environments. This includes clinical and non-clinical staff as well as volunteers. It outlines the main types of dementia, along with their respective symptoms and aims to make the user aware of their interaction with people with dementia. It also encourages healthcare practitioners to find out more about the support that is available to people with dementia in their local area and provides users with links to some examples of information, advice and support.

Who is this course for?

All health and social care staff

Awareness of Learning Disabilities

Overview

This session aims to help learners understand the issues surrounding learning disabilities including the relationship between learning disabilities and autism spectrum disorder (ASD) and attention deficit hyperactivity disorder (ADHD) with the purpose of helping learners reflect on and improve how they care for people with learning disabilities.

Who is this course for?

All health and social care staff

Blood Transfusion

Overview

This session aims to provide learners who are not directly involved in the blood transfusion process with a broad understanding of topics such as blood groups, when blood transfusions may be clinically required, the risks and benefits of blood transfusions and the alternative treatments available.

Staff will also develop an understanding of the potential adverse side effects of a blood transfusion, the concerns people may have about receiving blood and the process for gaining consent. It is also essential that all staff are aware of the key checks clinical staff have to make during the process of blood sampling and administering the transfusion to limit the occurrence of errors and near misses.

The accompanying assessment tests the key points.

Who is this course for?

• Healthcare assistants.

• Porters and support staff.

• Hospital-based allied healthcare professionals such as radiographers, occupational therapists, podiatrists and paramedics.

It may also be suitable for trainee, newly qualified or inexperienced clinical staff (such as nursing cadets) who want to gain a general understanding of the main issues associated with the blood transfusion process.

Oral Healthcare

Overview

This session aims to provide an overview of the importance of oral health and how it promotes the well-being in patients you care for. The course highlights how plaque causes dental disease, why teeth should be brushed, how to care for dentures and the link between oral health and general health.

Maintaining oral health brings benefits in terms of self-esteem, dignity, social integration and nutrition.

Who is this course for?

All healthcare staff particularly those in a care enivornment

Skills for Health's other courses are designed to meet the needs of the sector, through high quality learning. Courses have either been developed by Skills for Health or are available in partnership with national organisations.

Other Courses

Cancer Information Prescriptions

Learn about information prescriptions and the Cancer Patient Information Pathways, and how best to put the theory into practice.

Course content

Session 1
Cancer Information Prescriptions

Session 2
An Introduction to Information Prescriptions

Session 3
Assessment Principles

Session 4
Guidelines on the Use of IPS

Session 5
Information Prescriptions in Practice

Session 6
Test Your Understanding

Session 7
Links to NHS Choices Site and Additional Resources

Session 8
Your Feedback

Duration

1 hour 30 mins approx

This is a free course.

Overview

This course explores the Cancer Patient Information Pathways and information prescriptions. It develops learners' knowledge through an overview of the pathways and information prescriptions, how to assess individuals and how NHS Choices Information Prescription Service (IPS) can help. It uses scenarios to help put learners' knowledge into practice.

What will learners get out of it?

- Understand the policy background to information prescriptions.
- Describe the benefits for patients and for service providers.
- Describe the purpose of assessment in information giving.
- Use the NHS Choices system to generate information prescriptions.
- Understand the prescribing/generating/dispensing model.
- Evaluate options for implementation in your local environment.

Who is this course for?

This tool is aimed at staff who work with cancer patients and their carers. The sessions of this elearning course are suitable for:

- Clinical nurse specialists
- Allied health professionals
- Patient information centre staff
- Ward staff
- Community nurses
- Anyone who is involved in offering information to patients and their carers
- Also suitable for administration staff and volunteers involved in dispensing patient information.

Assessment

Questions throughout the course ensure learners understand the information in each session. Once the sessions are completed, there is a short quiz designed to test learners' understanding of the course. Learners must get 100% to pass the course. Learning progress and test results can be tracked by managers for internal development and learners can keep a certificate of completion for CPD.

Accreditations and endorsements

Endorsed by Macmillan Cancer Support and developed by NCAT (now part of NHS IQ). This course forms part of the National Cancer Course.

WE ARE MACMILLAN. CANCER SUPPORT

NHS Improving Quality

Positive Behavioural Support

Develop a good understanding of individuals, what their strengths and needs are, and how to provide personalised support that meets their needs and builds on their strengths.

Course content

Session 1
Introduction

Session 2
Values into Practice

Session 3
Behavioural Model

Session 4
PBS Interventions

Session 5
Assessment

Duration

30 mins approx

This is a free course.

Overview

The aim of this course is to help develop a positive and proactive workforce. It gives a broad overview of Positive Behavioural Support (PBS) as a key way of achieving this.

PBS is the recommended approach to caring for vulnerable people, in line with governmental policy. The Department of Health specifically recommends PBS as part of their plan to make services better, following the inquiries into Mid Staffordshire and Winterbourne View.

What will learners get out of it?

The course will help learners understand how they can:

- Explain what is meant by values and what services should aim to do in supporting people to achieve a good quality of life.

- Understand how behaviour is shaped and defined.

- Explain the three stages of Primary, Secondary and Reactive strategies.

Who is this course for?

It is aimed at all employees across the health and social care sectors who support vulnerable people.

Assessment

The sessions are followed by a test that assesses learners' knowledge of the topics covered in the module.

Learning progress and test results can be tracked by managers for internal development and learners can keep a certificate of completion for CPD.

Accreditations and endorsements

This course was developed by ABMU Health Board, the University of South Wales, NHS Wales Informatics Service, and Department of Health. The course aligns with governmental policy.

Department of Health

University of South Wales
Prifysgol De Cymru

NHS WALES GIG CYMRU
Bwrdd Iechyd Prifysgol Abertawe Bro Morgannwg University Health Board

NHS WALES GIG CYMRU
Gwasanaeth Gwybodeg Informatics Service

Llywodraeth Cymru
Welsh Government

Stand by Me - Dementia

Improve communication and care for people with dementia across the patient journey, from pre-diagnosis through to care at home, emergency care, hospital admission, care home admission and end of life care.

Course content

Session 1
Introduction to Stand By Me

Session 2
Good Communication and Person-Centred Care

Session 3
Primary Care

Session 4
Home Care

Session 5
Moving to Residential Care

Session 6
Emergency Services

Session 7
Hospital Admission

Session 8
End of Life

Session 9
Factual Information on Dementia

Session 10
Assessment

Duration

1 hour 35 mins approx

This is a free course.

Overview

The course incorporates six video dramatisations across different settings. Learners can follow Maggie and Mick as Maggie receives a diagnosis of dementia, gets help at home and moves into a residential care home. They can then follow Marty and Mary, and Marty's family, as he receives emergency medical care, stays on an acute hospital ward and nears the end of his life.

Each of the video dramatisations is embedded in a set of reflective questions based on the VIPS Framework, giving the learners the opportunity to reflect on their own practice, the challenges they face in their roles and the practice within their organisations.

Additional video content is included from professionals across a range of health and social care settings, and from families of people living with dementia. It includes detailed factual information on person-centred care, the nature and different types of dementia and the different ways the symptoms of dementia can be managed.

What will learners get out of it?

An understanding of how to support people with dementia by developing good communication and person-centred care in their own practice and within their teams and organisations.

Who is this course for?

All healthcare Staff.

Sessions 1, 2, 9 and 10 are compulsory.

Sessions 3-8 are role specific and learners should complete the session that most closely represents their field of health or social care.

Assessment

The sessions are followed by a multiple choice assessment with a pass mark of 80%. Progress can be tracked by managers and learners can keep a certificate of completion for CPD.

Accreditations and endorsements

This course was developed with the Association for Dementia Studies at Worcester University, Herefordshire Clinical Commissioning Group, Heart of Worcester College at Bromsgrove, Worcestershire Health and Care NHS Trust and Skills for Care.

Personalised Care Planning

Develop the knowledge and understanding to implement personalised care planning and learn about the process, the journey and the skills needed to make it a success.

Course content

Session 1
Understanding How Personalised Care Planning Works

Session 2
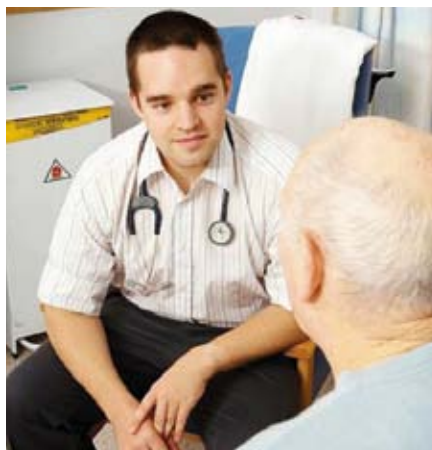Understanding How Personalised Care Planning Works

Session 3
Skills and Behaviours for Effective Personalised Care Planning

Session 4
Case Studies

Duration

2 hour 20 mins approx

This is a free course.

Overview

This course is designed to help practitioners manage the healthcare needs of people with long-term conditions more effectively.

This course is divided into four sessions which introduce the personalised care planning process and help you to develop an understanding of associated skills and behaviours.

The course is supported by a workbook.

The course links with policy areas such as information prescriptions and self-care.

What will learners get out of it?

*   The ability to plan care for individuals.

*   Learners download a workbook which they can take away and maintain their knowledge and improve their development.

*   Understanding of the needs of the individual through process planning.

*   Development of their skills to meet the needs of the individual.

Who is this course for?

Suitable for all those involved with personalised care planning, including:

*   practice nurses

*   health trainers

*   specialist nurses

*   allied health professionals

*   community matrons

*   case managers

*   social care workers.

Assessment

Sessions are followed by a 20-minute assessment designed to test learners' understanding of the personalised care planning process. Learning progress and test results can be tracked by managers for internal development and learners can keep a certificate of completion for CPD.

Accreditations and endorsements

Developed and endorsed by NHS Employers and the Department of Health (DH) Policy Lead for Long Term Conditions.

NHS **Employers**

Personal Health Budgets

Guidance, information and opportunities to practise defining and explaining personal health budgets to individuals, their families and with other healthcare professionals.

Course content

Session 1
Personal Health Budgets

Session 2
Benefits

Session 3
Risks

Session 4
Who is Eligible?

Session 5
How the Budget Works

Session 6
Clinical Commissioning Group

Session 7
Self-Assessment

Duration

30 mins approx

Overview

From October 2014, anyone who is eligible for NHS Continuing Healthcare (CHC), including young people and children eligible for Continuing Care, has the right to a personal health budget. This interactive scenario-based course provides guidance to healthcare staff who will be involved with personal health budgets in a variety of capacities.

What will learners get out of it?

- Understanding of the key terminology and characteristics of a personal health budget.

- Understanding of the risks and benefits of a personal health budget and who is eligible.

- Explanation of the three budget options, how they are determined and what they cover.

- Guidance on how personal health budgets work for individuals, families and carers who have different health needs.

Who is this course for?

All healthcare staff who may be required to discuss, recommend or contribute to personal health budgets.

This may include:

- primary care

- end of life care

- social Care

- secondary care e.g. for discharge planning options.

Assessment

Each session is followed by a multiple choice assessment with a pass mark of 80%, designed to test learners' understanding of the course. Progress can be tracked by managers for internal audits and learners can keep a certificate of completion for CPD.

Accreditations and endorsements

The course was commissioned by Partner 2 Care and has national input from NHS England.

BOC Medical Gas Safety:
Porter Training

Information on potential hazards, risk reduction, and roles and responsibilities for the safe use and handling of medical gases within healthcare.

Course content

Session 1
Introduction

Session 2
Statutory and Regulatory Obligations

Session 3
What is a Medical Gas?

Session 4
Hazards of Medical Gases

Session 5
Cylinder Identification, Management and Security

Session 6
Departmental Cylinder Handling and Operation

Session 7
Cylinder Storage and Handling

Session 8
Medical Gas Manifold Operations

Duration

2 hours approx

Overview

This course introduces learners to the fundamentals of medical gas safety and good practice in its handling and use. It may also serve as a refresher for topics learners may have covered in the past. The course is divided into two main sections: core learning elements (essential for all staff) and role-specific responsibilities (for porters).

What will learners get out of it?

- Understanding of relevant legislation and codes of practice.

- Familiarity with the composition and identification of various gases.

- Understanding of the dangers involved in working with medical gases.

- Familiarity with safe operating practices.

- Understanding of the different types of medical gas supplies, the associated equipment and safe working practices.

- Guidance on how to handle, move and, where relevant, store medical gas cylinders safely.

- How to prepare a medical gas cylinder for use and its connection to equipment.

Who is this course for?

Designed for staff who have responsibility for the safe administration of medical gases to patients within the healthcare environment.

Assessment

Each session has a practical element that should be covered with learners' line managers. The sessions are followed by a multiple choice assessment designed to test learners' understanding of the course.

Progress can be tracked by managers for internal development and learners can keep a certificate of completion for CPD.

Accreditations and endorsements

BOC developed this course and keep the content of courses and learning outcomes updated and current to meet the needs of Department of Health (DH)/NHS guidance, stemming from the DH policy HTM02-01 part B chapter 7.

BOC are a BTEC accredited training centre with Edexcel.

BOC
A Member of The Linde Group

BOC Medical Gas Safety:
Nurse Training

To train the clinician to a level of competence that allows the safe and effective management of medical gases at ward/ department level.

Course content

Session 1
Introduction

Session 2
Statutory and Regulatory Obligations

Session 3
What is a Medical Gas?

Session 4
Hazards of Medical Gases

Session 5
Cylinder Identification, Management and Security

Session 6
Departmental Cylinder Handling and Operation

Session 7
Clinical Use of Medical Gases

Session 8
Use of Suction and Oxygen Therapy Equipment

Duration

2 hours approx

Overview

This course gets learners started with the fundamentals of medical gas safety and good practice in its handling and use. It may also serve as a refresher for topics learners may have covered in the past. The course is divided into two main sections: core learning elements (essential for all staff) and role-specific responsibilities (for nursing staff).

What will learners get out of it?

• Understanding of relevant legislation and codes of practice.

• Familiarity with the composition and identification of various gases.

• Understanding of the dangers involved in working with medical gases.

• Familiarity with safe operating practices.

• Understanding of the different types of medical gas supplies, the associated equipment and safe working practices.

• Guidance on how to handle, move and, where relevant, store medical gas cylinders safely.

• How to identify faulty and incident cylinders and take appropriate action.

• How to prepare a medical gas cylinder for use and its connection to equipment.

Who is this course for?

Designed for nursing staff who have responsibility for the safe administration of medical gases to patients within the healthcare environment.

Assessment

Each session has a practical element that should be covered with learners' line manager or a Designated Nursing Officer. The sessions are followed by a multiple choice assessment designed to test learners' understanding of the course.

Progress can be tracked by managers for internal development and learners can keep a certificate of completion for CPD.

Accreditations and endorsements

BOC developed this course and keep the content of courses and learning outcomes updated and current to meet the needs of DH/NHS guidance, stemming from the DH policy HTM02-01 part B chapter 7.

BOC are a BTEC accredited training centre with Edexcel.

BOC
A Member of The Linde Group

Dysphagia

This course provides an understanding of dysphagia, the difficulty that some people have in swallowing food and drink.

Course content

Session 1
Introduction

Session 2
What is Dysphagia?

Session 3
Who is Involved in Managing Dysphagia?

Session 4
Summary

Duration

20 mins approx

Overview

Finding it difficult to swallow food and drink properly can have a profoundly negative effect on a person's life. As well as making it difficult to enjoy a normal, social activity it can lead to further complications, some of which can be dangerous and potentially fatal.
This session looks at how staff can support people with dysphagia.

What will learners get out of it?

- An understanding of how normal swallowing works.

- How to describe the signs and symptoms of dysphagia.

- How to identify which groups of people are more at risk from suffering from dysphagia.

- How to identify who to go to for help when managing a service user's dysphagia.

Who is this course for?

All healthcare staff, with an emphasis on:

- nurses

- dietitians

- speech and language therapists

- caterers

- carers.

Assessment

The session is followed by a multiple choice assessment designed to test learners' understanding of dysphagia.

Progress can be tracked by managers for internal audits and learners can keep a certificate of completion for CPD.

Accreditations and endorsements

Developed in partnership with the NPSA (now part of NHS England) and commissioned by the Department of Health (DH).

NHS
England

Immunisation and Vaccination

Learn about the practical and legal implications of immunisations and vaccinations, as well as best practice information.

Course content

Session 1
Introduction to Immunisation and UK National Immunisation Policy

Session 2
Immunology for Vaccinators

Session 3
Vaccine-Preventable Diseases

Session 4
Vaccines and Vaccination Schedules

Session 5
Managing and Administering Vaccines

Session 6
Legal Aspects and Record Keeping

Session 7
Course Resources and Summary

Duration

10 hours approx as a blended approach

Overview

This course looks at vaccination courses, their aims and components. It reviews vaccine-preventable diseases, the different types of vaccines used, the key elements of vaccine trials, surveillance and monitoring, the UK vaccination schedule and legal issues associated with vaccination. It also addresses best practice in relation to storing, handling, administration and documentation of vaccines, and how best to advise service users.

The course includes a variety of resources that learners can download and keep to aid their continued learning.

What will learners get out of it?

- How vaccines work to provide immunisation against all diseases covered by the UK vaccination course.
- Recognise and comply with best practices in vaccination management and administration.
- Recognise and comply with best practices regarding legal aspects.
- Provide accurate and up-to-date information about diseases and vaccines to service users and carers.

Who is this course for?

All healthcare staff involved in immunisations and vaccinations.

Assessment

Each session is followed by an assessment designed to test learners' understanding. Learning progress and test results can be tracked by managers for internal development and learners can keep a certificate of completion for CPD.

Accreditations and endorsements

The course, originally developed from a paper-based course produced by the Tees Valley and County Durham PCT , has been substantially revised and developed by representatives from Public Health England and Public Health Wales.

New Course:

E-assessment Modules

Learners with considerable knowledge and experience in the Core Skills Training Framework (CSTF) subjects can undertake a robust assessment to demonstrate their understanding of the subject.

The assessments are designed so that questions are picked from a large bank, with at least one question for each of the CSTF outcomes. The questions have been developed and tested by experts in each of the subject areas to ensure high-quality assessments that also save staff and their organisations time, money and resources.

Framework Mapping

SfH Elearning	Care Certificate	Core Skills Training Framework (CSTF) Stat Man	CSTF Clinical / Care Certificate
Your Healthcare Career	Understand your role Your Personal Development		Your Healthcare Career
Duty of care Conflict Resolution Consent	Duty of Care	Conflict Resolution	Duty of Care
Equality Diversity and Human Rights	Equality and Diversity	Equality diversity and human rights	
Person Centred Care	Work in a Person Centred Way		Person Centred care
Communication	Communication		Communication
Privacy and Dignity	Privacy and Dignity		Privacy and Dignity
Fluids and Nutrition	Fluids and Nutrition		Fluids and Nutrition
Dementia Awareness Mental Health Awareness Learning Disabilities Awareness	Awareness of Mental Health, Dementia and Learning Disability		Dementia Awareness
Safeguarding Adults	Safeguarding Adults	Safeguarding Adults	
Safeguarding Children	Safeguarding Children	Safeguarding Children	
Health Safety and Welfare Fire safety Moving and Handling	Health and Safety	Health Safety and Welfare Fire safety Moving and Handling	
Information Governance	Handling Information	Information Governance	
Infection Prevention and Control (Clinical) Infection Prevention and Control (non Clinical)	Infection Prevention and Control	Infection prevention and control	
N/A practical course	Basic Life Support	Resuscitation	
Consent			Consent
Blood Transfusion			Blood Component transfusions

Get in touch

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