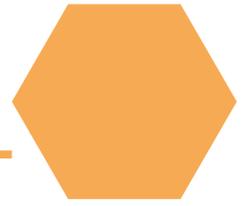


EXTERNAL E-LEARNING training catalogue





APPLYING FOR EXTERNAL TRAINING



The present catalog contains several e-learning alternatives for training that we do not run often at Head Office. If you would like to attend an external e-learning course of this catalog, ensure that you follow the external training booking procedure. This is used not only for validation but to ensure that the training is reflected in your training record.

Completing the form

The staff member attending an external course is required to submit a case for the needs and benefits this training will give to them and their service. Requests to attend training should be supported by your workplace supervisor or manager and be made via an External Training Application Form. This form should be completed and signed by both you and your manager. We now have both an individual booking form, for one staff member, and a block booking form, for managers wishing to book several members of staff onto external training. We also request that details of the content of the course and costs are attached to the forms. If you supply all the information required, this will help speed up the processing of your application.

Submitting the form

Forward your external booking request to the Training Department at Head Office either by email training.applications@creativesupport.co.uk or fax 0161 228 0560. We advise that you put the heading 'External Training Application' in your email subject line. You will receive an acknowledgement of your application within 48 hours. Applications to attend external training events should be made at least four weeks before the start of the course or the closing date for application/booking.

Financial agreement

Once we have received the application form, we will then send you a financial agreement form which you need to complete and return to us.

Processing the application

On receipt of the financial agreement, the Learning & Development team will process your application including creating a purchase order and booking with the provider. No provisional bookings must be made until all paperwork is received and authorised.

FREE courses

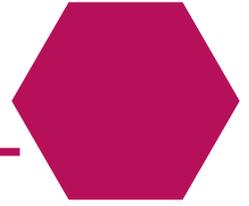
There will be a few exceptions to this rule. You won't need to follow the external training application procedure when you can register a free online account to complete the course.

Please send us either a copy of your certificate or a notification of completion so that we can update your records.





EMERGENCY FIRST AID



Basic First Aid

This free online course provides the learner with basic knowledge about first aid.

Module 1. Introduction to First Aid
Module 2. The Unconscious Victim
Module 3. Bleeding and Shock
Module 4. Burns and Scalds

At the end of each module, there is a quiz to test your knowledge. Once successful, learners can download and print a certificate.

Send us a copy of your certificate when you have completed the course so that we can update your records.

Advanced First Aid

This free online course provides more detail on a variety of first aid topics including taking observations, medical conditions and minor injuries.

Module 1. Roles and responsibilities of a first aider
Module 2. Medical conditions
Module 3. Traumatic injuries
Module 4. Minor injuries

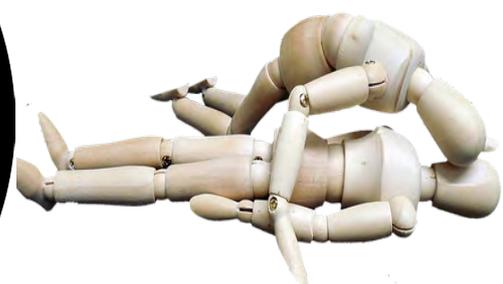
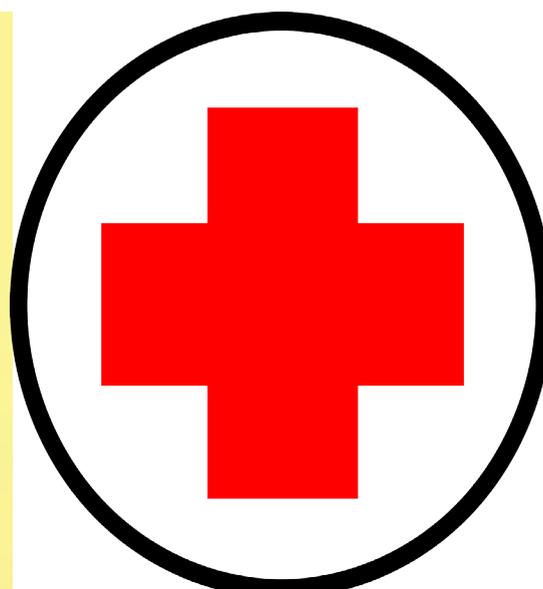
At the end of each module, there is a quiz to test your knowledge. Once successful, learners can download and print a certificate. Send us a copy of it so that we can update your records.

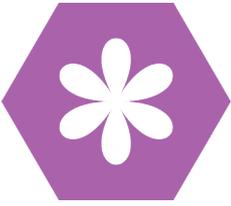
CPR

This free online shows the learner how to perform Cardiopulmonary resuscitation (CPR) on an adult, child or infant.

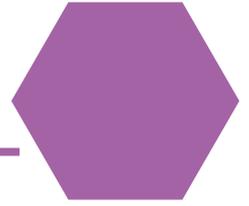
After completing this training there is an online test and, once successful, learners can download and print a certificate.

Send us a copy of your certificate when you have completed the course so that we can update your records.





MENTAL HEALTH



Acquired Brain Injury Awareness

(ABI)

This e-learning course has been developed in association with the British Institute of Disabilities (BILD) and Voyage Care. It is broken down into four easy-to-follow units - an introduction and three study units.

The aim of the course is to raise awareness of acquired brain injuries (ABIs) - what they are, possible causes and the impact they can have on people, their families and friends.

By gaining a better understanding of the implications of ABIs, learners will be able to provide more effective support to the people in their care.

Mental Health

Studies: Suicide, Violent Behaviour and Substance Abuse

This course introduces the learner to suicide and preventative treatment measures, how to manage violent patients and outlines the complex area of substance abuse.

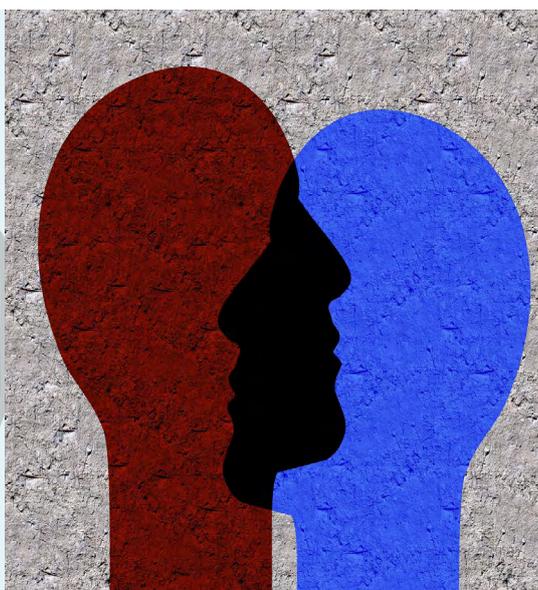
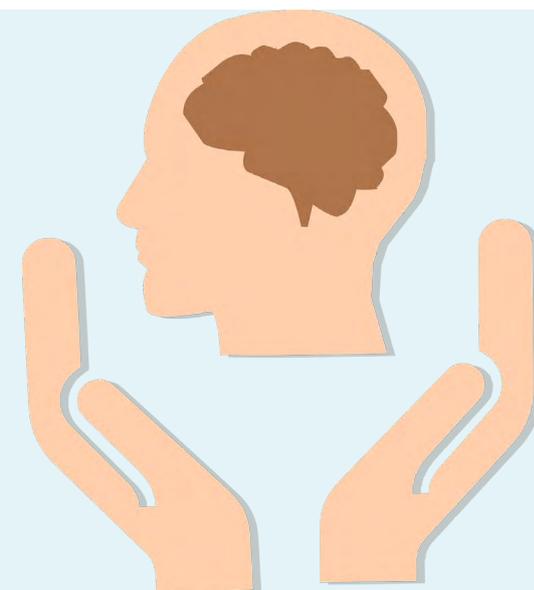
The course is free to complete. Once you have completed it, email us with the notification of completion, so that we can update your records and produce a certificate. Please note that this will be a Creative Support certificate confirming that you have completed ALISON training. Creative Support is unable to pay for official ALISON certificates from their website.

Mental Health

Studies: Understanding Behaviour, Burnout and Depression

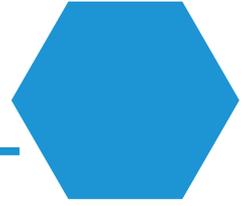
On this course, the range of personality disorders, phobias and neurotic behaviours are discussed together with the associated signs and symptoms.

The course is free to complete. Once you have completed it, email us with the notification of completion, so that we can update your records and produce a certificate. Please note that this will be a Creative Support certificate confirming that you have completed ALISON training. Creative Support is unable to pay for official ALISON certificates from their website.





FOOD & HYGIENE



Food Safety & Hygiene

Imperative Training offers a range of Food Allergy and Food Safety and Hygiene courses. Level 2 Food Safety and Hygiene for Catering is the training which is mandatory to be completed by all care staff in Creative Support.

The duration of the course is approximately 2-3 hours. However, the learning is self-paced so the course can be completed at your convenience and your progress will be recorded throughout.

After completing this training there is an online test and, once successful, learners can download and print a certificate.

Infection Control & Prevention

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.

Learners can explore the effects of healthcare associated infections, how they are spread and how to help to prevent the spread of infection.

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

Oral Health

This **free online course** aims to provide an overview of the importance of oral health and how it promotes the well-being in patients you care for.

The duration of the course is approximately 40 minutes.

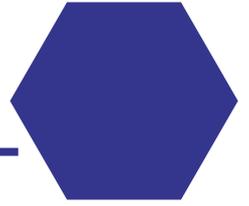
The session is followed by a multiple choice assessment designed to test learners' understanding of the course.

Send us a copy of your certificate when you have completed the course so that we can update your records.





SKILLS FOR HEALTH



Personalised Care Planning

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

Through the four sessions, you will receive an introduction to the personalised care planning process and develop an understanding of associated skills and behaviours. The course links with policy areas such as information prescriptions and self-care.

Send us a copy of your certificate when you have completed the course so that we can update your records.

Positive Behavioural Support

The aim of this **free online 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 sessions are followed by a test that assesses learners' knowledge.

Send us a copy of your certificate when you have completed the course so that we can update your records.

Stand By Me Dementia Training

This **free online course** provides an understanding of how to support people with dementia by developing good communication and person-centred care in their own practice, within teams and within organisations.

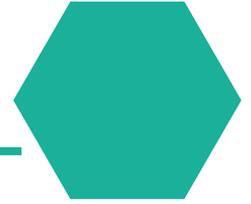
The course is followed by a multiple choice assessment with a pass mark of 80%.

Send us a copy of your certificate when you have completed the course so that we can update your records.





Health Education England E-LFH (e-Learning for Healthcare)



Health Education England offers an e-learning platform which provides health and social care professional staff the training they need to perform their job.

In the next pages, there is a range of courses which we consider that may be of interest to you. The full programme offer can be found on their [website](#).

All the courses can be accessed for free after [self-registration](#). You will only need to register as a Creative Support employee and provide our NMDS code to have full access to their training programmes.

To create the online account, you will also need to provide personal details and a valid email address.

If you feel you need further assistance, check out our step by step leaflet which will guide you through the registration process.

*Creative Support
NMDS registration code*
HMK4VK

Head Office address
131 Wellington Road,
Stockport, **SK1 3TS**

Cognitive Behavioural Therapies for Psychosis programme

The e-learning programme consists of six modules:

- *Introduction – The approach to the delivery of CBT for psychosis*
- *Phase 1 Assessment and Engagement*
- *Phase 2a & 2b Verbal and Behavioural Change Strategies*
- *Phase 3 The development of a longitudinal formation and longer-term work*
- *Phase 4 Consolidation – summarising the work done*

Each module includes a self-assessment and one or more video role plays which aim to illustrate the relevant processes, principles and strategies within each phase. A certificate is available for each module.

Communicating with Empathy programme

The e-learning programme has been developed to promote sensitive and effective communication in end of life care in 6 sessions:

1. *Introduction to communication skills and how these are applied in end of life care*
2. *Making the most of listening*
3. *What do we mean by body language?*
4. *Responding to challenges in end of life care*
5. *Assessing and responding to communication needs*
6. *Examples of communication challenges: distractions in the workplace and communicating when there are language barriers*

Each session takes 20-30 minutes to complete. Certificate is available.

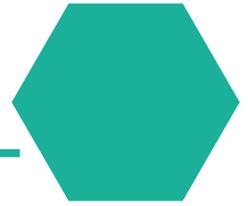
Compassion in Practice programme

These e-learning sessions will help you to re-evaluate your practice and to challenge your fundamental beliefs and value systems. They will offer insights and suggestions to support you in improving care and compassion in your practice.

The first session considers the benefits of delivering compassionate care and identifies the core attributes and skills needed to deliver this. The second session examines the barriers to compassionate care, the importance of a compassion focused organisation and considers strategies for identifying and minimising these barriers.



Health Education England E-LFH (e-Learning for Healthcare)



Complaints Handling programme

Education and training is essential in order for staff to respond to feedback, comments, concerns and complaints in an appropriate and timely manner.

A range of five e-learning sessions have been developed to support staff in meeting their responsibilities:

- *Valuing Feedback and Complaints*
- *Encouraging Feedback and Using it*
- *The NHS Complaints and Feedback Process*
- *The Value of Apology*

Continence and Catheter Care programme

e-Learning for excellence in continence and catheter care comprises two sessions: Promoting best practice in continence care and Promoting best practice in catheter care.

The programme includes discussion of the different types of incontinence and the therapies and treatments that can be offered to patients. Emphasis will be placed on avoiding catheterisation and on strategies for reducing the risk of catheter acquired urinary tract infection (CAUTI) in situations where catheterisation is unavoidable.

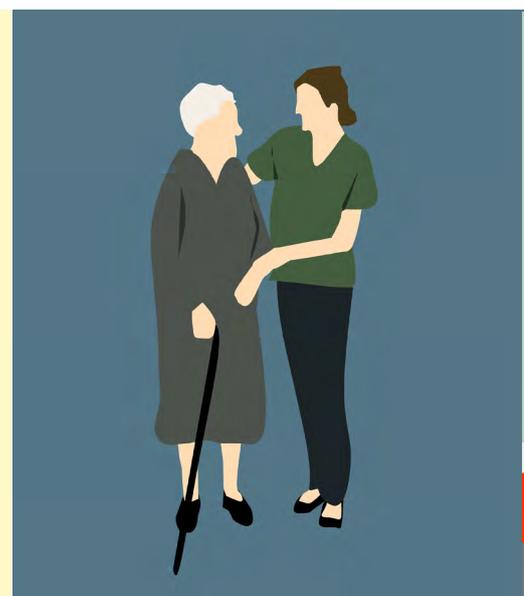
End of Life Care programme

These e-learning sessions consists in several modules. Support workers may be interested in:

- *Introduction*
- *Advance care planning: principles sessions*
- *Social Care module*

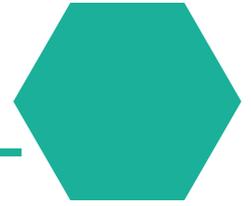
They have been highlighted as a resource to help with implementation of the NICE Guidelines on improving care for people who are in their last days of life.

A certificate is available for each module, if all the videos in the module have been viewed and the self-assessment has been passed.





Health Education England E-LFH (e-Learning for Healthcare)



Safeguarding Children & Young People for

Level 1 Safeguarding Children and Young People e-learning has been produced especially for non-clinical staff.

It is available in 20-30 minute bite-sized sessions. The e-learning covers two levels:

Level 1 - Introduction to Safeguarding Children and Young People. This includes recognition of the four types of child abuse and the appropriate actions healthcare staff need to take if they are concerned a child is being abused or neglected.

Level 2 - Recognition, Response and Reporting.

Safe use of insulin programme

This programme is aimed at all healthcare staff, has been designed to help reduce the errors in the prescription and administration of insulin.

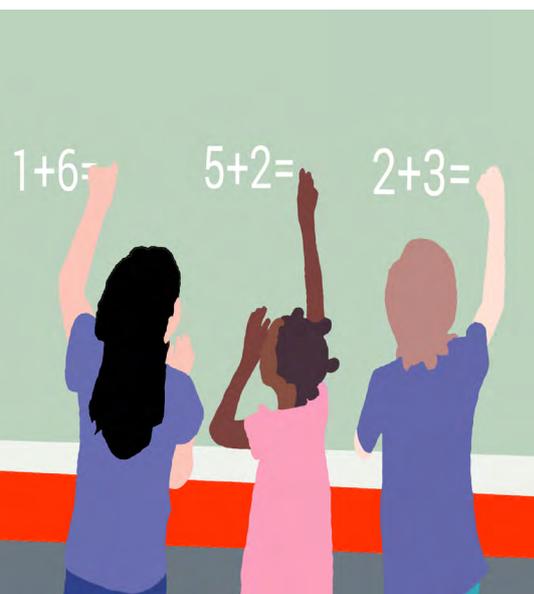
The programme consists of one e-learning session highlighting the most common errors in prescription and administration of insulin.

The aim is to reduce insulin errors and to ensure that patients receive safe and effective treatment. The content provides understanding of insulin and also demonstrates the most frequent errors associated with the use of insulin, together with advice.

Supporting Self Care programme

The session is designed for healthcare professionals supporting people with long-term conditions. It will help them give people the confidence and skills to take greater control over their own health and wellbeing.

By the end of the learning healthcare professionals will be able to give expert advice, help people understand their condition and make informed choices about the support they wish to access from the resources available. There are three e-learning sessions, each 20 minutes long, incorporating video clips and case studies.



Contact Us

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<http://www.creativesupport.co.uk/creative-academy/>



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