



# ANXIETY



## Product Syllabus:

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

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# ASSESSING NEEDS



## Product Syllabus:

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

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# CARE PLANNING



## Product Syllabus:

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

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# CHILD SAFEGUARDING



## Product Syllabus:

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

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# COMMUNICATING EFFECTIVELY



## Product Syllabus:

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



# CONSENT



## Product Syllabus:

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

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# CoSHH



## Product Syllabus:

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

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# DEMENTIA CARE



## Product Syllabus:

- Introduction
- Dementia definition and epidemiology
- Alzheimer's Disease
- Vascular dementia
- Stroke
- Lewy body dementia
- Parkinson's disease and dementia
- Frontotemporal dementia
- Mixed dementia
- Importance of early diagnosis
- Differential diagnosis
- Diagnosis
- Testing
- Risk factors
- Stages of dementia
- Communication
- Eating and drinking difficulties
- Helping with eating and drinking difficulties
- Continence issues
- Behavioural changes and challenges
- Providing a safe environment
- Lighting
- Outside spaces
- Sensory gardens
- Treatments and medications
- CRT
- CST
- Reminiscence and life story work
- Activities
- Mental capacity
- Deprivation of Liberty
- Person Centred Care

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# DEVELOP AS A WORKER



## Product Syllabus:

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

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# DIVERSITY, EQUALITY AND INCLUSION



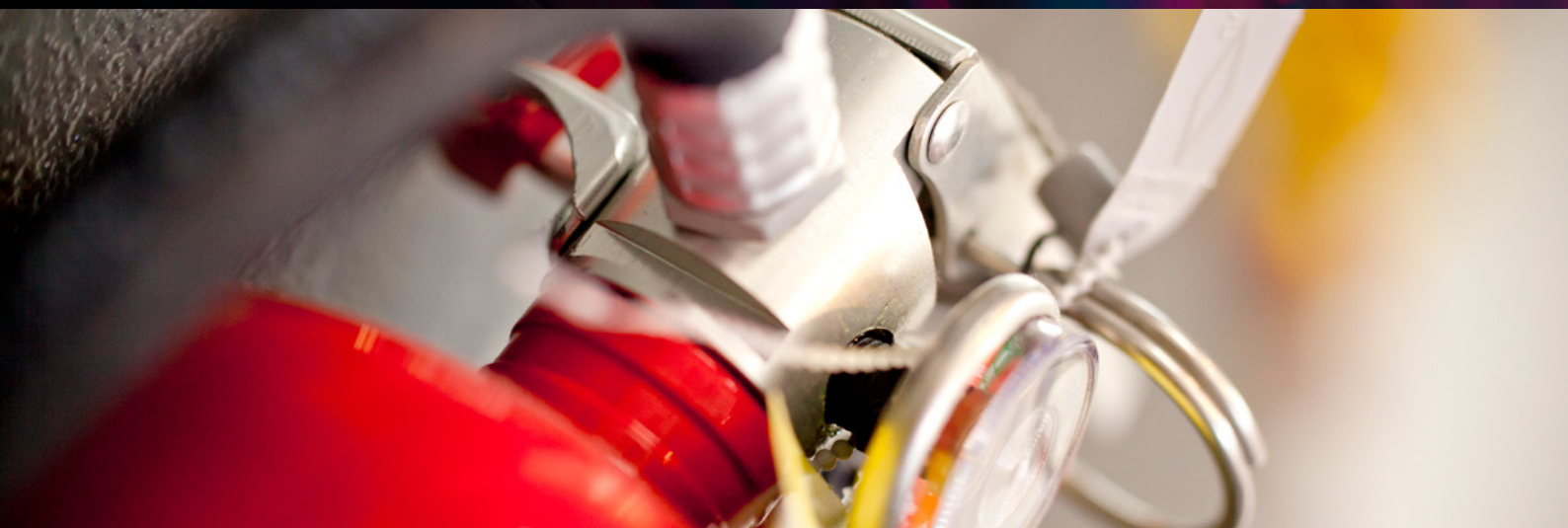
## Product Syllabus:

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

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# FIRE TRAINING



## Product Syllabus:

- Introduction to fire
- The risks of fire
- Employer fire duties
- Employee fire duties
- Fire Training
- The fire triangle
- How fire spreads
- Smoke
- Dangers arising as a result of fire
- Fire hazards
- Kitchen fires
- Gas
- Electrical equipment
- Chemicals
- Housekeeping
- Hoarding
- Smoking
- Arson
- Vulnerable clients and fire risk
- Oxygen therapy
- Emollient creams
- Incontinence products
- Pressure mattresses
- Fire safety precautions
- Fire doors
- Escape routes
- Emergency lighting
- Fire safety signs
- Fire, heat and smoke detectors
- Fire alarms
- Specialist alarms
- False alarms
- Sprinklers
- Emergency plans
- Fire drills
- What to do if you discover a fire
- Fire assembly points
- Classes of fire
- Fire extinguishers
- Location of fire extinguishers
- Extinguishing a fire
- What to do if a person catches fire
- Means of escape
- Emergency exits
- Refuges
- Lifts
- Safe evacuation
- Domiciliary fire safety
- Reasonable adjustments
- GEEPs
- PEEPs
- Evacuations aids



# FOOD HYGIENE



## Product Syllabus:

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

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# HEALTH AND SAFETY



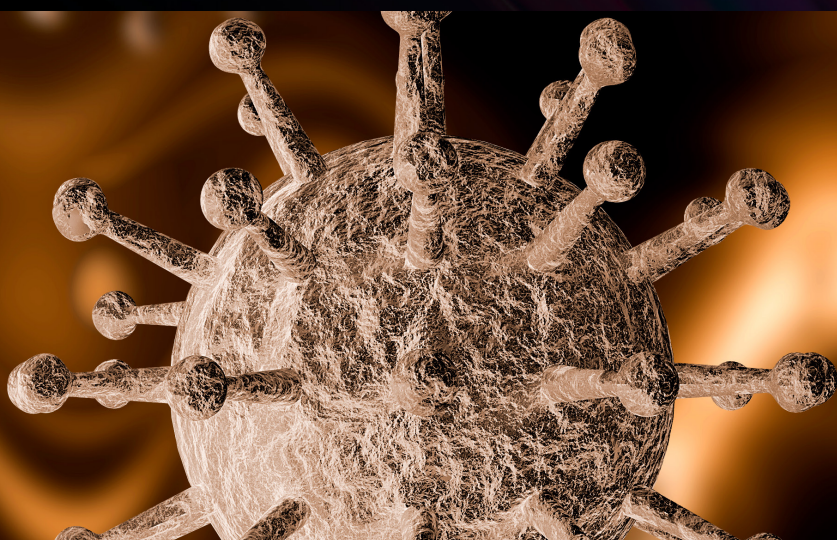
## Product Syllabus:

- Introduction
- Employers
- Employees
- Risk assessment
- CoSHH
- PPE
- Infection Control
- Hand hygiene
- Use of sharps and needlestick injuries
- Immunisations
- Sharp containers
- Spillages
- Administration of medicines
- Food hygiene
- Food poisoning
- Laundry and linen
- Infectious diseases
- Legionella
- Scalding
- Moving and Handling risks, assessment and training
- Slips and trips
- Good housekeeping
- Window restriction
- Use of equipment in the workplace
- Wheelchairs
- Passenger lifts
- Bed rails
- Violence and aggression
- Mental health
- Bullying
- Contractors
- Fire safety
- Gas equipment
- Building security
- Asbestos
- Radon
- Electricity
- Display screen equipment
- Safety when outside
- Vehicle safety
- Welfare facilities
- Smoking
- Working Time Regulations
- Health checks
- Pregnancy
- Lone working
- First aid
- When accidents occur
- RIDDOR
- Whistleblowing





# INFECTION CONTROL



## Product Syllabus:

- The human microbiome
- What infection is
- Risk of infection in care environments
- Policies and procedures
- Resident and transient flora
- Pathogenicity and virulence
- The immune system
- Causes of a weakened immune system
- Types of micro-organisms
- Bacteria
- Viruses
- Parasites
- Fungi
- The chain of infection
- People at risk of infection
- Methods of infection transmission
- Managing the control of infection
- Employer and employee responsibilities
- Risk assessment
- Standard Infection Control Precautions
- Personal hygiene
- Hand washing
- Hand sanitiser
- Respiratory hygiene
- Personal protective equipment
- Effective cleaning
- Cleaning schedules
- Colour coding cleaning materials
- Disinfectants
- 3 levels of decontamination
- Sterilisation
- Exposure to body fluids
- Biohazard spill kits
- Laundry and linen
- Sluicing
- Waste disposal
- Clinical waste
- Safe use of sharps
- Safe handling of specimens
- Occupational health checks
- Immunisations
- Food hygiene
- Legionella
- Containing an infection outbreak
- Signs of infection in elderly people
- Notifiable diseases
- Root Cause Analysis
- RIDDOR





# MANAGING BEHAVIOURS WHICH CHALLENGE



## Product Syllabus:

- Introduction to behaviours which challenge
- Reasons for behaviours which challenge
- Policies and procedures
- Risk assessment
- Aggressive or violent behaviours
- Self-injury
- Pica
- Sexualised behaviours
- Refusal behaviours
- Repetitive behaviours
- Triggers
- Stages of behaviours which challenge
- Behavioural warning signs
- Positive Behavioural Support (PBS)
- The 10 key concepts
- PBS assessments
- PBS plans
- Primary and secondary strategies
- Reactive strategies
- The fight, flight and freeze mechanism
- What to do when behaviour is escalating
- Active listening
- Deep breathing
- Body language
- Protecting bystanders
- Reasonable force
- Breakaway techniques
- Restraint
- Restraint via use of medication
- Seeking support and advice

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# MENTAL CAPACITY



## Product Syllabus:

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

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# NUTRITION AND DIET



## Product Syllabus:

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

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# PRINCIPLES OF CARE AND CONFIDENTIALITY



## Product Syllabus:

### The care values (values)

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

### Confidentiality, which includes:

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

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# ROLE OF THE CARE WORKER



## Product Syllabus:

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



# SAFEGUARDING OF VULNERABLE ADULTS



## Product Syllabus:

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

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