



JCK TRAINING

Health and Social Care | UK & International

COURSE BROCHURE 2012

1) The Communicator

2) The Toolkit

3) The Pragmatist



JCK TRAINING

Health and Social Care | UK & International

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Welcome

We provide specialist in-house courses in mental health and social care to a wide range of housing and community care agencies throughout the UK.

Our aim at JCK is to make sure that our courses are practical, accessible and above all, enjoyable! Our training style is highly interactive and lively, with an emphasis on drama and role play, audio-visual materials, discussion, debate and plenty of opportunities to work in small groups and 'unpack' what are often complex and sometimes controversial concepts.

The trainer will also emphasise the existing skills and 'know how' of participants and take into account the differing levels of knowledge and experience within the group. We hope you find what you're looking for in this brochure, but please don't hesitate to contact us for further advice and information on social care training.



Connor Kinsella RMN BA(Hons)
Lead Training Consultant
JCK Training

We guarantee:

- ▶ Brief, high-impact courses
- ▶ Individualised programmes focussed on YOUR staff and YOUR client groups
- ▶ Value for Money: we work with groups of up to 25 delegates
- ▶ Skilled, experienced trainers with years of 'hands-on' experience
- ▶ Testimonials and references available on request available on request
- ▶ High quality training materials and reading lists

Contact Us

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Working with JCK Training

Booking one of our courses is a collaborative process. From requesting a quotation to booking a date, we work closely with our clients to ensure each course is tailored to training needs and meets organisational learning outcomes.

Programmes can be adapted to meet the needs of any specific staff or client group at no extra charge, and Training Managers are asked to fully approve the programme before confirming dates and details. Clients will be invoiced (for the total quoted on the original quotation) on successful completion of the agreed project.

NEW: Shorter Courses

We're all too aware of the pressure on staffing and training budgets in these increasingly austere times, and we now provide an economical means of allowing more of your staff to access key courses.

Some of our courses are now available as shortened half-day workshops which we run as separate AM and PM sessions. Availability of shorter courses is clearly indicated on the course information pages enclosed.

Fees

We can provide an individualised, no-obligation quotation for you on request. The fee we quote is exactly what will be invoiced should you wish to book a course. Our quotation is guaranteed for 3 months from your initial request so that matters such as funding, staffing and venues can be arranged prior to confirming a booking.

We charge per course (not per person) and can work with a group of between 5 and 25 delegates at a venue of your choice.

Our quotation includes all trainer expenses such as travel, accommodation and course handouts. Within a week of completion of training, we'll send you signed Certificates of Attendance (if required) and can e-mail a comprehensive PDF Course Book to all delegates as an easy reference *aide memoire* to complement the subjects covered during the course itself.

We can also provide written evaluations if these are not already administered by the care provider organisation.

Our quotation includes:

Course Fee	£600 per day ^{1,2}
Travel	£0.40p per mile ³
Accommodation and subsistence	£70 per night ⁴

- ¹ The course fee includes course delivery plus pre-course consultation and tailor-made Learning Objectives, content and case material specific and appropriate to the service users with whom your organisation works. Course materials are included as well as Certificates of Attendance for each delegate, which will be printed, signed and sent to you by post within a week of the training.
- ² We usually deliver training over the course of a day, but many of our courses can be delivered as shorter 3-hour workshops with some truncation of Learning Objectives and content. Availability is indicated in the following pages but please enquire if this might be of interest to you. In most cases we can only provide shorter workshops on a consecutive AM and PM basis, but for venues more local to the trainer we may be able to offer 'one off' shortened workshops.
- ³ Travel expenses are based on a return journey between our base in Weymouth, Dorset and the training venue arranged by your organisation. We work throughout the UK and Ireland and use Google Maps to calculate the shortest car journey. For longer distances we'll base travel expenses based on the cheapest possible alternative and pass the savings onto you.
- ⁴ We will charge for overnight accommodation and subsistence only where significant travel is required by the trainer prior to course delivery.

Courses

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INTRODUCING MENTAL HEALTH

This is a 1-day in-house course for social care staff whose roles require some basic awareness of mental health issues and the key skills required to work with service users suffering from psychiatric disorders such as Schizophrenia, Bipolar Disorder and Depression.

The programme offers an overview of the major mental disorders, the effect of such disorders on sufferers, how they are approached by medical and social care professionals and an examination of some of the myths and stereotypes that surround mental ill health.

We shall also be introducing delegates to a 'Toolkit' of simple skills and interventions that can make working with mental disorder a constructive and rewarding experience for both workers and clients.

NOTES

Due to the intensive nature of the subject matter this 1-day course **not** available as a shortened 3 hour workshop, but can be delivered over a longer timescale if required.

For more information on our approach to mental health and social care, head over to our Lead Training Consultant's popular blog at: connor.kinsella@blogspot.com

Learning Objectives: By the end of the course participants will be able to:

- ▶ Identify mental health problems and refer to and liaise with other agencies
- ▶ Outline the differences and similarities between mental disorders and severe mental illnesses such as Schizophrenia
- ▶ Prepare for situations arising from client mental health issues
- ▶ Outline some of the most common pharmacological, social and psychological interventions
- ▶ Demonstrate key interpersonal and management skills in working with mentally disordered service users

This course is suitable for:

- ▶ Health Professionals
- ▶ Supported Housing Workers
- ▶ Social Care Staff
- ▶ Police Officers/Prison Officers
- ▶ Youth Workers

WORKING WITH CHALLENGING BEHAVIOUR

This 1-day in-house course is aimed at housing and social care workers faced with a variety of challenging behaviours in residential and supported community care. Starting with the important premise that challenging behaviour almost always has a root cause, delegates will be faced with a variety of realistic case studies and audio-visual material from which they will be asked to use our CAPE model to Clarify, Assess, Plan and Evaluate both problem behaviours and our responses to these behaviours.

We use the Challenging Behaviour Toolkit to identify key interpersonal and communication skills to maintain safety and effect lasting change with challenging clients.

NOTES

This 1-day course is also available as a shortened 3 hour workshop with reduced Learning Objectives and more intensive input. We will work hard to ensure that the course material is tailor-made to specific client groups such as learning disabled adults or younger people in care.

For more information on our approach to mental health and social care, head over to our Lead Training Consultant's popular blog at: connor.kinsella@blogspot.com

Learning Objectives: By the end of the course participants will be able to:

- ▶ Identify 'challenging' behaviours which clients may present in a variety of care settings e.g Mental Health, Learning Disability, Supported Housing etc.
- ▶ Describe factors which may adversely or positively affect the behaviour of clients
- ▶ Design relevant interventions and care plans to prevent problems arising, and promote positive behaviours where problems have been identified

This course is suitable for:

- ▶ Supported Housing Workers
- ▶ Learning Disability Workers
- ▶ Teachers
- ▶ Lecturers
- ▶ Care Assistants

CHALLENGING BEHAVIOUR AND DEMENTIA

This 1-day in-house course covers a wide variety of key aspects when working with older people in residential or domiciliary care who present behaviours which may be harmful to themselves or others.

The course is underpinned by a Toolkit of skills which care workers can use to identify and define problem behaviours, plan short and long term interventions to minimise the harm caused, and assess the cause of challenging behaviours.

The course will include an overview of some of the most common factors associated with challenging elderly clients including dementias such as Alzheimer's Disease, Depression and environmental or biological factors.

NOTES

This 1-day course is also available as a shortened 3 hour workshop with reduced Learning Objectives and more intensive input.

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Learning Objectives: By the end of the course participants will be able to:

- ▶ Describe the key functional and organic mental health issues that may affect older people in care
- ▶ Demonstrate interpersonal and communication skills for working with older people
- ▶ Discuss the potential vulnerability of elderly people in care and the protective arrangements to help both staff and clients
- ▶ Understand the reasons why some older people present as challenging or aggressive, and develop skills in working with challenging behaviour

This course is suitable for:

- ▶ Care Home Staff
- ▶ Residential Care Workers
- ▶ Domiciliary Care Workers
- ▶ Care Assistants

INTRODUCING DUAL DIAGNOSIS

Dual Diagnosis describes the co-occurring problems of mental illness and substance misuse. However, the term 'dual' is something of a misnomer - the needs of this client group are often highly complex and extend beyond the relatively simplistic scenario implied by the term 'dual diagnosis'.

Dual Diagnosis affects up to one third of all clients with a severe mental illness such as Schizophrenia, and community care agencies are becoming increasingly involved in the care and support of mentally ill people who abuse alcohol or street drugs.

This 1-day in-house course uses realistic scenarios to enable participants to look at the reasons why mentally ill clients are so prone to drug and alcohol problems, the potential consequences of dual diagnosis, and current assessment and treatment approaches.

We will also introduce delegates to a Toolkit of skills and interventions including the technique of Mind Mapping to make sense of complex scenarios for both service users and the workers supporting them.

NOTES

This 1-day course is also available as a shortened 3 hour workshop with reduced Learning Objectives and more intensive input.

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Learning Objectives: By the end of the course participants will be able to:

- ▶ Discuss the complex relationships between substance use/abuse and mental disorder
- ▶ Describe the potential consequences and risk factors associated with dual diagnosis, and the implications for workers
- ▶ Demonstrate key skills in supporting clients with substance use and mental health problems, and be aware of current research and development

This course is suitable for:

- ▶ Health Professionals
- ▶ Residential Care Workers
- ▶ Supported Housing Workers
- ▶ Social Care Staff

WORKING WITH PERSONALITY DISORDER

This 1-day in-house course takes a straightforward and practical approach to a client group who have seldom been well understood by health and social care professionals, and who are often rejected by services. This intensive course uses a wealth of practical examples, case studies and group exercises to help participants explore how the Personality Disorder of the text books and mental health professionals compares with the issues raised by service users at the 'sharp end' of community care.

While Personality Disordered service users are often seen as controversial and difficult they can and do make significant progress given the right surroundings and long-term input from staff.

The course introduces the Personality Disorder Toolkit to help support staff and health professionals identify strategies for helping and supporting individuals who can present the sternest of challenges.

NOTES

Due to the intensive nature of the subject matter this 1-day course **not** available as a shortened 3 hour workshop, but can be delivered over a longer timescale if required.

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Learning Objectives: By the end of the course participants will be able to:

- ▶ Define and describe the often controversial nature of personality disorders
- ▶ Identify treatment and service approaches
- ▶ Outline key interpersonal skills in working with personality disordered individuals

This course is suitable for:

- ▶ Mental Health Professionals
- ▶ Residential Care Workers
- ▶ Supported Housing Workers
- ▶ Prison Workers

WORKING WITH BORDERLINE PERSONALITY DISORDER

Borderline Personality Disorder (BPD) is perhaps the best known of the various 'flavours' of Personality Disorder, particularly to those who work with vulnerable adults, the homeless, or in mental health care. It is a diagnosis more often than not applied to young women and is associated with frequent crises and poor coping mechanisms in dealing with situations that most of us would approach without drama or difficulty.

But much of the day to day work with BPD service users concerns their relationships with others and in particular those closest to them. Keyworkers and Care Co-Ordinators are often in the 'firing line' of the fluctuating moods and attitudes of the client. But to counter the often negative view of services there is ample research and anecdotal evidence that patient, long-term professional relationships and relatively straightforward factors such as stable accommodation can, and do, make a positive difference to the otherwise chaotic lives of people diagnosed with BPD.

This intensive course aims at helping support social care staff understand the nature of Borderline Personality Disorder beyond the stereotypes ('attention seeker' or 'drama queen' to name but two) and will help delegates work with service users to develop positive coping strategies and attitudes.

We will also be introducing the Toolkit to create simple, 'do-able' techniques as well as being able to work alongside mental health professionals and therapists, and to understand the basics of approaches such as Cognitive Behaviour Therapy (CBT) and Dialectical Behaviour Therapy (DBT) which are being developed to help and support this client group.

NOTES

This 1-day course is also available as a shortened 3 hour workshop with reduced Learning Objectives and more intensive input.

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Learning Objectives: By the end of the course participants will be able to:

- ▶ Describe the meaning of Borderline Personality Disorder
- ▶ Discuss some of the key ramifications of this diagnosis to the individual and those around them
- ▶ Explore our own and others attitudes to BPD
- ▶ Develop workable strategies to support clients with Borderline Personality Disorder

This course is suitable for:

- ▶ Mental Health Professionals
- ▶ Residential Care Staff
- ▶ Housing Support Workers
- ▶ Prison Workers

WORKING WITH PEOPLE WHO SELF HARM

Self harm is a surprisingly common behaviour which is often poorly understood by support staff and mental health professionals, but is a coping mechanism relied upon by thousands of people throughout the population. Self harm is often dismissed as mere 'attention seeking' by support staff but this 1-day in-house course aims to provide delegates with a more in-depth, empathic understanding of the social context of self harm and the various reasons why people may cut, burn or poison themselves.

We will introduce delegates to the Self Harm Toolkit to help social care workers assess self harming behaviour and develop skills and strategies to work with and support self harming service users.

NOTES

This 1-day course is also available as a shortened 3 hour workshop with reduced Learning Objectives and more intensive input.

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Learning Objectives: By the end of the course participants will be able to:

- ▶ Outline a workable definition of self harm
- ▶ Discuss some of the key motivations behind self harm
- ▶ Explore our own and others attitudes to self-harm.
- ▶ Develop workable strategies to support people who are injuring themselves

This course is suitable for:

- ▶ Health Professionals
- ▶ Residential Care Workers
- ▶ Teachers and Lecturers
- ▶ Prison Workers

LEARNING DISABILITY AND MENTAL ILLNESS

It is a common misconception that Learning Disabled adults do not suffer from mental illnesses such as Schizophrenia or Depression whereas nothing could be further from the truth. People with intellectual disabilities experience mental disorder at a disproportionately high rate, but with difficulties in communicating and articulating how they feel, the mental health needs of this group are often missed by support staff and mental health professionals.

This 1-day in-house course aims to dispel some of the key myths and misunderstandings surrounding the mental health issues of learning disabled adults and will explore ways of identifying psychiatric symptoms even where service users are unable to communicate verbally or describe their emotions in a way that most of us would take for granted.

The course will also look at how support staff and care workers can secure assessment and interventions for their clients and work successfully alongside mental health professionals and primary care staff to ensure that Learning Disabled people enjoy the same identification and relief from symptoms as any other adult.

NOTES

This 1-day course is also available as a shortened 3 hour workshop with reduced Learning Objectives and more intensive input.

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Learning Objectives: By the end of the course participants will be able to:

- ▶ Discuss how a learning disabled service user may be affected by mental health problems and how health care services should respond
- ▶ Outline ways of identifying mental health problems in adults who may not be able to articulate/communicate how they feel
- ▶ Recognise and use a 'toolkit' of practical tips which can be easily used to help service users with actual or potential mental health issues

This course is suitable for:

- ▶ Housing Support staff
- ▶ Residential Care Workers
- ▶ Teachers and Lecturers
- ▶ Prison Workers

RISK ASSESSMENT AND MANAGEMENT IN MENTAL HEALTH

Risk assessment and management in Mental Health is a 1 day in-house course aimed at support staff and health professionals working in residential and outreach care. We work closely with care providers to offer a programme which ties in with existing organisational policies, procedures and documentation to look at the key generic principles and models involved in assessing and managing the potential risks (such as suicide, self harm, violence or self neglect) posed by vulnerable adults in social care.

The course makes use of case studies and small group exercises to demonstrate how care workers can use information effectively, liaise with other agencies, and work collaboratively with the service user to identify and prioritise risks and design management strategies to either prevent problems or lessen their impact.

We shall emphasise the overarching principle that while human behaviour is never entirely predictable, skilled assessment and management of risk can not only prevent the occurrence of untoward events but can also greatly improve the overall quality of care and support for service users.

NOTES

This 1-day course is also available as a shortened 3 hour workshop with reduced Learning Objectives and more intensive input.

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Learning Objectives: By the end of the course participants will be able to:

- ▶ Identify key factors associated with violence, suicide and self-neglect
- ▶ Participate in the collaborative process of assessment, formulation and management of risk
- ▶ Safely combine policy and procedure with dynamic and acute risk assessment and management when working with service users

This course is suitable for:

- ▶ Housing Support staff
- ▶ Residential Care Workers
- ▶ Mental Health Professionals
- ▶ Prison Workers