

IN-HOUSE CPD TRAINING

Held in-person or virtually for up to 25 delegates, our bespoke in-house training is a cost effective option for CPD group education led by experienced and highly rated trainers.

IN-HOUSE CPD TRAINING

We organise in-person and virtual in-house NHS, Social Care and Private Healthcare training tailored to suit your organisation and the CPD needs of your staff.

By working to your brief we can tailor training by:

- Developing a training programme to meet your specific requirements
- Sourcing experienced facilitators who are leaders in their field to deliver the training
- Providing training material
- Ensuring CPD Accreditation, provide CPD certificates
- Providing a full evaluation report of the training

Visit our website for full details of our all conferences & masterclasses

www.healthcareconferencesuk.co.uk

If you cannot find the training you are looking for, please get in touch as we may be able to source this for you from our wide range of facilitators.

Why choose in-house training?

In-house training saves time and expense by reducing the length of time staff are away from their workplace.

Benefits of in-house training:

- High quality programmes and content developed and delivered by experienced facilitators
- Cost-effective; cheaper fees and no travel or accommodation costs for virtual training or we can come to you
- Small groups to ensure effective networking and interaction
- Online training materials and resources available for 3 months
- Trainers can meet with you in advance of the training to customise the course to meet your local requirements
- Opportunity to speak with facilitators one-to-one during or post event
- A shorter day, session breaks and time for lunch
- CPD certified; delegates will be provided with a framework for reflection and a certificate on completing the training

For full details of training events contact katym@hc-uk.org.uk or call 01932 429933 for a quote



Healthcare Conferences Ltd
Outstanding Healthcare CPD Event Organisers 2021



TOPICS

Click on your interested topic to take you to the list of masterclasses

ADULT AND CHILD SAFEGUARDING

CARE HOMES

CHILDREN AND YOUNG PEOPLE

CLINICAL AUDIT

CLINICAL LEADERSHIP, PERSONAL DEVELOPMENT & STAFF WELLBEING

CQC

EMERGENCY SERVICES

INFORMATION GOVERNANCE

MENTAL HEALTH

NURSING AND MIDWIFERY

PATIENT EXPERIENCE, DUTY OF CANDOUR AND COMPLAINTS

PATIENT SAFETY, HUMAN FACTORS AND MEDICO-LEGAL

ADULT AND CHILD SAFEGUARDING



SAFEGUARDING ADULTS AND CHILDREN MASTERCLASSES

These CPD masterclass series of events are designed for those working in social care involved in delivering a strengths based approach to improving outcomes with a particular focus on safeguarding adults at risk and children.

- Safeguarding Adults at Risk - NHS Level 4
- Safeguarding Children at Risk – Level 3 NHS Level 4
- Designated Safeguarding Officer Training
- Adult Safeguarding Investigation Training
- Promoting Safeguarding and a Safeguarding Culture
- Neglect: The Hidden Abuse



CHILDREN'S SAFEGUARDING: LEARNING FROM INQUIRIES, SERIOUS CASE REVIEWS AND INSPECTIONS

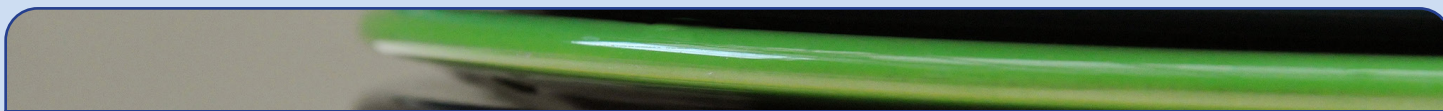
This masterclass brings together the findings of recent inquiries and reviews into child death and serious harm. It looks at the implications for practitioners from all sectors and the implication for agency policy and procedures. It will provide delegates an opportunity to meet with colleagues from different disciplines and review their practise and make plans for future changes, both at strategic and operational levels. Staff at all levels from agencies involved in children's safeguarding should attend.



DEPRIVATION OF LIBERTY

This half day masterclass will look at how to operate DoLS at present, when and how to make applications for community deprivation of liberty, and how to incorporate 'LPS thinking' ahead of the coming into force of the scheme.

MENTAL HEALTH



EATING DISORDERS

This one day masterclass will provide you with an overall understanding of the assessment, diagnosis, treatment and overall management of the eating disorders you are likely to see in practice.

Delegates will leave the day with more confidence and skills in managing this complex and risky group of patients, including how to help their families.

CHILDREN AND YOUNG PEOPLE



REDUCING THE HARMFUL EFFECTS OF EXPOSURE TO DOMESTIC VIOLENCE & ABUSE ON CHILDREN AND YOUNG PEOPLE

This CPD certified masterclass will consider the role of toxic stress and trauma in the pathway to interpersonal violence between parents, and the climate of violence which harms the mental health and development of children and young people. A trauma-informed model of identification, risk assessment, protection and modular intervention will be outlined to reduce the harmful effects of Domestic Violence and Abuse.



THERAPEUTIC INTERVENTIONS TO ADDRESS CHILDREN & YOUNG PEOPLE'S ANXIETY, DEPRESSION, TRAUMA & DISRUPTIVE BEHAVIOUR

A modular, multi-focal, trauma-informed solution

This masterclass will help practitioners working in social care, health, education and youth justice address the complex needs of an increasing number of children and young people presenting with symptoms of anxiety, mood disturbance, trauma and disruptive behaviour. The stressful and traumatic impact on children and young people's lives of Covid-19 has increased this need. Both practical and appropriate training for new and developing Information Governance professionals in a wide range of organisations.



THERAPEUTIC INTERVENTIONS TO REDUCE THE HARMFUL EFFECTS OF ADVERSE CHILDHOOD EXPERIENCES

A modular, multi-focal, trauma-informed solution. The programme will outline the increasing evidence of the impact of Adverse Experiences of Childhood (ACEs) on the health and well-being of children and young people extending into adult life. There is a growing demand for interventions to prevent their harmful effects.

CLINICAL AUDIT

CLINICAL AUDIT

We offer a range of clinical audit training from half-day courses providing an overview and beginners guide to the subject through to a one-day masterclass focusing on how to deliver clinical audit to an advanced level. All training courses focus on how to make clinical audit a beneficial and effective process with accreditation available to learners who wish to complete post-course assignments. We can review and critique local clinical audit arrangements and offer advice on how improvements can be implemented.



THE PATIENT SAFETY INCIDENT RESPONSE FRAMEWORK & CLINICAL AUDIT

The Patient Safety Incident Response Framework (PSIRF) arguably represents the most significant change to investigating and managing patient safety incidents in the history of the NHS. To embed PSIRF effectively within organisations, healthcare teams need to understand and utilise a range of new techniques and disciplines. Clinical audit is an established quality improvement methodology that is often overlooked by patient safety teams, but will play an increasingly important role in ensuring that PSIRF fully delivers its stated objectives.

PATIENT EXPERIENCE, DUTY OF CANDOUR & COMPLAINTS



IMPLEMENTING THE DUTY OF CANDOUR WITH EMPATHY

This masterclass will provide participants with an in-depth knowledge of what needs to be done to comply with the duty of candour; clarify 'grey areas' and provide guidance on dealing with difficult situations which may arise. It will provide participants with an understanding of good practice in implementing the duty and, in particular doing so in a meaningful way with empathy, to not only comply, but to work with patients and loved ones in a way that puts the emotional experience at the heart of communication.



COMPLAINTS

These courses are suitable for anybody who deals with complaints as part of their job role, or anybody who may have to handle a complaint. This includes dedicated complaints teams & customer support teams and managers.

- Complaints Resolution & Mediation
- Difficult Encounters and Conflict Resolution
- Engaging Patients & Families in Complaints under Patient Safety Incident Response Framework (PSIRF) and the Complaints Standards Framework

CLINICAL LEADERSHIP, PERSONAL DEVELOPMENT AND WELL BEING



EMPATHY

A JOURNEY THROUGH EMPATHY AND EMOTIONAL AWARENESS IN COMMUNICATION

This unique one-day session of experiential learning not only identifies what empathy is and the impact that personal wellbeing and emotional awareness plays in this, but what it is not. It enables those attending to 'feel' empathy, analyse it, and understand it on a deeper level, to understand why it should be incorporated into practice, rather than just what it is. Supporting health and social care professionals to create psychologically safe communication, whilst exploring realistically what can get in the way, to support long term, authentic training, development, and support.



CIVILITY, CONFLICT AND WELLBEING OF STAFF

We have the below list of masterclass titles which cover civility, conflict and wellbeing of staff.

- Civility in Teams - Getting to the Root of Civility Keeping it real
- How to Deal with Difficult Conversations
- Difficult Encounters and Conflict Resolution
- THE BE HUMAN MODEL Developing Emotional Resilience And Guarding Against Compassion Fatigue
- Supporting Staff Mental Health and Wellbeing
- Breathe Well: Stress Reduction and Enhanced Wellbeing in High-Pressure Professions



LEADERSHIP & MANAGEMENT

We have the below list of masterclass titles which we can offer on leadership and management.

- Supporting neurodiversity in the workplace
- Supporting Staff Bereavement in the Workplace
- Coaching & Mentoring
- Emotional Intelligence
- Leadership Skills for Clinical and Ward Managers



PROFESSIONAL AND ACADEMIC WRITING FOR PUBLICATION

This masterclass is aimed at publishing novices but is open to anyone who has work they would like to publish, regardless of their experience or stage of writing. The masterclass offers delegates pragmatic support to enable them to navigate the writing, publishing and editing process, and to publish their work, both professional and academic.



PRESENTATION SKILLS: FOR CLINICIANS & MANAGERS IN HEALTH AND SOCIAL CARE

As a clinician or manager you may be working in a role that requires you to perform presentations and would like to improve your delivery? Do you find presentations anxiety provoking and would like to develop coping strategies? Or do you want your presentations to be more exciting and better understood? If so this masterclass is for you.

The masterclass is designed to provide an increased understanding of the skills and techniques required to deliver dynamic presentations. The course will provide an opportunity for participants to practice and review their presentation skills and techniques and receive constructive feedback. Delegates will be encouraged to develop a creative approach to creating a presentation and consider how best to engage an audience. They will also consider the impact of non verbal and verbal communication and the use of visual aids. As well as participating in a vocal workshop in which they will practice breathing, resonating, articulation and projection exercises.



HR AND EMPLOYMENT LAW

Suitable for anyone involved in HR management in health and social care settings, these masterclasses provide essential updates around HR and Employment Law to help you ensure your HR practice remains efficient, up to date and compliant.

- Managing Tricky Grievances in the Workplace
- Employment Law and HR Update
- Managing Disciplinary Issues in the Workplace
- Managing Maternity Leave and Family Friendly Working
- The 3 R's - Restructure, Reorganisation and Redundancy
- Supporting Staff Mental Health and Wellbeing
- Breathe Well: Stress Reduction and Enhanced Wellbeing in High-Pressure Professions
- Supporting neurodiversity in the workplace
- Supporting Staff Bereavement in the Workplace
- Difficult Encounters and Conflict Resolution



CQC OUTSTANDING SERIES

Are you on the road to a CQC Outstanding rating? Are you demonstrating high quality care in all areas?

The CQC have now confirmed that although moving to a single assessment framework they will still use the five key questions (safe, effective, caring, responsive and well-led) and four-point ratings scale (outstanding, good, requires improvement and inadequate). (CQC July 2022)

This series of masterclasses will update delegates on CQC developments under the single assessment framework and the key questions, quality statements and evidence categories. Each masterclass focuses on the five key areas: Caring, Effective, Responsive, Safe and Well Led, to assess how your service is performing.



CREATING OUTSTANDING CARE: CONDUCTING EFFECTIVE MOCK CQC INSPECTIONS

An all-day immersive learning experience dedicated to enhancing your understanding and practical skills in conducting Mock CQC Inspections. Designed for healthcare professionals, inspectors, and facility managers, this masterclass is your ticket to understanding and navigating the complexities of the CQC inspection process.

Navigating the intricate realm of CQC inspections is a vital skill in maintaining and elevating the standards of healthcare. Our all-day masterclass is meticulously crafted to equip participants with both the theoretical knowledge and practical skills needed to conduct insightful and effective Mock CQC Inspections.

Invest a day in our masterclass and take a significant step towards excellence in healthcare regulation and quality improvement. It's more than learning; it's about crafting excellence in the care you deliver.

CARE HOMES



CARE HOMES

Masterclasses that focus on delivering person-centred care and improvement in care homes.

These interactive training sessions will provide you with practical tips and advice to apply in your everyday practice, to develop your role, your team and deliver outstanding care and services.

- Effective Leadership and Management in Care Homes
- The MCA and DoLS Keeping current and improving quality in Care Homes
- Data Protection & UK GDPR Compliance in the Care & Care Home Sector
- Preparation for the New Inspection Framework in Care Homes
- Right Support, Right Care, Right Culture in Care Settings and Care Homes
- Registered Manager & Responsible Individual Compliance, Governance and Business Development in Care Homes
- Supporting Staff Mental Health and Wellbeing in Care Homes
- Inclusive Communication and Support in Care Homes: Implementing the Five Good Communication Standards
- Developing Effective Care Plans

EMERGENCY SERVICES



TELEPHONE TRIAGE

This masterclass will focus on telephone triage with an emphasis on communication and how to deal with difficult callers.

- Participants are introduced to the core principles of telephone triage, including active listening, effective communication, and documentation.
- Clinical assessment and decision-making, helping participants develop the skills necessary to accurately assess symptoms and determine appropriate next steps.
- Focuses specifically on mental health triage, providing participants with the tools and techniques to assess and manage mental health concerns over the telephone.
- Addresses specific populations and special considerations in triage, including paediatrics, elderly individuals, vulnerable populations, and cultural sensitivity.
- Focus on documentation and quality assurance. Participants learn about the importance of accurate documentation and are provided with guidelines for maintaining quality assurance in their triage work.

INFORMATION GOVERNANCE



CALDICOTT GUARDIAN

We can offer a variety of Caldicott Guardian principles and information masterclasses on the below topics

- Caldicott Guardian Training Masterclass and Refresher courses
- Information Sharing in End of Life Care
- Information Sharing and the Police
- The Caldicott Guardian & Ethical Decision Making
- Information Sharing: Children & Young People
- The Caldicott Guardian & Principles in Primary Care



DATA PROTECTION

Healthcare training courses focusing on the appropriate and effective management and handling of patient information, data and records. Events focussing on ensuring good information governance and looking at confidentiality issues.

- Data Protection Officer in Health and Social Care: What Good Looks Like
- Information Governance Leads: What You Need to Know
- Managing Personal Data Breaches in Healthcare
- Developing your role as a Senior Information Risk Owner SIRO
- Data Protection Impact Assessments in Health and Social Care
- Responding to Subject Access Requests for Health & Social Care
- Working Together: Combined course for Senior information Risk Owners, Caldicott Guardians and Data Protection Officers: Half day
- Achieving GDPR Compliance in Healthcare
- Data Protection & UK GDPR Compliance and Data Security & Protection Toolkit (DSPT) - Completion, Submission and Publication for Dentistry, Ophthalmology and Pharmacy

NURSING AND MIDWIFERY



NURSING LEADERSHIP

This masterclass will provide networking opportunities with fellow nursing professionals as you share insights and lived experiences on this interactive, conversational approach to learning and developing, whilst growing your knowledge to better support your teams with compassion, understanding and optimistic leadership skills. Together with providing tools and techniques for you to take back to your teams to raise awareness and open up conversations around health and wellbeing and how important it is for everyone to put their own self-care back in the frame. Encouraging first steps together can help improve team spirit, lift morale, and give a ripple effect to everyone around.



WARD MANAGERS

These masterclasses are designed to empower healthcare professionals to lead with confidence and expertise. As clinical and ward managers, you hold pivotal roles within your healthcare settings, steering your teams towards excellence while ensuring optimal patient outcomes.

- Finance for Ward Managers: The Ward Manager's Finance Survival Guide
- Leadership Skills for Clinical and Ward Managers



IMPROVING FLOW THROUGH OUTPATIENTS AND DIAGNOSTICS SERVICES

Skills for improving flow through outpatient clinics and diagnostic services. These interactive, and practical workshops are designed for outpatient and diagnostic service managers and their data analysts. Use data to diagnose actual problems (not supposition or guess work) and understand flow constraints.

Delegates will leave with a combination of theory, practical exercises and examples so that they can 'give it a go' in their own service. Delegates will also be guided to further learning resources, support and other colleagues' case studies in the on-line journal of Improvement Science (JOIS).

- Making Outpatients Covid Safe for Patients and Staff
- Management Reporting & Practical Use of Data in Outpatients
- Tackling the waiting lists and delays for Clinics
- Demand for Follow Up in Outpatients Services
- Systems thinking and engineering in Outpatients



SAVING BABIES LIVES

The masterclass will look at Stillbirth the Context, Causes and Risk Factors, it will discuss smoking cessation, fetal growth, movements and monitoring and you will consider strategies to prevent stillbirth. It will look at providing good quality of care after a baby dies and investigating stillbirths from both the professionals perspective and Parents perspective.

PATIENT SAFETY, HUMAN FACTORS & MEDICO-LEGAL



PATIENT SAFETY

Our patient safety management training events focus on improving the safety of patient care and avoiding harm to patients. Delegates will learn about the latest national and local developments for patient safety and receive practical guidance for implementing risk management methods and tools in practice.

Masterclass titles include:

- Oversight of Systems Approach to Learning from Patient Safety Incidents
- Systems Approach to Learning from Patient Safety Incidents
- Systems Approach to Learning: Patient and Staff Involvement in Learning from Patient Safety Incidents
- Improving Psychological Safety to Improve Patient Safety
- What is Quality and how to perform Quality Improvement in Healthcare
- Leading Teams and Leading Change
- Improving Patient Safety using Induction and Mandatory Training
- Pursuit of Safety Culture Excellence
- Quality Improvement Methods & Tools - PDSA Cycles
- Motivating Staff to Change Behaviour to improve Patient Safety
- The Patient Safety Incident Response Framework & Clinical Audit
- After Action Reviews



NHS ENGLAND FRAMEWORK PSIRF TRAINING

The Patient Safety Incident Response Framework (PSIRF) was published on 16th August 2022.

Our series of Patient Safety conferences will update delegates on the new PSIRF and how to review your current practice against these standards. Topics we can offer include;

- Oversight of Systems Approach to Learning from Patient Safety Incidents
- Systems Approach to Learning from Patient Safety Incidents
- Systems Approach to Learning: Patient and Staff Involvement in Learning from Patient Safety Incidents
- The Patient Safety Incident Response Framework & Clinical Audit
- Improving Patient Safety: After Action Reviews
- Engaging Patients & Families in Complaints under Patient Safety Incident Response Framework (PSIRF) and the Complaints Standards Framework



HUMAN FACTORS

Leadership in healthcare is the responsibility of all staff. Understanding human factors will allow healthcare to enhance performance, culture, and organisation. It can be used to assess why things go wrong and how to implement change to prevent it from happening again or mitigate the risks.



MEDICAL TREATMENT DECISIONS AND THE LAW

This course will offer an overview of the law relating to medical treatment decisions, both children and adults, and both for patients able to make a decision for themselves, and where best interests decisions must be made for those who cannot, and how to tell the difference. We will also look at how, and when, it may be necessary to involve the court to resolve disputes and – better – how to avoid disputes altogether.



RESOLVING CHALLENGING CASES AND COMPLEX HOSPITAL DISCHARGES

A summary of the legal and practical solutions in handling complex and challenging patient cases including delayed or complex discharges into the community.

Delegates will be introduced to the key constitutional, legal and policy principles in the following areas and they will be guided through some practical guidance and case studies to assist them in handling these issues effectively and in a joined up approach with other partner agencies.



ROOT CAUSE ANALYSIS TRAINING 1 OR 2 DAY

Our most popular in house title, the Root Cause Analysis intensive masterclass which can be delivered over one or two days will provide in-house Root Cause Analysis training in line with The NHS Patient Safety Strategy (July 2019).

The course will offer a practical guide to RCA with a focus on systems-based patient safety investigation as proposed by the forthcoming National Patient Safety Incident Response Framework which emphasises the requirement for investigations to be led by those with safety investigation training/expertise and with dedicated time and resource to complete the work.



GIVING EVIDENCE AT CORONER'S COURT

For Health and Social Care Professionals

This one-day virtual or in-person course is designed to provide delegates with the key skills and knowledge required to be a confident and capable witness at a coroner's inquest, or to support colleagues who are required to do so.

The course will cover topics such as the role of the coroner, the purpose of an inquest, how to prepare witness statements, how to prepare for the inquest hearing itself, and how to give factual witness evidence in court. The emphasis will be on practical understanding, aided by exercises in statement writing and giving evidence, delivered in a safe and supportive environment. Reports in recent years (CQC, NHS Improvement, NHS Resolution) have repeatedly called for additional support for staff involved in serious incidents, which may often include involvement in coronial processes. This course provides such support in an interactive setting, with ample opportunities for questions and practical learning.

For
full details
of training
events contact
katym@hc-uk.org.uk
or call 01932 429933
for a quote