



# City Health Training Brochure



## About us

City Health Care Partnership CIC (CHCP CIC) is an independent for better profit co-owned business providing a wide range of health and care services to over a half a million people in Hull, the East Riding of Yorkshire, North and North East Lincolnshire, Wigan, St. Helens and Knowsley. We employ approximately 2500 people. As a staff-owned organisation we are a proactive, forward thinking organisation and work hard to ensure our teams feel valued, motivated and trained to the highest standards.

We developed our City Health Training package to offer education and training opportunities for external partners alongside our own staff, using our dedicated training team. The team has a strong track record of providing excellent, evidence based courses and all our trainers have a recognised teaching qualification. We are quality assured through Health Education Yorkshire and the Humber (HEYH) and Skills for Health, and we conduct annual audits against recognised national quality standards. Continually striving for excellence, we also carry out our own regular evaluations of training courses.

## Course Dates

### Enquiries

For general enquiries and course dates, please contact us by email or telephone at:

Email: [CHCP.CityHealthTraining@nhs.net](mailto:CHCP.CityHealthTraining@nhs.net)

Telephone: 01482 347660

## Bookings

Please complete the booking form at the back of this brochure and send via email to;

Email: [CHCP.CityHealthTraining@nhs.net](mailto:CHCP.CityHealthTraining@nhs.net)

*Bookings must be made at least 14 days in advance of the date of the course.*

*Sometimes in exceptional circumstances we may be able to accommodate at short notice - call 01482 347660 to check.*

## Payment

All customers will receive an invoice for bookings made. Payment is required within 7 working days of the invoice issue date or prior to the date of the course (whichever is sooner). All bookings must be paid for prior to attendance on the selected course.

Payments can be accepted via BACS, credit or debit card or cheque.

## Bespoke Training

We are able to deliver bespoke training to meet more specific workplace needs in a range of subject areas. We can also provide training in your own workplace on request.

## Charity & Voluntary Bookings

We are pleased to offer a 20% discount for all charity & voluntary organisations. This applies to both individual and bespoke bookings.

## Terms & Conditions

Further detail and terms and conditions are available at the back of this training brochure or separately on our website [www.chcpcic.org.uk](http://www.chcpcic.org.uk).

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# **Business, IT & Administration**

# Customer Care

**Who is the course for?** Individuals who are required to deal with patients / customers on the phone or in person.

**Course duration** 2.5 hours

**Aim/objectives** **Aim**

By the end of this session, delegates will be able to demonstrate how good customer service can help an organisation prosper and encourage repeat business.

## **Objectives**

- Delegates will learn tools and techniques for handling a variety of situations
- Understand the principles of effective communication
- Provide an overview of best practice skills required to exceed customers expectations

## **Course Content**

- Defining who are our customers
- What is good customer service and how important is it?
- Why how we perform matters
- Customer service standards and principles
- What does excellent customer service look like?
- Effective communication skills
- Building rapport, knowledge, skills and demeanour
- Tips and techniques for dealing with difficult customers

## **Cost**

£40 plus VAT (one delegate place on a course)

£250 plus VAT for a group (to deliver at your workplace)

## **Delegates feedback from this course;**

“Good refresher on dealing with customers, tips, techniques and seeing issues from customer's perspective. Managing customer expectation”

“I think it has helped the staff to improve the service we provide and refresh how we should be speaking to patients”

# Presentation Skills

**Who is the course for?** Individuals who are preparing for or are required to deliver presentations or training.

**Course duration** 2.5 Hours

**Aim/objectives**

To provide delegates who carry out short presentations or training to internal or external staff, with the knowledge and skills to design and deliver effective presentations.

To give delegates the confidence to use their skills through practice and constructive feedback.

**Course Content**

By the end of the session, participants will be able to:

- Define what constitutes an effective presentation
- Identify what should be considered when planning, developing and delivering presentations
- Identify the key skills required for effective presentation
- Identify a range of training methods and facilitation techniques to enhance presentations
- Recognise the usefulness and limitations of PowerPoint

**Cost**

£40 plus VAT (one delegate place on a course)

£250 plus VAT for a group (to deliver at your workplace)

## Delegates feedback from this course;

“This will help me develop teaching packages appropriate to my work environment and colleagues/ student nurses that are interesting, informative and accurate”

“Very good delivery enjoyed and learnt a lot. Got some great tips!”

# Time Management and Personal Effectiveness

**Who is the course for?** All staff who are required to improve their time keeping and time management skills for the workplace

**Course duration** 2.5 Hours

**Aim/objectives** To make delegates aware of the concept of managing time as a crucial business and personal resource.

To enable delegates to plan and control their own time and the influence they have on other peoples time.

**Course Content** By the end of the course delegates will be able to:

- Identify what effective time management is and its impact on themselves and the business
- Analyse how their own time is used and time stealers
- Formulate SMART objectives
- Integrate proven time management techniques into daily processes
- Proactively schedule tasks and construct weekly plans/ daily 'to do' lists
- Assertively apply time management techniques to handle procrastination and interruption

**Cost** £40 plus VAT (one delegate place on a course)  
£250 plus VAT for a group (to deliver at your workplace)

## Delegates feedback from this course;

"Some extremely good tips, gave loads of time saving advice, thank you!"

"I will take some of the advice given to try and delegate tasks and re-assess my workload"



# Chairing Meetings

**Who is the course for?** Anyone who will be required in their role to lead/ chair meetings

**Course duration** 3 Hours

**Aim/objectives** Aim;  
To be able to act as an effective chairperson in meetings

Objectives;

To be able to explain the purpose of effective meetings

To understand the role of the chairperson before, during and after the meeting

To be able to demonstrate the characteristics of an effective chairperson

Have an understanding of the personality types and group behaviours that impact on effective meetings

## Course Content

- What is a meeting/ what is the purpose
- Co-ordination
- Quorum
- Role of the Chair
- Agendas
- Minute Takers
- Do's and Don't's
- How groups behave
- Closing the meeting

**Cost** £40 plus VAT (one delegate place on a course)  
£300 plus VAT for a group (to deliver at your workplace)

# Microsoft Excel (Basic)

**Who is the course for?** Individuals who would like to improve their IT skills and gain a better understanding of the Microsoft Excel software.

**Course duration** 3 Hours

**Aim/objectives** To improve the skills and knowledge needed to effectively use Microsoft Excel through demonstration and practical exercises.

**Course Content** This session is an introduction to the spreadsheet software Microsoft Excel and includes:

- Navigate and print worksheets
- Amend headers and footers
- Cell data, auto fill and copying data
- Creating hyperlinks
- Format worksheets and cells
- Create rows and columns
- Use page set up options
- Find and replace
- Filter and sort

**Cost** £50 per session plus VAT (one delegate place on a course)  
£235 plus VAT for a group (to deliver at your workplace)

## Delegates feedback from this course;

“Excellent - Thank You. I am not very IT literate and Ellie was very patient, explained things in a simple, clear and concise way. I was nervous at attending today and feel so much more confident, Thank You”

“I’m new to role and have not used spreadsheets on the scale I am, so was very useful to me”

“Well worth doing this course, delivered really well, easy to understand”

# Microsoft Excel (Intermediate)

**Who is the course for?** Individuals who would like to improve their IT skills and gain a better understanding of the Microsoft Excel software.

**Course duration** 3 Hours

**Aim/objectives** To improve the skills and knowledge needed to effectively use Microsoft Excel through demonstration and practical exercises.

**Course Content** This session is an intermediate level training on spreadsheet software Microsoft Excel and includes:

- Autosum functions
- Data validation
- Concatenate formula
- Enforcing precedence in calculations
- Formulas and functions explained
- Using logical conditions and arguments
- Look up functions in Excel
- Creating charts
- Presenting data
- Conditional formatting

**Cost** £50 per session plus VAT (one delegate place on a course)  
£235 plus VAT for a group (to deliver at your workplace)

## Delegates feedback from this course;

“Completely changed the way I would work with presentations and spread sheets”

“Ellie has shown us ways to use Excel to make tasks more efficient and effective. Ellie is a fantastic teacher. So knowledgeable, informative and friendly. Thank you”

# Microsoft Word

**Who is the course for?** Individuals who would like to improve their IT skills and gain a better understanding of the Microsoft Word software.

**Course duration** 3 Hours

**Aim/objectives** To improve the skills and knowledge needed to effectively use Microsoft Word through demonstration and practical exercises.

**Course Content** This session is an introduction to the word processing software Microsoft word and includes:

- Work in different views, windows and magnify
- Save a document, apply a template to a document
- Format content in word
- Change indentations, space settings and paragraphs
- Create a basic table in word
- Apply bullets and numbering to documents
- Set page breaks and section breaks
- Create page backgrounds
- Insert and use headers and footers
- Use images and graphs
- Add Text Boxes
- Use spell checking and auto correct
- Use referencing and hyperlinks
- Create a 'Table of Contents'
- Mail Merge

**Cost** £50 per session plus VAT (one delegate place on a course)  
£235 plus VAT for a group (to deliver at your workplace)

# Outlook (Emails & Calendars)

<b>Who is the course for?</b>	Individuals who would like to improve their IT skills and gain a better understanding of the Microsoft Outlook software.
<b>Course duration</b>	3 Hours
<b>Aim/objectives</b>	To improve the skills and knowledge needed to effectively use Microsoft Outlook through demonstration and practical exercises.
<b>Course Content</b>	<p>This session is an introduction to emails, calendars and tasks software 'Microsoft Outlook ' and includes:</p> <ul style="list-style-type: none"><li>• Managing calendars</li><li>• Managing contacts and tasks</li><li>• Use of various flagging systems and message status</li><li>• Search and filter email messages in inbox</li><li>• Create and send Emails</li><li>• Insert pictures into a message</li><li>• Insert Hyperlinks into a message</li><li>• Manage styles and themes</li><li>• Attach content to emails</li><li>• Create an auto signature</li><li>• Manage your inbox and junk mail</li><li>• Create contacts and group contacts</li><li>• Use meeting requests</li><li>• Create appointments</li></ul>
<b>Cost</b>	<p>£50 per session plus VAT (one delegate place on a course)</p> <p>£235 plus VAT for a group (to deliver at your workplace)</p>

# Microsoft Power-Point

**Who is the course for?** Individuals who would like to improve their IT skills and gain a better understanding of the Microsoft PowerPoint software.

**Course duration** 3 Hours

**Aim/objectives** To improve the skills and knowledge needed to effectively use Microsoft PowerPoint through demonstration and practical exercises.

**Course Content** This session is an introduction to the presentation software Microsoft PowerPoint and includes:

- Understanding the power point layout
- How to add and delete slides
- Creating presentations and formatting slides
- Customising slides
- Inserting pictures
- Formatting graphics and images
- Word art and shapes
- Inserting video files and embedding internet streams
- Inserting audio content
- Inserting tables and charts
- Introduction to transitions and animations

**Cost** £50 per session plus VAT (one delegate place on a course)  
£235 plus VAT for a group (to deliver at your workplace)

## **Delegates feedback from this course;**

“This training will definitely enhance my presentations going forward. Lots of timesaving tricks learned that will be very beneficial – thanks”

“I often need to put together power-point presentations, I was self taught - now I will use the tools used on this course”

# **Clinical Skills and Clinical Support**

# Basic Phlebotomy

**Who is the course for?** Registered nurses and health care support staff.

**Course duration** 2 Hours

**Aim/objectives** This session provides the theoretical knowledge of venepuncture (obtaining venous blood samples for analysis) prior to participants undertaking supervised clinical practice in the workplace with a named mentor in order to achieve competence.

**Course Content**

- How to reassure individuals prior to, during and after blood collection
- Recognition of infection control and risk measures appropriate to the procedure
- Factors to consider in choosing the most appropriate site
- The correct technique for taking blood samples, potential problems and how to overcome them, including the procedure to follow when a specimen is not obtained.
- The importance of accurate and concise documentation
- The legal and professional responsibilities in relation to NMC guidance
- The Code of Professional Conduct, accountability, delegation and supervision of support workers

Following this session, participants need to undertake a period of supervised practice in the workplace with a suitably qualified registered nurse mentor in order to achieve competence.

**Cost** £50 plus VAT (one delegate place on a course)  
£300 plus VAT for a group (to deliver at your workplace)

## Delegates feedback from this course;

“Friendly, knowledgeable facilitator - delivered the course content in a manner which I understood. Plenty of opportunity to ask questions and practical practice.”

“Really enjoyed this training session! Very informative in a relaxed atmosphere! Anna makes it easy to understand.”



# Safe and Effective Chaperoning

**Who is the course for?** Clinical or non-clinical staff who are expected to act as chaperones i.e. receptionists, support workers, nurses and managers.  
Doctors and nurses who delegate this responsibility or use chaperones would also benefit from this session.

**Course duration** 2 hours

**Aim/objectives** **Aim**

To ensure that the participants are able to act as a safe and effective chaperone in a clinical setting.

**Objectives**

- To understand what is meant by the term “Chaperone”
- To understand what an intimate examination is
- To know when a chaperone might be required or requested
- To be aware of the rights of the patient
- To understand the role and responsibilities of the chaperone
- To know how to raise concerns

**Course Content**

The role of the chaperone

Chaperoning in relation to:

- Confidentiality
- Consent
- Capacity
- Children and consent
- Key cases leading to changes in practice
- Raising concerns
- Practice scenarios

**Cost** £40 plus VAT (one delegate place on a course)  
£300 plus VAT for a group (to deliver at your workplace)

**Delegates feedback from this course;**

“Trainer was very informative and her explanations very well delivered she gave us every opportunity to make suggestions and ask questions”

# Introduction to Medical Terminology

**Who is the course for?** Staff who need to understand commonly used medical terminology in order to undertake their role i.e. receptionists, secretaries and clinical support workers.

**Course duration** 2 Hours

**Aim/objectives** **Aim**

To gain a basic awareness of commonly used terminology and abbreviations relating to medical conditions and treatments.

## **Objectives**

- To understand the basics of word building and pronunciation
- To have a basic knowledge of anatomical terms
- To develop an awareness of the systems of the body
- To have an understanding of commonly used terms and abbreviations relating to investigations and treatments

## **Course Content**

- Prefixes, suffixes and root words
- Systems of the body
- Endocrine system
- Gastrointestinal system
- Urinary system
- Respiratory system
- Nervous system
- Musculo skeletal system
- Circulatory system
- Reproductive system
- Common abbreviations
- Quiz

**Cost** £40 plus VAT (one delegate place on a course)  
£300 plus VAT for a group (to deliver at your workplace)

# Record Keeping & Documentation

**Who is the course for?** Anyone involved in maintaining clinical records

**Course duration** 1.5 hours

**Aim/objectives**

**Aim**

To refresh the basic principles of record keeping

**Objectives**

- To explore the potential difficulties in record keeping
- Establish what constitutes documentation
- Explore the variety of methods of keeping records
- Examine legal issues relating to record keeping
- Understand professional standards associated with record keeping

**Course Content**

- What constitutes records
- Why keep good records
- Examples of poor record keeping
- Key principles of good record keeping
- Negligence and the law with real life scenarios

**Cost**

£40 plus VAT (one delegate place on a course)

£300 plus VAT for a group (to deliver at your workplace)

**Delegates feedback from this course;**

“Well presented, informative and relevant course timescale and participation was just right”

“I am now more confident in my knowledge in keeping records to a good standard. Enabling me to write records from a defensible stance”

# Basic Observations

<b>Who is the course for?</b>	HCA's Telehealth Staff Care /Residential Home Staff
<b>Course duration</b>	2 hours
<b>Aim/objectives</b>	<p><b>Aim</b></p> <p>Give theoretical knowledge of the NEWS2 process in order to support the holistic assessment of the deteriorating patient and explore the appropriate reporting mechanisms within practice</p> <p><b>Objectives</b></p> <p>By the end of the session participants will be able to;</p> <ul style="list-style-type: none"><li>• Evidence an understanding of NEWS2 documentation</li><li>• Demonstrate knowledge of the normal parameters of basic observations including temperature, blood pressure, O2 sats and respirations</li><li>• Explore an awareness of reporting mechanisms when identifying a deteriorating patient</li><li>• Demonstrate the process of undertaking basic observation measurement within the classroom environment</li></ul>
<b>Cost</b>	£40 plus VAT (one delegate place on a course) £300 plus VAT for a group (to deliver at your workplace)

## Delegates feedback from this course;

“Fantastic trainer. Great knowledge. All questions answered fully”

“Trainer made it not "just another" training course. Trainer was good and involved in keeping in practice and made it fun and interesting to learn”

“Really good, clear accurate, Good knowledge, good understanding. Really positive. Really friendly”

# Gastrostomy

<b>Who is the course for?</b>	Staff who may care for people who have a gastrostomy
<b>Course duration</b>	2 Hours
<b>Aim/objectives</b>	<ul style="list-style-type: none"><li>• Understand what a gastrostomy is, and why one may be required</li><li>• Associated Anatomy &amp; Physiology</li><li>• Identify the different types of gastrostomy device, and when they may be used</li><li>• Stoma care</li><li>• Methods of feeding</li><li>• Be aware of the important <b>do's</b> and <b>don'ts</b> when caring for someone who has a gastrostomy tube</li><li>• Understand your role within gastrostomy care</li><li>• Develop new skills or refresh existing skills –Feeding someone who has a gastrostomy</li><li>• Trouble shooting</li><li>• Develop new skills or refresh existing skills –Administering medication via a gastrostomy</li></ul>
<b>Course Content</b>	<ul style="list-style-type: none"><li>• Why / What of gastrostomy</li><li>• NICE guidance</li><li>• Button devices</li><li>• Feeds</li><li>• Infections/ Problems</li><li>• Practical Session</li></ul>
<b>Cost</b>	£50 plus VAT (one delegate place on a course) £300 plus VAT for a group (to deliver at your workplace)

# Tracheostomy

**Who is the course for?** Those registered and non-registered staff who are caring for adult and paediatric patients with a tracheostomy

**Course duration** 5.5 hours

**Aim/objectives** The aim of the tracheostomy care workshop is for the student to have an awareness of what a tracheostomy is and the possible reason for one being in situ. Following the session, the student will have an awareness of the safe care of a patient with a tracheostomy tube.

**Course Content**

- Recognise what a tracheostomy is and why one may be necessary
- Label relevant anatomy and physiology
- Be aware of procedure and discuss the patient journey
- Identify and discuss complications and trouble-shooting
- Recognise different types of tracheostomy
- Nursing care
- Life with tracheostomy
- Discuss emergency procedure and your role

The learner must be compliant with the annual Basic Life Support training (link for elearning is available by request).

**Cost** £50 plus VAT (one delegate place on a course)  
£350 plus VAT for a group (to deliver at your workplace)

## Delegates feedback from this course;

“Really learnt a lot. Relaxed atmosphere. Down to earth training. Thank you”

# Pressure Ulceration Management

<b>Who is the course for?</b>	Clinical Practitioner/registered nurse  (presentation can be adapted for HCA's)
<b>Course duration</b>	2.5 Hours
<b>Aim/objectives</b>	<p><b>Aim</b></p> <p>To ensure all staff have an understanding of how and why pressure ulcers develop</p> <p>Provide the knowledge and tools required to assess pressure damage</p> <p>Ensure that staff are aware of the most the appropriate equipment available to minimise pressure damage or further deterioration in a wound.</p> <p><b>Objectives</b></p> <p>By the end of the session the participant will be able to:-</p> <ul style="list-style-type: none"><li>• Describe what is meant by the term pressure ulcer</li><li>• Discuss the basic structure and functions of the skin</li><li>• Identify the common sites where pressure damage can occur</li><li>• Demonstrate knowledge of the assessment process in the management and prevention of pressure ulceration</li><li>• Demonstrate why good record keeping is essential in the management of pressure ulceration</li><li>• Explain what you need to do when a pressure ulcer is identified</li></ul>
<b>Course Content</b>	<ul style="list-style-type: none"><li>• Structure of the skin</li><li>• Function of time and pressure</li><li>• Extrinsic factors</li><li>• How to stop ulcers</li><li>• Grading ulcers</li><li>• How to assess and factors to consider</li><li>• NICE guidance and equipment</li><li>• Prevention of recurrence</li><li>•</li></ul>
<b>Cost</b>	£50 plus VAT (one delegate place on a course) £350 plus VAT for a group (to deliver at your workplace)

# Respiratory Academy

**Who is the course for?** Nursing Staff

**Course duration** 1 full day OR  
4 x two hour sessions (one per week)

**Aim/objectives** This academy programme will cover the following topics;

- Asthma
- Cryptogenic fibrosing alveolitis
- Hazards of oxygen
- Inhaled device techniques
- Pulse Oximetry
- Smoking and oxygen therapy
- Staged approach to COPD management

**Cost** £80 plus VAT (one delegate place on a course)  
£450 plus VAT for a group (to deliver at your workplace)

## Delegates feedback from this course;

“Thought provoking training and great to be made aware of crucial role of healthy routes”

“Very engaging presentation. Useful pointers for when doing COPD home visits”

“Very useful session, will help towards my role in the community”



# Paediatric Respiratory Academy

**Who is the course for?** Nursing Staff

**Course duration** 1 full day OR  
4 x two hour sessions (one per week)

**Aim/objectives** This academy programme will cover the following topics;

- Children and oxygen therapy
- Paediatric Asthma
- Paediatric inhaled device techniques
- Respiratory examination

**Cost** £80 plus VAT (one delegate place on a course)  
£450 plus VAT for a group (to deliver at your workplace)

# **Person Centred Working**

# Dignity and Respect

**Who is the course for?** Individuals who require an awareness of dignity and respect and how to promote this within the workplace.

**Course duration** 2 hours

## **Aim/objectives**

### **Aim**

To promote dignity and respect in all aspects of business.

### **Objectives**

On completion of the workshop, delegates will:

- Be aware of how patients and customers feel when they are not treated with respect
- Know what constitutes best practice when providing services with dignity and respect
- Understand the reasons why unacceptable staff attitudes and practices must be replaced where they exist

## **Course Content**

- Definition and principles of dignity
- Definition and principles of respect
- How to promote dignity and respect in the workplace
- Benefits of utilising principles of dignity and respect in the workplace
- Legislation and policy
- Best practice

## **Cost**

£40 plus VAT (one delegate place on a course)

£220 plus VAT for a group (to deliver at your workplace)

## **Delegates feedback from this course;**

“Informative, good pace, informal and interactive. Ideal! All common sense stuff”

“Very interesting, reaffirmed things relating to dignity and respect in all our areas”

# Equality, Diversity & Inclusion (incl Hate Crime)

**Who is the course for?** All staff groups

**Course duration** 1 hour

## **Aim/objectives**

### **Aim**

To raise awareness of corporate and individual responsibilities regarding Equality and Diversity in the workplace.

### **Objectives**

By the end of the session delegates will:

- Explore and understand the difference between equal opportunities and diversity
- Understand the responsibilities of individuals and organisations according to current and relevant legislation
- Explore the seven types of discrimination

## **Course Content**

- Definition of Equality and Diversity
- Principles of Equality and Diversity
- Legislation and legal aspects
- Protected characteristics
- What is discrimination
- How to tackle discrimination
- What is hate crime

## **Cost**

£40 plus VAT (one delegate place on a course)

£170 plus VAT for a group (to deliver at your workplace)

# Mental Capacity Act—Awareness

**Who is the course for?** Aimed at all staff that work with adults aged 16 or over

**Course duration** 1 hour

## **Aim/objectives**

### **Aims :-**

To familiarise staff with the main aspects of the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards.

### **Objectives:-**

#### **In this session we will cover:**

The 5 principles of the MCA 2005.  
How and when to assess capacity including the 2 stage test for capacity.  
Best interests decisions making and Lasting Powers of Attorney (LPA) .  
When to instruct an Independent Mental Capacity Advocate (IMCA).  
Advance Decisions to Refuse Treatment (ADRT)  
The Deprivation of Liberty Safeguards (DoLS).  
Section 44 offence of ill-treatment and wilful neglect.

**Cost** £40 plus VAT (one delegate place on a course)

£170 plus VAT for a group (to deliver at your workplace)

## **Delegates feedback from this course;**

“I found the training informative, interactive and extremely entertaining. Excellent presentation and the engagement of the 'room' was at the right level”

“Very informative, will continue to use information learnt today in my current practice”

# ADHD Awareness

<b>Who is the course for?</b>	Those who are interested in learning more about ADHD including schools, colleges and workplaces
<b>Course duration</b>	2 hours
<b>Aim/objectives</b>	<ul style="list-style-type: none"><li>• For the learner to develop a greater understanding of ADHD and to raise awareness of the condition</li><li>• To raise awareness of the importance of medication monitoring</li><li>• To support understanding of the impact ADHD can have in the classroom, workplace and home environment</li></ul>
<b>Course Content</b>	<ul style="list-style-type: none"><li>• Famous faces with ADHD and reported impact of their condition including their self reported benefits of ADHD!</li><li>• Pathophysiology</li><li>• The potential impact for children and young people</li><li>• The potential impact in adulthood</li><li>• Medication and the effects, including the need to monitor</li><li>• Strategies/adaptations to manage symptoms</li></ul>
<b>Cost</b>	<p>£40 plus VAT (one delegate place on a course)</p> <p>£300 plus VAT for a group (to deliver at your workplace)</p>

# Clinical Holding

**Who is the course for?** Clinical practitioners & other Staff who work in a range of settings with children and adults who will not or cannot consent to essential care and treatment; who engage in behaviour that compromises the safety of the clinical procedure; and where a failure to safely carry out such care and treatment will compromise the health, safety, and well-being of those involved.

**Course duration** 1 Day

**Aim/objectives** **Aims**

To enable participants to hold an individual safely during clinical assessment and treatment procedures.

To enable participants to make evidence-based decisions about the use of Clinical Holding.

## Objectives

1. Describe reasoning for decisions made to restrict a person's movement that can be evidenced against legal and professional benchmarks for risk reduction.
2. Explain risks associated with the use of restrictive holds or physical restraints.
3. Demonstrate verbal and non-verbal de-escalation strategies.
4. Demonstrate use of holding skills consistent with a set of physiological principles that may be used in varying clinical environments to restrict movement and minimise risks.
5. Demonstrate how to disengage from various holds using a consistent set of physiological principles.

**Cost** £80 plus VAT (one delegate place on a course)  
£450 plus VAT for a group (to deliver at your workplace)

# Moving and Handling Basic Clinical

**Who is the course for?** Staff who are patient facing in a clinical setting, who do **NOT** use any patient moving equipment. e.g. hoists, in bed systems, stand aids, slide sheets, patient turners.

**Course duration** 1.5 Hours

**Aim/objectives** **Aim :-**

- To promote safer methods for patient handling, and assist with the development and maintenance of a healthy workforce.

**Objectives:-**

- Have a basic knowledge of moving and handling operations and legislation.
- Be aware of safe postures, and the principles of safe moving and handling.
- Understand the process of an ergonomic risk assessment, and the need for ergonomic solutions to moving and handling problems.
- Be aware of unsafe handling practices.

**Course Content**

- A basic overview on: Health and Safety at Work Act 1974, Manual Handling Operations Regulations 1992, Reporting Injury, Diseases, Dangerous Occurrences Regulations 2013, Provision and Use of Work Equipment Regulations 1998, Lifting Operations and Lifting Equipment Regulations 1998.
- The importance of accurate and concise documentation.
- Risk Assessments formal and fluid, looking at hazards and risks. Recording what has been identified.
- Reporting procedures.
- Function of the spine.
- Principles to reduce injury.
- Highlight controversial techniques.
- Practical aspect will include all techniques which have been identified as required by participants and their manager.

**Cost** £40 plus VAT (one delegate place on a course)

£220 plus VAT for a group (to deliver at your workplace)



# Moving and Handling Advanced Clinical

**Who is the course for?** Staff who are patient facing in a clinical setting, who use any patient moving equipment. E.g. hoists, in bed systems, stand aids, slide sheets, patient turners.

**Course duration** 3 Hours

**Aim/objectives** **Aim :-**

- To promote safer methods for patient handling, and assist with the development and maintenance of a healthy workforce.

**Objectives:-**

- Have a basic knowledge of moving and handling operations and legislation.
- Be aware of safe postures, and the principles of safe moving and handling.
- Understand the process of an ergonomic risk assessment, and the need for ergonomic solutions to moving and handling problems.
- Be aware of unsafe handling practices.

**Course Content**

- A basic overview on: Health and Safety at Work Act 1974, Manual Handling Operations Regulations 1992, Reporting Injury, Diseases, Dangerous Occurrences Regulations 2013, Provision and Use of Work Equipment Regulations 1998, Lifting Operations and Lifting Equipment Regulations 1998.
- The importance of accurate and concise documentation.
- Risk Assessments formal and fluid, looking at hazards and risks. Recording what has been identified.
- Reporting procedures.
- Function of the spine.
- Principles to reduce injury.
- Highlight controversial techniques.
- Practical aspect will include all equipment which has been identified as required by participants and their manager.

**Cost**

£50 plus VAT (one delegate place on a course)

£300 plus VAT for a group (to deliver at your workplace)

# Dementia Awareness

**Who is the course for?** All staff groups

**Course duration** 3 hours

## **Aim/objectives**

### **Aim**

To enable individuals to gain an understanding of the complex issues involved in caring and supporting people with a cognitive impairment and their families and carers

### **Objectives**

To understand what is meant by the term dementia and its prevalence in the UK

To identify and recognise the types of dementia and the different signs and symptoms

To consider various techniques for communicating successfully with people with dementia

To identify some of the 'behaviours' that can present in dementia and how to respond positively to these

To gain an understanding of the 'unmet need' and how to meet the needs of people with dementia

To recognise signs of distress and be able to diffuse anxiety by understanding the person's experience of dementia

To understand the person's need for 'a past reality' and how to meet these needs using Validation techniques

To recognise the impact of diversity, equality and inclusion on the experience of dementia

## **Cost**

£45 plus VAT (one delegate place on a course)

£250 plus VAT for a group (to deliver at your workplace)

## **Delegates feedback from this course;**

"Amazing training, so informative and emotional, definitely come away looking at dementia in a different way"

"Thoroughly enjoyed the course, gave me more knowledge and understanding of how to treat someone with dementia"

# **Life Support and First Aid**

# Level 3 Award in Emergency First Aid at Work

**Who is the course for?** This course provides the basic knowledge and skills required for individuals to become a first aider at work.

Ideal for lower risk businesses in accordance with current Health and Safety (First Aid) Regulations.

**Course duration** 1 Day

**Aim/objectives** **Aim**

To promote an understanding of the techniques required for a safe prompt and efficient response to accidents and injuries occurring in the workplace.

## **Objectives**

- Develop knowledge of Health & Safety law in relation to first aid in the workplace
- Exhibit effective communication skills required when dealing with workplace medical emergencies
- Demonstrate competence during assessment of a casualty, placing emphasis on preserve, prevent and promote
- Demonstrate Cardio Pulmonary Resuscitation (CPR) including safe use of AED
- Recognise common medical emergencies and apply recognised treatment
- Demonstrate appropriate skills for a specific range of first aid emergencies within the workplace

## **Course Content**

- First aid priorities
- Managing incidents
- Basic life support
- Examination of a casualty
- Unconsciousness
- Bleeding
- Burns and scalds
- Health & safety
- First aid kits
- Recording and reporting

**Cost** £60 plus VAT (one delegate place on a course)

\*Group bookings are available—price on enquiry\*

*This course is accredited by Qalsafe.*

# Level 3 Award in First Aid at Work

**Who is the course for?** This course provides the knowledge and skills required for individuals who would like to become a confident first aider at work.

**Course duration** 3 full days

## **Aim/objectives**

### **Aims**

To promote an understanding of the techniques required for a safe prompt and efficient response to accidents and injuries occurring in the workplace.

### **Objectives**

- Indicate knowledge of Health & Safety law in relation to first aid in the workplace
- Exhibit effective communication skills required when dealing with workplace medical emergency.
- Demonstrate competence during assessment of a casualty, placing emphasis on preserve prevent and promote
- Demonstrate Cardio Pulmonary Resuscitation (CPR) including safe use of AED
- Recognise common medical emergencies and apply recognised treatment
- Demonstrate appropriate skills for a comprehensive range of First Aid emergencies within the workplace

## **Course Content**

- First Aid priorities
- Managing incidents
- Basic Life Support
- Examination of a casualty
- Unconsciousness
- Bleeding
- Burns and scalds
- Common medical emergencies
- Health & Safety
- First Aid kits
- Recording and reporting

**Cost** £160 plus VAT (one delegate place on a course)

\*Group bookings are available—price on enquiry\*

*This course is accredited by Qualsafe.*

# Level 3 Award in First Aid—Requalification

**Who is the course for?** Anyone needing to refresh their existing accredited qualification.

This course must be completed no later than 28 days after the expiry date of your existing qualification.

3 yearly requalification is required.

**Course duration**

2 full days

**Aim/objectives**

## **Aims**

To promote the principles of the techniques required for a safe prompt and efficient response to accidents and injuries occurring in the work place.

## **Objectives**

- Increase knowledge of Health & Safety law in relation to first aid in the workplace
- Exhibit effective communication skills required when dealing with workplace medical emergencies
- Demonstrate competence during assessment of a casualty, placing emphasis on preserve, prevent and promote
- To demonstrate Cardio Pulmonary Resuscitation (CPR) including safe use of AED
- Recognise common medical emergencies and apply appropriate treatment.
- Demonstrate appropriate skills for a comprehensive range of first aid emergencies within the workplace

**Course Content**

- First aid priorities
- Managing incidents
- Basic life support
- Examination of a casualty
- Unconsciousness
- Bleeding
- Burns and scalds
- Common medical emergencies
- Health & Safety
- First aid kits
- Recording and reporting

**Cost**

£110 plus VAT (one delegate place on a course)

\*Group bookings are available—price on enquiry\*

*This course is accredited by Quallsafe*



# First Aid refresher /update

**Who is the course for?** The Health and Safety Executive strongly recommend that all staff with a current First Aid at Work qualification attend a 3 ½ hour annual refresher.

**Course duration** 3.5 hours

**Aim/objectives** **Aim**

To facilitate theoretical and practical updates, demonstrating continued competency of workplace first aid procedures and protocols.

## **Objectives**

- To demonstrate effective communication skills required when dealing with an emergency situation
- Exhibit competence during assessment of a casualty
- Demonstrate knowledge of a comprehensive range of first aid subjects
- Demonstrate appropriate skills for a range of first aid emergencies within the workplace

## **Course Content**

- The role of the first aider including non-technical skills
- Prompt assessment of a casualty
- Recognition of medical emergencies within the workplace
- Care of the unconscious casualty
- How to administer cardiopulmonary resuscitation
- Treatment of common injuries within the workplace

**Cost** £30 plus VAT (one delegate place on a course)

*This course is accredited by Qualsafe.*



# Level 2 Award in Basic Life Support, AED and Anaphylaxis (Adult)

**Who is the course for?** Any individual working with adults who may be required in the course of their work to administer basic life support.

**Course duration** 3 Hours

**Aim/objectives** **Aim**

This session will equip delegates with the necessary knowledge and skills required to deal efficiently with emergency resuscitation situations by implementing recognised guidelines and procedures.

## **Objectives**

- To develop knowledge and understanding of the principles and practice of basic life support
- To demonstrate all required techniques for basic life support
- To describe the correct procedure and indication for use of Automated External Defibrillator (AED) in accordance with current Resuscitation Council (UK) guidance
- Recognise the signs of anaphylaxis and apply appropriate treatment and response procedures

## **Course Content**

- Assessment and initiation of a prompt response
- Cardiopulmonary resuscitation
- Use of the pocket mask
- Safe use of AED
- Treatment of the unconscious casualty
- Treatment of choking
- Recognition and treatment of anaphylaxis

**Cost** Please note this course is delivered as a group booking only.  
£300 plus VAT for a group of 8

*This course is accredited by Qualsafe.*



# Paediatric Basic Life Support and Anaphylaxis

**Who is the course for?** Any individual working with children who may be required in the course of their work to administer basic life support.

**Course duration** 3 Hours

**Aim/objectives**

**Aim**

This session will promote the necessary knowledge and skills required to deal efficiently with paediatric emergency resuscitation situations in accordance with current Resuscitation Council (UK) guidance.

## Objectives

- To demonstrate knowledge and understanding of the principles and practice of basic life support.
- To demonstrate all required techniques for paediatric basic life support.
- To demonstrate age appropriate techniques recommended for the treatment of airway obstruction in babies and children
- Recognise the signs of anaphylaxis and apply appropriate treatment and response procedures.

**Course Content**

- Assessment and initiation of a prompt response
- Paediatric cardiopulmonary resuscitation
- Use of the pocket mask
- Treatment of the unconscious casualty
- Treatment of choking for babies and children
- Recognition and treatment of anaphylaxis

**Cost** Please note this course is delivered as a group booking only.  
£300 plus VAT for a group of 8

*This course is accredited by Qualsafe.*



# Management of Anaphylaxis in Schools

**Who is the course for?** Any individual working with children who may be required in the course of their work to administer support in the event of an allergic reaction.

**Course duration** Approximately 1 Hour

**Aim/objectives** **Aim**

To ensure that all school staff are given the knowledge and skills required to manage severe allergies in children at school

To provide school staff with the necessary information to ensure that they are fully informed of what to do in the event of a child experiencing an anaphylactic reaction

**Objectives**

By the end of the session the participants will be able to:-

- Discuss what anaphylaxis is
- Explain what causes anaphylaxis
- List some of the allergens associated with anaphylaxis
- Discuss some of the symptoms displayed when someone is experiencing an anaphylactic reaction
- Explain how to manage a child who is experiencing an anaphylactic reaction
- Discuss the requirements for safe keeping of medication for children with allergies

**Course Content**

- What is Anaphylaxis?
- Histamine
- Allergy Statistics
- What can Cause Anaphylaxis ?
- Allergy avoidance
- Airways and Breathing
- Exposure
- What are the school's responsibilities?
- Recognition and Treatment
- Adrenaline and Auto Injectors

**Cost** £140 + VAT for a group delivered at your workplace

# **End of Life Care**

# Sensitive Communication & Telephone Skills

<b>Who is the course for?</b>	Administrative and reception staff who want to have a better understanding of how to deal with difficult telephone calls from distressed clients or relatives that are suffering loss and bereavement
<b>Course duration</b>	3 Hours
<b>Aim/objectives</b>	<p>This training session will provide participants with an understanding on how to;</p> <ul style="list-style-type: none"><li>• Reflect upon and update existing communication skills with patients, relatives, carers and colleagues</li><li>• Consider the impact of poor communication upon ALL interpersonal relationships</li><li>• Consider difficult or challenging communication scenarios</li><li>• Have an awareness of loss, grief and bereavement theories</li><li>• Appreciate the effects of different losses upon patients/ relatives and carers</li><li>• Discuss potential ways in which difficult discussions / conversations can be managed sensitively</li><li>• Gain skills which will support you to deal with telephone conversations with the bereaved / distressed</li><li>• Enable the caller to feel comfortable and confident relaying information regarding difficult situations</li><li>• Acknowledge the importance of looking after yourself</li></ul>
<b>Course Content</b>	<p>This course will cover the art of sensitive communication, feeling comfortable and confident in the management of difficult scenarios including the event of bereavement.</p> <p>This course will also develop your interpersonal skills to support you to provide the highest standards of customer care, and will give you an insight into the individual roles in delivering compassionate care to patients, relatives and colleagues.</p>
<b>Cost</b>	<p>£50 plus VAT (one delegate place on a course)</p> <p>£300 plus VAT for a group (to deliver at your workplace)</p>

# End of Life Care Academy

<b>Who is the course for?</b>	Registered nurses and allied health professionals who work in primary or secondary healthcare, caring for patients nearing the end of their lives.
<b>Course duration</b>	5 Face to Face sessions (3.5 hours each) supported by e-Learning modules - . Delegates need to make sure they can attend ALL sessions and complete the required supporting online material.
<b>Aim/objectives</b>	<ul style="list-style-type: none"><li>• To apply, understand and examine the End of Life processes.</li><li>• Develop knowledge of pain assessment and rationale for Prescribing</li><li>• Develop skills in the management of fatigue for patients and their carers.</li><li>• Understand the complexities of nausea, vomiting and its management.</li><li>• Recognise oncological emergency &amp; discuss appropriate interventions</li><li>• Understand the pathophysiology &amp; management of dyspnoea</li><li>• Understand the complexities of psychological support / religious coping and spirituality.</li><li>• Develop an awareness about sexuality in end of life care.</li><li>• To update and further develop existing communication skills.</li><li>• Demonstrate an understanding of advanced care planning and best practice.</li><li>• Develop knowledge of the theories of loss, grief and bereavement and how you may manage this.</li><li>• To have an awareness of local policies and procedures related to anticipatory prescribing.</li><li>• Be able to recognise signs of dying, agitation and restlessness, possible causes and good practice in the management</li><li>• Develop an understanding of which diseases are classed as non-malignant conditions &amp; potential treatments</li></ul>
<b>Course Content</b>	<p>Face to face sessions;</p> <p>Introduction to dying/ palliative care</p> <p>Symptom control management (incl medication)</p> <p>Religious coping &amp; spirituality</p> <p>Loss, grief and bereavement</p> <p>Advanced Care planning and ReSPECT</p> <p>Supporting e-Learning x 3 modules to complete</p>
<b>Cost</b>	£450 +VAT per person

# City Health Training Booking Form

By completing this form you are agreeing to City Health Care Partnership CIC's terms and conditions as detailed on our website.

Please complete this booking form providing all of the information requested and return it to us:

**By email:** CHCP.CityHealthTraining@nhs.net

**By Post:** City Health Training, City Health Care Partnership CIC, Business Support Centre,  
5 Beacon Way, Hull, HU3 4AE

Organisation Details		
<b>Company name</b> (GP code if appropriate)		
<b>Invoice address</b>		
<b>Contact name</b>		
<b>Telephone number</b>		
<b>Email address</b>		
Course Details		
<b>Title of course</b>		
<b>Date of course</b>		
<b>Delegate name</b> (if different to above)		
<b>Delegate job title</b>		
<b>Delegate email address</b> (if different to above)		
Payment		
<b>Course cost</b>		Charity/Voluntary discount applies? <input type="checkbox"/>
<b>Signature</b>	I have read and agree to City Health Care Partnership's Terms and Conditions.	
<b>Any special requirements</b>		

Office Use only	
Booking made	
Confirmation Sent	
Finance	

# City Health Training Booking Form - BESPOKE SESSIONS

USE THIS FORM IF YOU WOULD LIKE TO SET UP A TRAINING SESSION SPECIFICALLY FOR YOUR ORGANISATION.

By completing this form you are agreeing to City Health Care Partnership CIC's terms and conditions as detailed on our website.

Please complete this booking form providing all of the information requested and return it to us:

**By email:** CHCP.CityHealthTraining@nhs.net

**By Post:** City Health Training, City Health Care Partnership CIC, Business Support Centre,  
5 Beacon Way, Hull, HU3 4AE

Organisation Details	
<b>Company name</b>	
<b>Invoice address</b>	
<b>Contact name</b>	
<b>Telephone number</b>	
<b>Email address</b>	

Course Details	
<b>Title of course</b>	
<b>Preferred date(s) for course</b>	
<b>Venue</b>	
<b>Number of delegates</b>	
<b>Staff group</b> <i>(for example: Health care staff, managers, teachers etc.)</i>	

Payment		
<b>Course cost</b>		Charity/Voluntary discount applies? <input type="checkbox"/>
<b>Signature</b>	I have read and agree to City Health Care Partnership's Terms and Conditions.	

Office Use only	
Name of trainer	
Trainer confirmed	
Confirmation sent	
Finance	

# Terms & Conditions

## A summary of our terms and conditions relating to all commercial training

### 1. Payment terms

All customers will receive an invoice for bookings; payment should be made within 7 days of the invoice issue date or 7 days prior to the course start date, whichever is sooner.

### 2. Course bookings

Bookings may be made by email or letter. Please quote purchase order numbers where applicable.

### 3. Transfers

Should circumstances mean that you need to transfer to another course; there will be no charge however transfers must be made more than 2 weeks prior to the course date

### 4. Cancellations

Should circumstances mean that you have to cancel your course and are unable to transfer your booking to another date, the following charges will apply;

- More than four weeks prior to the course start date - no charge
- Two to four weeks prior to the course - 50% of the course fee

Less than two weeks prior to the course - full fee.

NB Cancellation must be made in writing and received by CHCP CIC by the due date.

### 5. Non-attendance

If you do not attend a course, and you have not previously informed us, the full course fee remains payable.

### 6. Late arrivals/missed sessions

If you arrive late for a course or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable. To conform with Health and Safety Executive (HSE) requirements for statutory certificates, attendance at all sessions is mandatory.

### 7. Unforeseen circumstances

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.

### 8. Requalification courses

To be eligible to attend an HSE two-day Requalification course, students must present a valid *First aid at work* certificate.

### 9. VAT

All course fees are subject to the current VAT (valid exemptions only).

### 10. Fair processing

All information that we hold concerning you will be held and processed by CHCP CIC strictly in accordance with the provisions of the Data Protection Act 1998.

Such data will be used by the organisation to administer our relationship with you as a customer. We will not, without your consent, supply your name and addresses to any [other] third parties except where (1) such transfer is a necessary part of the activities that we undertake, or (2) we are required to do so by operation of law.

As an individual, you have a right under the Data Protection Act 1998 to obtain information from us, including a description of the data that we hold on you.