

**GM Training Services**

**Training Prospectus**

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# Health & Safety In Health & Social Care

## **Target Group**

Any person working within a health & social care setting

## **Course Content**

### **Part One - Introduction To Health & Safety**

- Health & Safety Law
- Health
- Safety
- Welfare
- Risk assessment

### **Part Two - Hygiene**

- **Introduction to hygiene**
- **Hygiene hazards**
- **Personal hygiene**
- **Cleaning**

## **Delivery Method**

This is a one-day course delivered by participative learning, the training session is followed by a 30 question multiple-choice examination leading to a certificate issued by the Chartered Institute of Environmental Health for candidates who achieve 20 or more correct answers.

# Emergency First Aid at Work

## Target Group

This course is applicable to every member of the workplace to ensure immediate assistance should illness or injuries occur. There is a legal requirement to have a suitable number of trained First Aiders to meet the company's needs. A "risk assessment" should be undertaken to determine the level at which first aiders must be available. This needs to ensure cover for any foreseeable requirements.

## Course Content

### Course Content

- Action in an emergency
- Unconsciousness
- Recovery position
- First Aid kits/ Accident Books/ H&S
- CPR
- Fractures/Soft Tissue injuries
- Burns & Poisons
- Chocking/CPR
- Circulation /Bleeding/ Shock

## Delivery Method

This is a one-day course delivered by participative learning and can be held either in-house or at a local venue. A HSE approved certificate of attendance is issued on successful completion of the course.

# First Aid

## First Aid at Work



### Target Group

This course is applicable to people likely to deal with injuries in the workplace or on external sites where injuries may occur. The number of first aiders required to have a first aid at work certificate is determined by the industry in which they work, the number of accidents that have occurred within the workplace and the control measures identified during the risk assessment process.

### Course Content

This course is much more in depth than the 1-day course and covers

- Accidents and illness;
- Using a first aid kit;
- Simple record keeping;
- Treatment of an unconscious casualty;
- Heart attacks;
- Resuscitation;
- Shock;
- Choking;
- Bleeding;
- Burns and scalds;
- Poisoning;
- Fractures;
- Seizures;
- Asthma;
- Severe allergic reaction;
- eye injuries;
- low blood sugar;
- fainting.

### Delivery Method

This is a three-day course delivered by participative learning and can be held either in-house or at a local venue. A HSE approved First Aid at Work certificate is issued to candidates who successfully complete the course & the written & practical exam.

# Manual Handling & Lifting & People Moving



## Target Group

Under the Manual Handling Regulations it is a legal requirement that all employees are given manual handling & lifting training. It also a requirement under the new care standards that all staff involved in the lifting & moving of clients undertake this training every year. This course is therefore applicable to all members of the workforce to safeguard their health & safety.

## Course Content

**Good manual handling techniques** – The main principles involved for safe manual handling practices.

**Manual handling injuries** – Recognition and avoidance of manual handling injuries, common injuries

**Handling aids** – The need for handling aids and their usage.

**The Law** – employers & employees duties

**Physiology of the spine** – how the spine works when involved in lifting etc.

**Practical session** – practical use of lifting belts, sliding sheets, turn tables & hoists & slings



## People moving

- Summary of Regulations & The Law
- Employers Duties
- Employees Duties
- Common Injuries
- Kinetic Lifting Methods
- Team Lifting
- Use of Lifting Aids
- Physiology of the Spine
- Unsafe lifting methods
- Risk assessments



Practical Use Of: - Lifting Belts, Turn Tables, Sliding Sheets, Hoist

## Delivery Method

Delivery of this course is by participative learning techniques and can be held at either your own premises or a local venue over a half day. A certificate of attendance is offered.

# FIRE SAFETY



## Target Group

All employees working within the company.

The aim of the course is to give employees a basic understanding of fire and fire safety. At the end of the course we offer a practical “hands on” session where trainees will be able to use an extinguisher and understand how it works. There will also be a demonstration (if possible) as to what happens when water is applied to a chip pan fire.

## Course Content

- Triangle of combustion – what is required for a fire to take place. Identifying sources of ignition, fuel and oxygen.
- Ways in which fire can spread – Conduction, convection and radiation.  
Methods of extinguishing fire – Cooling, starving and smothering.
- Classes of fire – class A, B, C, D, F (cooking oils) and electrical.
- Common causes of fire.
- Fire detection/warning systems – brief outline on detectors and alarm systems.
- Means of escape from buildings – escape routes and fire doors etc.
- Providing for disabled people.
- Good housekeeping – reducing fire risks through good management.
- Fire risk assessments – brief guide.
- Extinguishers – colour coding, what each extinguisher is used for, which extinguishers not to use for certain types of fires. - Practical session – if requested

A certificate of attendance is issued on completion of the course

# Fire Marshal



This is a more in-depth course for senior members of staff & people responsible for health & safety under the new fire regulations.

## **Aims of the course**

To provide candidates with the knowledge & skills necessary to perform their duties as a fire marshal effectively

After completion of the course candidates will be able to:

- Explain the nature of combustion
- Describe the methods of extinguishing fires
- List the classes of fire
- Describe the different types of extinguisher & their use
- Explain the principles of fire risk assessment
- Use appropriate extinguishers & fire blanket to extinguish fires
- List the duties of a fire marshal
- Describe a suitable evacuation procedure
- Explain appropriate measures for the evacuation of persons with disabilities

There is also a practical session using fire extinguishers on real fires which candidates will participate in.

**A certificate of attendance is issued on completion of the course**





# COSHH

## (Control of Substances Hazardous to Health)

All companies employing 5 people or more must have a written COSHH assessment and provide suitable training & information to those people handling or exposed to hazardous substances and ensure safe working practices. This can be either a ½ day or one-day course depending on the depth of training required.

### Target Group

Managers, senior members of staff, responsible people.

### Course Content

- The workings of COSHH
- Identifying hazardous substances
- Assessing the risks
- Managing COSHH

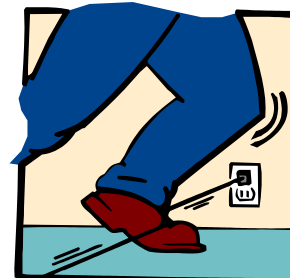
## Risk Assessment

### Target Group

Managers, supervisors and employees nominated to handle Risk Assessment in the work place in order to safeguard the interests of both employees and employers. This is a one-day course.

### Course Content

- Introduction to Risk Assessment
- Principles of Risk Assessment
- Risk Assessment in Practice
- Costs & Benefits of Risk Assessment



# Food Hygiene



## Target Group

All persons who are involved in the preparing, handling and packaging of food products are legally obliged to demonstrate a knowledge and understanding of food hygiene and safety regulations.

## Course Content

- The Law
- Food safety hazards
- Taking temperatures
- Refrigeration, chilling & cold holding of foods
- Cooking, hot holding & re-heating of foods
- Food handlers
- Principles of safe food storage
- Cleaning
- Food premises & equipment

## Delivery Method

This course is delivered by participative learning techniques and can be held either on site or at a suitable venue. Food Hygiene is a 6-hour course certificated by the Chartered Institute of Environmental Health Officers.

**We also offer intermediate & advanced food hygiene please contact us for details**



# HACCPs Assured Safe Catering – This is a 1 Day Course

## **Target Group**

Any business involved in catering of any kind including nursing homes and rest homes, cafés, restaurants and takeaways.

## **Course Content**

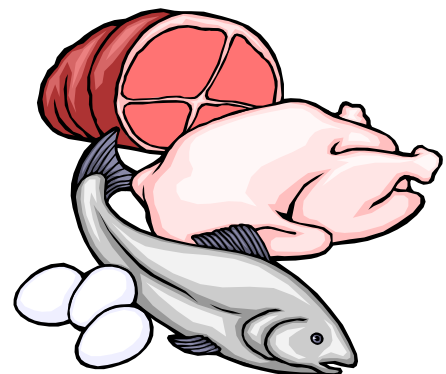
- Introduction to HACCP & Legislation
- The principles of HACCP and practical training in how to develop a HACCP system
- How to implement and monitor a HACCP programme
- Discussion on the requirements of an Assured Safe Catering system

# Nutrition for the Elderly in Care

This is a one-day participative course aimed at raising the awareness of staff to the nutritional requirements of the elderly in care.

## Course Content

- 1: Basic principles of nutrition
- 2: Applying the basic principles to real life
  - i. What does it mean on a plate?
  - ii. Getting the right balance
  - iii. What is the right balance for the elderly?
- 3: Potential problems to be encountered when feeding the elderly
  - i. Malnutrition- what causes it/looking at some potential causes
  - ii. Illness/disease, ill fitting teeth, constipation
  - iii. Time for participants to add their own comments
- 4: Medical conditions to consider and appropriate strategies for the elderly
  - i. Diabetes
  - ii. Under nutrition
  - iii. Overweight/obesity and associated medical/care problems
  - iv. Heart disease
  - v. Bowel problems
  - vi. Osteoporosis (in outline)
- 5: Specialist areas that staff should be aware of
  - i. Supplementary feeding
  - ii. Coeliac disease
  - iii. Tube (enteral) feeding
  - iv. Renal diets



# Diabetes

A three-hour presentation

Using:

- Lecture/Presentation
- Interactive Exercises
- Question and Answer sessions

## **Course Syllabus**

### **Introduction**

#### **An overview to diabetes**

Presentation

What is diabetes?

What causes diabetes?

How does diabetes affect the individual?

What are the problems associated with uncontrolled diabetes?

Opportunity for questions

#### **The diet for the individual with diabetes**

Presentation with interactive case studies

The basic principles of the diet for diabetes

The important aspects for caterers

The important aspects for carers

Opportunity for questions

#### **Associated dietary problems**

Presentation with interactive case studies

Avoiding overweight/obesity

Using diet to help to avoid heart disease

Diet and raised blood pressure

Opportunity for questions

#### **Summary of session**

# Peg Feeding

A two -hour presentation which can be run in conjunction with the diabetes course or as a stand alone course

Using:

- Lecture/Presentation
- Interactive Exercises
- Question and Answer sessions

## **Course content**

- What a peg is
- Why a peg is required
- How a peg is inserted
- Care of the peg

A certificate of attendance is issued on completion of the course

# Infection Control

A one day course that meets the requirements of the care standards as chapter 38. This course is designed for all people working in care from domestic to senior carers and compliments the food hygiene and health and safety courses.

## Course Content

### 1: Organisation & Management

- Responsibility

### 2: Monitoring & Reporting

### 3: Isolation Facilities

- Control of an outbreak

### 4: Training & Education Requirements

### 5: Occupational Health

### 6: Practical Procedures

- Universal Infection Control Procedures
- Admission, transfer & discharge of residents
- Risk Factors for Infection
- Cleaning & Disinfection
- Kitchens
- Hygienic Management of Dead Bodies
- Immunisation
- Protective Clothing
- Pests
- Pets
- Specimens for Lab Examination
- Visitors
- Waste

### 7: Individual Diseases



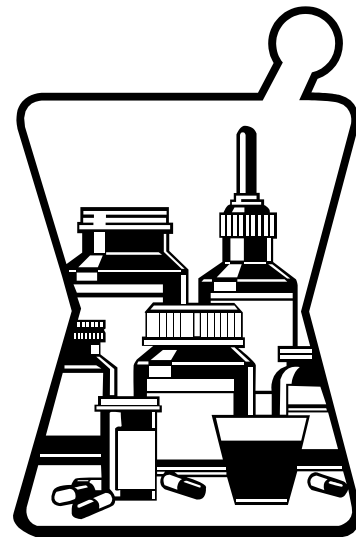
# Drug Administration

## TARGET GROUP

Residential care staff responsible for the administration & distribution of medicines & drugs to clients.

## Course Content

- Understanding medicines
- Medicines & the Law
- Understanding Labels
- Helping clients with medicines
- Unwanted effects
- Talking to the Pharmacist
  
- What medicines are & how they work
- Medicine labels
- Types of medicines & home remedies
- Handling medicines within the home
- Side effects & resident watching
- Special resident groups
- Compliance



This is a one-day course with a certificate of attendance upon completion.



# Death, Dying & Bereavement

## Understanding Bereavement

A guide for care workers who work with older clients.

### Course Content

- Attitudes to death
- Reactions to death
- Expected death
- Sudden death
- Suicide
- Preparing for death
- The death
- The body
- The funeral director
- Announcing the death
- After the funeral
- Bereavement
- Ongoing support
- Support for staff
- Anniversaries
- Customs
- Support for relatives colleagues and friends

The aims of the course: to provide an overview of the main issues, raising awareness and skills for the carer and the effects that can occur to all personal dealing with death

Objectives of the course: To explain the principle elements of death, bereavement, communication skills, basic legal procedures and to give an awareness of resources available to aid staff.

A certificate of attendance is issued on completion of the course.

# Safeguarding Vulnerable Adults Abuse Awareness

This is a one day course giving an awareness of abuse and is relevant to all staff working in a care environment.

## Course content

- Forms of abuse covering the following: -
  - I. Physical abuse
  - II. Financial abuse
  - III. Sexual abuse
  - IV. Psychological/Emotional Abuse
    - Neglect
- Definition of Vulnerable Adults & significant harm
- Indicators to the above
- Legislation
- Reporting suspected or actual abuse
- Department of Health “No secrets”

Delivery method – Delivered using tutoring, participative learning techniques, role-play and case studies. A certificate of attendance is issued upon completion of the course.

# Deprivation of Liberty Safeguards (D.o.L.S)

This is a one day is relevant to all staff working in a care environment.

## Course Outline

- The changes to the Mental Capacity Act known as the Deprivation of Liberty Safeguards
- What created the need to amend the MCA to include the new safeguards
- Indicators of potential deprivation
- Who is responsible for doing what under this legislation
- How the safeguards work in practice
- Learners studied case scenarios illustrating potential DoLS

Delivery method – Delivered using tutoring, participative learning techniques, role-play and case studies. A certificate of attendance is issued upon completion of the course.

# Mental Capacity Awareness & The Mental Capacity Act

This is a one day is relevant to all staff working in a care environment.

- Introduction to the Mental Capacity Act
- Effects the Mental Capacity Act will have on staff & service users
- The Five “statutory principles” from the code of practice
- The “Bournewood” Safeguards
- Enduring power of attorney
- Advanced decisions
- Court of protection

# Child Abuse

## Protection of Children

This is a 6-hour course giving an awareness of child abuse and is relevant to all staff working in an environment with children.

### Course content

#### Part1: Understanding Child protection – subjects covered

- Child abuse is a reality
- Policy & procedures
- Where abuse can happen & the signs
- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect
- Behavioural indicators of abuse
- What to do if you suspect abuse
- Investigation
- Stay informed
- Take action

#### Part 2: Recognising indicators of child abuse

- Settings & forms of abuse
- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect
- Behavioural indicators of abuse
- What to do if you suspect abuse

## Epilepsy

A three - hour presentation suitable for any member of staff working with people with epilepsy or for staff CPD.

### Course content

- What Epilepsy is
- Causes
- Types of seizure
- Treatment
- Medication

A certificate of attendance is issued on completion of the course

## Administration of Rectal Diazepam

A two & a half hour presentation, which can be run in conjunction with the epilepsy course or as a stand-alone course

### Course content

- *Update on epilepsy including types, causes & triggers*
- *Update on the use of diazepam in the treatment of Status Epilepticus*
- *Practical demonstration of the use of Diazepam*
- *Practical participation in the administration of rectal Diazepam using a lifelike mannequin*

# Buccal Midazolam

- Buccal Midazolam administration
  - Modes of administration
  - Side effects
  - Following the care plan
  - Practical demonstration by candidates

# Pressure Sores

## Course Content

**Target Group**  
**All care staff**

- Legislation & research
- Classification of pressures sores using EPUAP
- Identify reasons why service users are at risk from pressure sores
- Identify different types of pressure sores
- Identify different stages of pressure sores
- Selection of appropriate preventative measures to prevent pressure sore formation
- Treatment of pressure sores
- Selection of appropriate dressings for pressure sores

A half day course with a certificate of attendance on completion

# Continence Care

**Target Group**  
**All care staff**

- Types of incontinence
- Contributing factors to incontinence
- Recognising the abnormal
- Reporting, recording & monitoring
- Treatment
- Catheters & catheter care
- Stomas & stoma care
- Skin care

A half day course with a certificate of attendance on completion

# Conflict Resolution & Personal Safety

Suitable for all members of staff

## Course Content

- Introduction
- The Law
- The work environment
- Resolving confrontational situations
- Personal safety

## **Delivery Method**

This is a one-day course delivered by participative learning, the training session is followed by a 30 question multiple-choice examination leading to a certificate issued by the Chartered Institute of Environmental Health for candidates who achieve 20 or more correct answers.



# Sexuality, Sexual Awareness & The Sexual Rights of People with Learning Disabilities

A half-day course suitable for all staff members & for CPD

## Course Content

- Exploring the sexual rights of those with learning disabilities
- The issues around sexuality and sexual freedom for people with learning disabilities,
- Exploring the role of the carer within the framework of service users sexuality & sexual rights

## Understanding Dementia

### Course Outline

- What does the word “Dementia” mean for individuals?
- Exploring the myths & stereotypes of Dementia
- The main conditions that may cause Dementia
- The importance of understanding the causes of dementia
- The person-centered theory of Dementia
- Person-centered qualities of carers
- Exploring Alzheimer’s

# Equality & Diversity

A half-day course suitable for all staff members

## Course Content

- The legal perspective
- Understanding prejudice, discrimination & stereotyping
- Equality, diversity & inclusion in care practice: religion & beliefs
- Racial & Cultural diversity
- Disability equality
- Sexual orientation & gender reassignment
- Providing personal care
- Catering for diversity dietary needs
- Providing inclusive recreation & activities
- Challenging discrimination & prejudiced views
- Dignity & respect in a care setting

## Outcomes – Candidates will:

- Gain an understanding of the legal requirements
- Understand what prejudice is
- Understand what discrimination & stereotyping are
- Gain an understanding of racial & cultural diversity
- Understand what disability equality is
- Gain an awareness of Sexual orientation & gender reassignment
- Understand how to provide personal care without causing prejudice or discrimination
- Understand how to challenge discrimination & prejudiced views
- How to apply dignity & respect in a care setting

# Assessment & Appraisal

## **Target Group**

This course is designed for any person responsible for staff development, particularly managers and supervisors.

## **Course Content**

Understanding the need for appraisals and their benefit to both the company and employee – the use of appraisals to assess performance.

## **Management Styles & Approach**

An introduction to differing management styles & approaches.

## **Planning an Appraisal System**

Design an appraisal system appropriate to the individual's workplace.

## **Preparing for Appraisal Interviews**

Understanding contributions necessary from both the interviewee and the interviewer.

## **Design of Appraisal Documents**

Design and produce clear and concise documents for use within the appraisal system.

## **Delivery Method**

This is a one-day course delivered by participative techniques and will be held at a suitable local venue.

# Supervisory Skills

This course is designed to introduce supervisors to the skills & requirements of management and covers the following topics:

- Planning & prioritization
- Communication
- Disciplinary procedures & disciplining staff
- Assessing staff
- Staff management techniques

# Communication Skills

This course is designed for all staff to ensure suitable & effective communication in the work place. The course covers the following topics:

- Ways to communicate
- Barriers to communication
- Planning communication both written & verbal
- Listening skills
- Presentation skills

## Level 3 Award in Education and Training

In response to recommendations made by a government-commissioned independent review panel, teaching qualifications have been simplified and renamed.

This qualification replaces the CIEH Level 3 Award in Preparing to Teach in the Lifelong Learning Sector.

### **Who needs this qualification?**

This qualification is designed for people who:

- are not in a teaching role, or who have just started a teaching role
- want a short qualification
- want a qualification without a minimum teaching practice requirement

### **Outline programme:**

The Level 3 Award in Education and Training provides an introduction to teaching and comprises three units:

- Understanding roles, responsibilities and relationships in education and training
- Understanding and using inclusive teaching and learning approaches in education and training
- Understanding assessment in education and training

This is a five day programme & successful candidates will be issued with a certificate from an awarding body.

# Level 3 Award in Training - Principles and Practice

This qualification replaces the CIEH Level 3 Award in Training Skills and Practice.

## **Who needs this qualification?**

This qualification is the minimum requirement for trainers wishing to deliver training for awarding bodies.

## **Outline programme:**

The Level 3 Award in Training – Principles and Practice is based on the double unit of the Level 3 Award in Education and Training

- Understanding and using inclusive teaching and learning approaches in education and training

This is a three day programme & successful candidates will be issued with a certificate from an awarding body

# Leadership & Management

## *Leadership Skills*

### Short Summary:

What if you could just say the word and it was done? What if you could command with authority? What if you knew exactly how to keep the clients, the stakeholders and the team members happy? What if people looked at you expecting to be led, because you were so trustable and wise? Anyone will aspire to become a great leader whose vision is taken seriously and is capable of delivering results. Results are indeed the only thing that matter most for a leader and how to gain results is exactly what you will learn in this course using efficient practical exercises.

### Course Description:

*“People think it must be fun to be a super genius, but they don’t realise how hard it is to put up with all the idiots in the world.”*

*Calvin, from Calvin and Hobbes*

- Are you managing but not leading?
- Do you know how to have an impact as a leader?
- Do you know how to get your team to trust you and see you as a credible leader?
- Do you know the subtle differences between strategical and tactical team leading?

This course is for people who want to become an effective leader. Leadership is different from managing. You lead people, but you manage things. Leadership is about Inspiration, motivation and vision. Managing is about optimisation of resources, scheduling, project management and so on. You may lead and manage at the same time, however, this course focuses on your leadership role.

As a leader in the 21<sup>st</sup> century, you need to be prepared for dynamic, complex and competitive environments with a flexible approach. With a mission and a strategy you can look forward with confidence and certainty that will be picked up by your team.

This course will show you how to lead and inspire your team, how to assess the needs of your stakeholders, how to spot the trends, how to influence key people, how to get the most from your team by increasing their creativity and how to manage risks and exploit opportunities.

**Goal Oriented Thinking:** There is no point leading a team if you don't know where you want to take them and if you don't know, how do you expect your team members to know!

**Strategy:** To achieve your goal, you need to have a strategy. How can you ensure not to get carried away with low-level details as opposed to leading the team? What is the difference between leading and managing?

**Life at the Centre of the Network:** A leader needs to interact with a full circle of people, above or below. Learn how to interact with team members and stakeholders to satisfy their different needs.

**Influence:** Once you know *who* to influence, you need to know *how* to influence them. Learn about different influence techniques you can use on different people with less or more authority than you.

**Motivation & Questioning Methods:** A team is most productive when it is motivated. You will learn how to understand your team's vision and influence it. You will be introduced to techniques that help you to get to the bottom of any problem and find solutions.

**Develop People:** As a leader you are a role model and you should live up to it. You need to understand people's perspective and their capabilities. Learn how to give feedback, what kind, when and to whom.

**Leadership Styles:** Learn about different types of leadership, how to develop the style suitable for you and how to match it to team members' individual needs.

**Delegation:** Learn the rules of effective delegation.

**Creative Thinking:** Learn how to brainstorm. Get everyone to contribute. Capture the ideas effectively and learn how to think outside the box.

**Risk & Opportunity Management:** Find out about risk management systems and learn how to take advantage of opportunities.

At the end of the course, you will create an action plan to improve your leadership skills. Detailed course materials are designed to maximize your gain when using these newly acquired skills once back at work.



**Audience:** Anyone who needs to be in a leading role will benefit from the skills provided on this course.

**Prerequisites:** None

**Course Duration:** 2 Days

**Course Level:** Beginners & Intermediate

## Terms & Conditions for training provided by GM Morgan Training Services

1. GMT will provide training of a high standard for clients using suitably qualified instructors.
2. If required GMT will provide a certificate of attendance or, if applicable, a certificate of competence on successful completion of a course.
3. GMT will endeavour to organise a suitable venue if required.
4. If a course must be cancelled, GMT will endeavour to provide 1 weeks notice prior to the course. However if the instructor is unavailable and GMT is not notified within the time period stated GMT will bear no liability. Similarly no liability will be incurred if a course is cancelled due to circumstances beyond our control.
5. In the case of a client's dispute with GMT we will try and reach an amicable agreement with our client.
6. Cancellation by the client within 7 days of commencement of the course will result in the full cost of the course being incurred (except in exceptional circumstances and with the agreement of GMT).
7. Payment terms are strictly 28 days from invoice date; late payments will incur interest at a rate of 10% per annum.