



The mark of excellent care

Caremark (East Riding) Training

Debra Walker – Training Manager

"The initial training week is intense and more academic than before, trainees are required to study at home, complete workbooks and take part in group discussions and practical activities covering the 15 standards. The initial training week gives Care Workers the basic knowledge to build upon out in the field. Care Workers will take part in, safer people handling, administering medication, continence care, basic first aid and handling a complaint. I can observe their communication skills, effective listening skills, person-centred care, their ability to respect privacy and dignity, infection control, and how they handle recording information in a confidential way. All these qualities are needed to ensure our clients receive a high standard of care that Caremark (East Riding) always strives to provide. What they learn in the classroom reinforces everything they will be doing in community over the 12 week programme with their Field Care Supervisors."

What is the Care Certificate?

The Care Certificate is now the start of the career journey for all of our team and is only one element of the training and education that will make them ready to practice within their specific sector. Although the Care Certificate is designed for new staff, new to care and offers them their first step on their career ladder, it also offers opportunities for existing staff to refresh or improve their knowledge. Since the 11th May, Debbie Walker, Caremark (East Riding)'s Training Manager, has delivered Care Certificate training sessions, Debbie feels that at the end of this training the Care and Support workers are better prepared for the start of their career, there is more emphasis on attitudes and values and experiences which she feels is very appropriate for this type of work.

Who are Encompass and why are Caremark involved?

Caremark (East Riding) and Encompass work together to support care staff with professional development, e.g. specific and vocational training. This accreditation is relevant to the care industry and the 'Skills for Care' provide funding to enable Care Workers to achieve diplomas in Health and Social Care from level 1 to level 5. Encompass also provide specific accredited training in subjects such as; End of Life, Dementia, Learning Disabilities and Mental Health.

How long is the training programme?

The training sessions are put on every two weeks at the Caremark (East Riding) branch within Hessle and are delivered Monday to Friday 9.30-16.00. However Caremark also deliver other training sessions in addition to the 5 day induction (please see 'ad hoc sessions' below).

Monday

AM – 09.30-12.30 – Introduction to Caremark followed by, Standard 1: Caremark and the role of the care worker, Standard 2: Personal professional development and Standard 3: Duty of care

Lunch 12.30 – 13.30

PM – 13.30 – 16.00 – Standard 4: Equality & Diversity, Standard 5: Person centred care (includes End of Life), Standard 6: Communication (home study), followed by DBS applications, Caremark staff file documents; ID Badges, photos, bank details, IR starter form, lone worker risk assessment, walker form, returns form along with other compliance documents.

Tuesday

AM – 09.30 – 12.30 – **Standard 10:** Safeguarding, East riding Safeguarding Adults and **Standard 11:** Board training/policy and procedures

Lunch 12.30 – 13.15

PM – 13.15 – 16.00 – Standard 9: Dementia/mental health/learning disability awareness and Standard 7: Privacy/dignity (workbook)

Wednesday

AM – 09.30 – 12.00 – Part of **Standard 13:** (Health & Safety practices), **medication training**, followed by Hull and East Riding Policy

Lunch 12.00 – 12.45

PM – 12.45 – 16.00 – **Medication** continued

Thursday

AM – 09.30 – 12.00 – **Standard 13:** Health and Safety practices;

- Fire safety
- Food safety (standard 8)
- Moving and handling regulations
- Handling information (standard 14)
- Health & Safety (risk assessment, COSHH, infection control and prevention (standard 15))

Safer people handling course

Lunch 12.00 – 12.45

PM – 12.45 – 16.00 – Safer people handling continued

Friday

AM – 09.30 – 12.00 – Personal care practices;

- **Personal grooming**
- **Oral care**
- **Continence management**
- **Catheter**
- **Convenes**
- **Stoma Awareness**

Standard 12: Basic Life Support (appointed person)

Lunch 12.00 – 12.45

PM – 12.45 – 16.00 – Basic first aid continued followed by, CPD form and induction evaluations

Are there any other training sessions I could undertake?

Ad Hoc sessions:

- Epilepsy Awareness – delivered by a Nurse Specialist
- Dementia
- End of Life (EOL)

Please note all sessions highlighted in **RED** are mandatory training sessions, meaning these training courses have to be completed before working within the community. If you are unable to attend a mandatory session, you will then be asked to attend the session at the next available training.