

**HR & ORGANISATIONAL
DEVELOPMENT
SERVICE DIRECTORY
AND PROSPECTUS
2015/2016**

HR & ORGANISATIONAL DEVELOPMENT

SERVICE DIRECTORY AND PROSPECTUS

2015/2016

The content of this document is reviewed and revised on a regular basis. Please visit the Service Directory and Courses webpage (accessible from the Staff Training webpage) to view the latest and updated information.

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Foreword

Welcome to the new 2015/16 Portfolio of Services for HR and Organisational Development.

The importance of ensuring that organisations have the right workforce with the right skills and knowledge to deliver world class services is recognised by all employers. The new vision of Wirral University Teaching Hospital NHS Foundation Trust is ***“Locally Focussed – Regionally Significant – We will be the First Choice Healthcare partner to the communities we serve, supporting patients’ needs from the home through to the provision of regional specialist services”***. To achieve this vision, the Trust has also set out the following goals:

“Over the next 5 years we will work together to transform our organisation, building on our considerable clinical capabilities, to place our patients and our customers at the heart of everything that we do.

The focus on exceptional customer service will be delivered through integrated, seamless, continuous pathways of care enabled by innovation and leading edge technology”.

In order for the Trust to achieve these goals and ultimate vision, development has a crucial part to play. Not only must we ensure our staff are competent and safe to undertake their roles; by way of completing and refreshing their Mandatory and Essential training, but by ensuring that staff are continually developing in their current roles and beyond. There are a variety of ways to do this and a range of different support mechanisms available and this Portfolio of Services aims to harness many of those areas within one place.

If however you cannot find what it is that you are looking for, please do not hesitate to contact one of the many people detailed within it.

The Trust is committed to creating a learning culture within the organisation within which staff are equipped with the right talent and skills to lead us through the next few years (Workforce Strategy 2010). One of the key objectives of the workforce strategy is to ensure excellence in teaching and as part of this commitment; the Trust has formalized a teaching pledge that states: **“We will strive to achieve high quality teaching for all staff and provide an inspired learning experience around all aspects of patient care. We will attract, develop and retain a highly skilled workforce leading directly to high quality patient care”**.

We hope that you will take the opportunity to browse through the selection of what is on offer and look forward to seeing you along your journey of development and your career with the Trust.

Best wishes for 2015/16

Paul Smyth
Leadership & Development Centre Team Leaders

HR and Organisational Development

| | | |
|----------------------|--|-----------|
| Mr James Mawrey | Director of Workforce | 5242 |
| Ms Debbie Briscoe | PA | 5243 |
| Ms Lynn Benstead | Deputy Director Organisational Development | 8630 |
| Ms Margie Shakeshaft | Secretary | 8623 |
| Dr David Galvani | Director of Education | 8627/2089 |
| Mrs Ann Whitehead | Secretary | 2658 |

Section Overviews

Communications/Marketing

The function of Communications and Marketing is to protect and enhance the reputation of the Trust; to promote its' wide range of high quality services; to convey information to external audiences and to facilitate horizontal and vertical communications with all of its audiences, both external and internal.

It seeks to promote the organisation as the Trust of choice for healthcare or employment. In addition, it works with other Trust departments to improve the experience of people who use the Trust's services, and it supports and enables active staff and public engagement with a view to improving decision making and delivery of services, in line with the Trust's vision.

| SERVICES BY SECTION | Team Lead |
|---|-----------|
| <p>COMMUNICATIONS</p> <p>PUBLIC & MEDIA RELATIONS</p> <ul style="list-style-type: none"> Generates PR opportunities pro-actively Responds to media enquiries Generates media releases and statements Advises on reputation management issues <p>INTERNAL COMMUNICATIONS</p> <ul style="list-style-type: none"> Implements Internal Communications Strategy Produces regular e-bulletins Produces a magazine for staff and public members Manages website content Organises Chief Executive Forums Manages staff/public noticeboards <p>WORKFORCE & COMMUNICATIONS GROUP</p> <ul style="list-style-type: none"> Reports on communications and marketing activities and initiatives <p>FUNDRAISING</p> <ul style="list-style-type: none"> Provides guidance and advice to divisions and departments <p>EVENT MANAGEMENT</p> <ul style="list-style-type: none"> Manages annual staff awards event Arranges various ad-hoc events – official openings, stakeholder functions etc. Provides advice to divisions/departments | |

PROJECT MANAGEMENT

- Liaises with external creative and design agencies on various projects and campaigns

COMMUNICATIONS ADVICE

- Provides advice to a variety of internal groups

DIVISIONAL SUPPORT

- Provides advice and support to the divisions

EXTERNAL/COMMUNITY COMMUNICATIONS

Produces various regular publications including a staff/public members

- magazine and regular feature in local newspaper
- Co-ordinates Trust involvement at community engagement opportunities
- Has input into a range of external publications including the Annual Report & Accounts.

MARKETING

INTERNAL MARKETING SUPPORT

- Provides marketing advice and support to divisions and departments
- Develops and produces marketing materials

MARKET RESEARCH

- Produces briefs and manages market research projects and external suppliers

MARKETING CAMPAIGNS/EXTERNAL MARKETING

- Designs and manages marketing-led projects and campaigns for the Trust's external and internal audiences
- Manages external agencies involved in specific campaigns and projects

DIGITAL AND SOCIAL MEDIA

- Manages all elements of digital, on-line and social media communications and marketing including the Trust web site, Twitter and Facebook accounts

CORPORATE IDENTITY

- Manages and protects the Trust's corporate identity and brand, advising on its application, and provides templates and logos for use internally and externally
- Ensures the application of the Corporate Identity Policy

Contact information – Communications/Marketing

| | | Ext |
|------------------|--|------|
| Barbara Crampton | Communications & Marketing Manager | 8066 |
| Ben Capper | Marketing Manager | 8375 |
| Mike Baker | Communications & Media Relations Manager | 8376 |

HR

The HR Section exists to ensure that Wirral University Teaching Hospital is an exemplar organisation in terms of providing a well-planned, well-managed workforce and to support staff and managers in achieving best in sector attendance and performance.

| SERVICES BY SECTION | Responsible Principal OD Manager |
|--|---|
| <p>HUMAN RESOURCE SERVICES</p> <p>More information on HR Services can be found on the HR/OD website.</p> <p>PAY, TERMS & CONDITIONS</p> <ul style="list-style-type: none"> • Development in Partnership with Trade Unions • Implementation and advice to staff and managers <p>GRIEVANCE/DISCIPLINE & CAPABILITY</p> <ul style="list-style-type: none"> • Support for managers in investigations, grievance and disciplinary procedures up to appeal and tribunal level <p>ATTENDANCE CAPABILITY</p> <ul style="list-style-type: none"> • Provide/develop management information • Management support & development of action plans • Develop strategies for reduction in absence <p>HR POLICIES and PROCEDURES</p> <ul style="list-style-type: none"> • Development and Review • Management Training <p>PEOPLE MANAGEMENT/EMPLOYMENT LAW</p> <ul style="list-style-type: none"> • Provision of professional advice and guidance to line managers on all HR or employment law issues <p>STAFF SUPPORT</p> <ul style="list-style-type: none"> • Provision of ad hoc staff advice and support <p>MANAGEMENT INFORMATION (statistics)</p> <ul style="list-style-type: none"> • Provision of statistical information eg on KPI's • Dashboard • Analysing/interpreting data • Systems administration and coding • Development of reports within available software systems <p>PROJECT MANAGEMENT</p> <ul style="list-style-type: none"> • Support of project work eg ward reconfiguration, nursing model, shared services, service redesign • Corporate projects eg IWL, IIP, E & D, <p>DIVISIONAL PARTICIPATION</p> <ul style="list-style-type: none"> • Involvement in Divisional (DMT) and corporate department meetings • Involvement in associated Divisional (DMT) and corporate department groups, including divisional Partnership Sub Group | <p>Lawrence Osgood</p> |

| | |
|--|--|
| <p>BUSINESS & WORKFORCE PLANNING</p> <ul style="list-style-type: none"> • Participation in a range of Trust wide strategic development meetings/ projects eg marketing and engagement, business planning • Part of strategic development for Divisions including formulation and participation in business planning <p>CONSULTATION & PARTNERSHIP</p> <ul style="list-style-type: none"> • Participation in Trust wide consultation • Lead Corporate/Divisional partnership groups <p>OUTSOURCING/JOINT VENTURE</p> <ul style="list-style-type: none"> • Participation in working parties at local and regional level • Advising managers and staff on TUPE issues • Developing and implementing HR transition plans | |
|--|--|

Contact information – HR Services

| | | Ext |
|------------------|---|------------|
| Lawrence Osgood | Head of HR | 5225 |
| Ann Swales | Senior HR Manager Clinical Support Division | 5224 |
| Julie Anderton | Senior HR Manager | 5239 |
| Vicky Poole | Senior HR Manager | 5232 |
| Jill O'Callaghan | HR Manager Diagnostics and Womens & Childrens | 5230 |
| Carol Birchall | HR Manager Medicine and Acute Division | 5228 |
| Becky Thompson | HR Manager Surgery | 5226 |
| Finola O'Donnell | HR Manager | 5238 |
| Lindsay Doolan | Workforce Transformational Manager | 5220 |
| Anna Hartley | Service Development & Workforce Information Officer | 5244 |
| Sue Boyles | Project Support | 5233 |
| Angela Edwards | Establishment Control | 5221 |
| Cheryl Male | Medical Staffing | 5222 |
| Anna Hartley | Workforce Information | 5244 |
| Sue Boyles | Attendance | 5235 |

HR and Wellbeing Business Services

The commencement of the first collaborative shared service between the Countess of Chester Hospital NHS Foundation Trust and Wirral University Teaching Hospitals NHS Trust came into effect from 1st July 2011.

With its own new brand which combines the transactional HR functions encompassing:

- Payroll and Pensions services
- Recruitment, Contracts, HR Administration and Advisory services
- Staffing Solutions (formerly Temporary Staffing/Flexi bank services)
- Service Development/Compliance and Business Intelligence services

These services are located in Moston Lodge on the Countess of Chester site, apart from the Occupational Health services which continue to be delivered from the respective sites at Countess and Arrowse Park Hospital.

The contact details are:

Payroll, Pensions, Recruitment and other HR Enquiries

Telephone: 01244 364466

Staffing Solutions (previously known as Flexibank)

Telephone: 01244 365230

Occupational Health Services

Telephone: 0151 482 7635 Internal Ext 8120

Business Intelligence Services

Telephone: 01244 364761

Service Development and Compliance Services

Telephone: 01244 362129

Full details of the services offered are on the website which can be located at www.hrwbs.com

Development

The Development Team comprises Competency and Leadership Development Services based at the Leadership & Development Centre, Elm House, Clatterbridge Hospital.

The Trust Library and Knowledge Service has a library at Arrowe Park Hospital, McArdle Library and a resource room at Clatterbridge Hospital, J Aitken Library Resource Room.

| SERVICES BY SECTION | Responsible Principal OD Manager |
|---|----------------------------------|
| <p>DEVELOPMENT Further information on the Development section services can be found on the HR/OD website.</p> <p>LEADERSHIP AND DEVELOPMENT CENTRE</p> <p>MANDATORY TRAINING</p> <ul style="list-style-type: none"> • Clinical Block • Non-clinical Block • Corporate Induction <p>ESSENTIAL TRAINING</p> <ul style="list-style-type: none"> • First Impressions • Equality and Diversity • Recruitment & Selection • Counter Fraud <p>LEADERSHIP AND MANAGEMENT PROGRAMMES</p> <p>IN HOUSE SHORT COURSES</p> <ul style="list-style-type: none"> • Reviewer Skills Training for Managers (including KSF) • Attendance Capability • Project Management • Coaching & Mentorship • Change Management for Managers • Resilience for all Managers • Managing Conflict (NB Conflict Resolution is a different course) <p>INTERNAL CONSULTANCY</p> <ul style="list-style-type: none"> • Design of bespoke training • Access to Train to Gain, Invest In Health, Skills Funding Agency • Development funding • Assessment/Development Centres • Divisional/Departmental Special Events <p>CERTIFICATED PROGRAMMES</p> <ul style="list-style-type: none"> • Leading Empowered Organisations (LEO) • Core HR Skills Programme <p>ACCREDITED PROGRAMMES</p> <ul style="list-style-type: none"> • ILM L2 Award in Team Leading • ILM L3 Award in First Line Management |) |

VOCATIONAL TRAINING

A range of apprenticeships are coordinated including the following:

- Health & Social Care
- Customer Service
- Business Administration
- Support Services in Healthcare
- Team Leading

OTHER ACCREDITED COURSES

Medical Terminology

- AMSPAR Medical Terminology

Skills for Life Programmes (Basic Skills)

- Numeracy
- Literacy

GENERAL COURSES

- Assertive techniques (Behaviour Awareness)
- CV and Interview Preparation
- Pre-Retirement Course
- Reviewee Preparation
- Self Care

POLICIES & PROCEDURES

- Development and review of policies, procedures and support documentation to underpin:
 - The Individual Review/Appraisal Process
 - Mandatory and Essential Training

ACCESS TO INFORMATION

- Data base development
- Website development
- Updates via Trust Information Exchange

MONITORING REQUIREMENTS

- Dashboard / compliance Information

OTHER

- Educational programme audits and evaluation
- Learning promotional events
- Adult Learner of the Year awards
- Learner representatives for divisions / corporate departments
- Apprenticeship Awards
- Leadership & Development Centre annual awards ceremony

LIBRARY AND KNOWLEDGE SERVICE - TRAINING COURSES

- Finding the Evidence
- Critical Appraisal
- Bespoke sessions for groups or individuals

SERVICES

- Clinical decision support tools, including UpToDate and Dynamed.
- Mobile apps, to access the evidence base via your phone or tablet.
- Enquiry service
- Access to books and journals, both print and electronic.
- Document supply service, for obtaining items from other libraries.
- Journal Club support, for existing and new Journal Clubs.
- Evidence search / literature searching services and training.
- Outreach Service, for our stakeholders and partners.
- Access to health databases via OpenAthens, including Medline and Cinahl.
- Evidence Alerts, email bulletins to help you keep up to date in your chosen special area(s)..
- Library blog to keep you up to date on library, information resource news and research publications.
- Access to computers (including a bookable IT Suite) and specialist software (S)
- Read and Relax fiction collection.
- Photocopying, printing, binding & laminating services.
- Stationery sales.

You can find more information about the Library and Knowledge Service on the Website.

Contact information

Ext

Leadership & Development Centre

| | | |
|------------------------------|---|------|
| Mr Paul Smyth | Senior Learning & Development Officer | 5025 |
| Ms Laura Allen | Vocational Development Co-ordinator | 5012 |
| Mr Anthony Kenna | Induction/Mandatory Training Co-ordinator | 5112 |
| Mr Allan Pugh | Administrator | 5703 |
| Miss Charlotte Filgate | Administrator | 5027 |
| Mrs Emma Russell | Administrator | 5027 |
| Miss Alexandra Harrison-Rowe | Apprentice Administrator | 5027 |

Trust Library and Knowledge Service

| | | |
|--------------------------|----------------------------------|------|
| Mrs Victoria Treadway | Library & Knowledge Service Lead | 8610 |
| Mrs Linda Taylor | Outreach Services Librarian | 8610 |
| Mr Graham Breckon | Librarian | 8610 |
| Mrs Annabel Leinster | Librarian | 8610 |
| Miss Jennifer Perestrelo | Library Assistant | 8610 |
| Mrs Beccy Roylance | Library Assistant | 8610 |

Clinical Excellence

| SERVICES BY SECTION | Responsible Principal OD Manager |
|--|---|
| <p>CLINICAL EXCELLENCE The Clinical Excellence section comprises :</p> <ul style="list-style-type: none"> • Medical Education & Development Team • Clinical Education & Development Team • Practice Facilitator Team <p>MEDICAL EDUCATION & DEVELOPMENT TEAM</p> <ul style="list-style-type: none"> • Medical Education Foundation Doctors including competencies, compliance and induction • Centre Manager Wirral Postgraduate Medical Centre Clatterbridge • Medical Education Non Foundation Doctors including competencies, compliance and induction • Education Centre Manager Arrowe Park • European Working Time Regulations compliance for all doctors in training • Medical workforce and rotations • Educational Supervision <p>CLINICAL EDUCATION & DEVELOPMENT TEAM</p> <ul style="list-style-type: none"> • Clinical skills training for all clinical staff • Resuscitation training for all clinical staff • Support innovation and development of clinical practice • NMC Revalidation support • Nationally accredited courses • Conflict resolution training • Workforce modernisation • First Aid Training • Delivery of mandatory and essential training • Educational Programmes and support for Medical Students • Liverpool Objective Clinical Assessment System (LOCAS Exams) • Objective Structured Clinical Examination (OSCEs) • Coordinate MRCP exams for Non-foundation doctors • Carry emergency bleep and attend emergency calls in clinical areas. • Audit cardiac arrest calls. Audit cardiac arrest trolleys / emergency equipment. <p>PRACTICE FACILITATOR TEAM</p> <ul style="list-style-type: none"> • Placement capacity and learning opportunities • Educational Audits • Post registration modules/pathways • Pre registration secondments • Preceptorship support • End of Life care training • Training in brief intervention • Mentorship support and updates <p>Further information on our services can be found on the HR/OD website.</p> | <p>Tracey Lewis <i>Head of Clinical excellence and organisational development</i></p> <p>Paula Orr / Lesley Gillespie</p> <p>Justine Brislen Lisa Delaney</p> <p>Helen Patterson</p> |

| | |
|--|--|
| <p>EDUCATION CENTRE, APH</p> <ul style="list-style-type: none"> • Provision of educational learning environment • Medical education programmes (at both sites) including: <ul style="list-style-type: none"> - Postgraduate Clinical Meetings - Medical Clinical Meetings - How to Teach - Nutritional Update Day - Membership of Royal College Physicians (MRCP) Teaching (class and ward-based) - Communication Skills - Non Foundation Programme Inductions - Safer Prescribing course - Nephrology Teaching - Speciality Teaching Programmes - Regional Teaching Programmes • Video conferencing facilities • Multidisciplinary meetings • Undergraduate Medical education • Professional Exams • Professional Mock Exams/Courses • Trust Corporate Induction | <p>Paula Orr / Lesley Gillespie</p> |
| <p>MEDICAL STAFFING TEAM</p> <ul style="list-style-type: none"> • Medical Rota Management including Annual / Study Leave, Sickness Management, Internal and Agency Locum Management • Local Induction for Medical Staff • Vacancy management for Medical Staff / Rota's • Medical Recruitment • EWTR – Monitoring of Junior Doctors Hours | <p>Paula Orr</p> |
| <p>PRACTICE FACILITATOR TEAM</p> <ul style="list-style-type: none"> • Practice Educational Facilitators • Senior Health Advisor | <p>Helen Patterson</p> |
| <p>CLINICAL SKILLS TRAINING</p> <p>Competence based training covering wide range of clinical skills for medical and non-medical clinical staff including :</p> <ul style="list-style-type: none"> • Anaphylaxis training • Arterial blood gas sampling • Aseptic technique • Aspects of PEG Care/Nasogastric Tube Insertion • Blood Glucose Monitoring • Blood Transfusion (Practical) • Care of Central Lines • Chest Auscultation • Clinical Support Workers Programme | |

- Dementia Awareness Conference
- Developmental Programme
- ECG Recording
- ECG Rhythm Recognition
- Immunisations/Vaccinations
- Intravenous Cannulation
- Management of Tracheostomy Tubes
- Manual blood pressure recording
- Medical Equipment Training (Key Trainers)
- Medical Staff Training
- Medical Student Training
- Syringe Driver Training
- Safer Use of Medicines
- Simulation Training
- Subcutaneous Infusions
- Urethral Catheterisation (Male or Female)
- Venepuncture
- Clinical Champions Course

RESUSCITATION/AGGRESSION MANAGEMENT TRAINING TEAM

Various role specific programmes :

Resuscitation training in-house Programmes

- Adult Basic Resuscitation
- Paediatric Basic Resuscitation
- Newborn Resuscitation

Nationally Accredited Courses

- Immediate Life Support (ILS) Course
- Immediate Life Support (ILS) Recertification Course
- Advanced Life Support (ALS) Course
- Advanced Paediatric Life Support (APLS) Course
- Paediatric Life Support (PLS) Course
- Newborn Life Support (NLS) Course
- Advanced Trauma Life Support (ATLS) Course
- Emergency Trauma Course
- Ill Medical Patients Acute Care & Treatment (IMPACT) Course
- Key Skills Course for Future Surgeons

CONFLICT RESOLUTION TRAINING

- Conflict Resolution Initial (4¹/₂ hours mandatory training programme)
- Conflict Resolution Update (2 hours mandatory training programme)

First Aid Training

- 1 day First Aid Course (inc AED training) – First Responder
- 3 day First Aid at Work Course
- 2 day refresher First Aid at Work Course
- 2 day Paediatric First Aid Course (inc AED training)

| | |
|--|--|
| <p>Workforce Modernisation</p> <ul style="list-style-type: none"> • Work with divisions to submit annual Assistant and Advanced Practice Proposals to secure funding for training • Liaise with Divisions in Recruitment of new Trainees (Assistant and Advanced Practice) • Support trainees through Foundation and Masters Degrees • Work closely with the Higher Education Institutes to support Trainees (Assistant and Advanced Practice) during the 2 year training • Support newly qualified (Assistant and Advanced Practice) • Organise and deliver training for Trainees (Assistant and Advanced Practice) in line with their Curriculum and clinical needs. <p>PRACTICE EDUCATION FACILITATORS</p> <ul style="list-style-type: none"> • Facilitate the implementation of the Standards for Education from professional bodies. • Support mentors within clinical areas • Lead on educational audits for clinical placement areas • Support increasing capacity demands for placements • Work in collaboration with the HEIs with curriculum developments • Support clinical areas with training needs analysis and access to modules/pathways. • Support implementation of pre registration secondments • Assessor and Mentor Update (essential training) • Sign off Mentor/preceptor training • Introduction to End of Life Care (essential Training) • Evaluation of placement areas for pre-registration learners <p>SENIOR HEALTH ADVISOR (WIRRAL COMMUNITY TRUST)</p> <ul style="list-style-type: none"> • Provide education for all staff on the delivery of brief intervention • Work collaboratively with the Trust and Wirral Community to support smoking cessation • Intermediate Communication Skills Training • Implements the key enablers from the End of Life Care Strategy and transform programme | |
|--|--|

Contact information

Ext

Clinical Excellence

| | | |
|----------------------|--|------|
| Tracey Lewis | Head Of Clinical Excellence and OD Manager | 2370 |
| Mrs Lesley Gillespie | Education Governance Lead | 8608 |

Medical Education

| | | |
|--------------------------|---|------|
| Dr Maria Frias-Jimenez | Clinical Tutor | 8625 |
| Mr Simon Platt | Clinical Tutor | 8625 |
| Dr Girenda Sadera | SAS Lead/Postgraduate Clinical Tutor | 8625 |
| Miss Paula Orr | EWTR / Medical Education & Centre Manager APH | 8215 |
| Mrs Louise Grainger | SAS Co-ordinator | 8633 |
| Mrs Sujatha Ramakrishnan | Study Leave Administrator | 8633 |
| Mrs Debbie Moore | Receptionist | 8600 |
| Miss Alexandra Spencer | Apprentice | 8600 |
| Ms Sue Locke | Support Staff Supervisor APH | 8622 |
| Mrs Jenny McKenzie | Support Staff | 8622 |
| Mr Duncan Cameron | Support Staff | 8622 |

| | | |
|-----------------|--|------|
| Mr Joe Locke | Support Staff | 8622 |
| Mrs Jane Roach | Postgraduate Medical Education Administrator/ F2 Course Administrator | 8601 |
| Mrs Linda Leatt | Postgraduate Administrative Secretary WPMC | 4401 |

Medical Staffing Team

| | | |
|----------------------|-------------------------------------|------|
| Mrs Alison Moore | Medical Staffing Coordinator | 8904 |
| Mrs Colette Martin | Medical Staffing Coordinator | 7200 |
| Miss Sarah Davidson | Deputy Medical Staffing Coordinator | 8904 |
| Mrs Lisa Dawson | Deputy Medical Staffing Coordinator | 8904 |
| Miss Gill Bayne | Medical Staffing Assistant | 2357 |
| Mrs Michelle Bennett | Medical Staffing Assistant | 2357 |
| Mrs Lucy Chung | Medical Staffing / Clinic Support | 2357 |

Undergraduate Centre APH

| | | |
|------------------------|---|------|
| Mrs Jennifer Rushworth | Undergraduate Medical Education Administrator | 2599 |
| Mrs Christine Scott | Undergraduate Administrative Assistant | 2599 |

Clinical Education & Development Team, Arrowe Park Hospital

| | | |
|--------------------|---|------|
| Justine Brislen | Clinical Skills Centre Co-ordinator/Team Leader | 8182 |
| Gill Beasor | Advanced Practice Facilitator/Resus officer | 8959 |
| Christinah Makondo | Clinical Skills Facilitator | 8959 |
| Gillian White | Clinical Skills Facilitator | 2113 |
| Sandy Deighton | Clinical Skills Administrator | 8644 |
| Julie Williams | Clinical Skills Assistant Practitioner | 2671 |
| Lisa Delaney | Resuscitation Officer/Team Leader | 8182 |
| Anne Ellis | Resuscitation Officer | 2112 |

Practice Facilitator Team

| | | |
|-----------------|--|------|
| Helen Patterson | Practice Education Facilitator/Team Leader | 8352 |
| James Thompson | Practice Education Facilitator | 8354 |
| Julie Westlake | Practice Education Facilitator | 8354 |
| Safwa Alsaden | Senior Health Advisor | 8354 |

Occupational Health

| SERVICES BY SECTION | Responsible Principal OD Manager |
|---|----------------------------------|
| <p>OCCUPATIONAL HEALTH</p> <p>The services of Occupational Health can be found on the HR/OD website.</p> <p>SCREENING</p> <ul style="list-style-type: none"> • Pre employment medical screening • Flu Vaccination and advice • Health surveillance in relation to risk assessment ie. COSHH, Sharps injuries, Clinical trials <p>ADVICE / SUPPORT</p> <ul style="list-style-type: none"> • Advice to managers / employees on employment issues ie. Equality Act • Advice to managers / employees on sickness absence management • Rehabilitation – advice to managers and employees on phased return to work etc • Identify sickness absence trends • Staff Welfare <p>CLINICS & CONSULTATIONS</p> <ul style="list-style-type: none"> • Consultant clinics / Nurse led clinics • Counselling • Stress Management <p>EDUCATION</p> <ul style="list-style-type: none"> • Health Promotion • Stress Management | <p>Peter Bohan</p> |

Contact information

| | | Ext |
|---------------------|---|------------|
| Peter Bohan | Head of Organisational Health & Effectiveness | 5448 |
| June Richards | Senior OH Nurse Adviser (Specialist) | 5443 |
| Sally Hughes | OH Nurse Adviser (Specialist) | 5442 |
| Hilary Poole | OH Nurse Advisor Trainee | 5441 |
| Gaynor Lawrence | OH Clinic Nurse | 5371 |
| Christine Stevenson | Medical Secretary | 5444 |
| Elaine Boyd | Finance Officer / Administrator | 5449 |
| Joan Dickinson | Support Secretary | 5445 |
| Wendy Hardman | Clerical Support | 5446 |
| | Receptionist | 5440 |
| Austin Sinnott | Clinical Psychologist | 5440 |
| Robert Jones | Cognitive Behavioural Therapist | 5440 |
| Sean Orford | Psychotherapist | 5440 |

Listening into Action

| SERVICES BY SECTION | Listening into Action Lead |
|---|-----------------------------|
| <p>GUIDANCE FOR TEAM LEADERS</p> <ul style="list-style-type: none"> • Documents and Booklets <p>PASS IT ON / BEST PRACTICE EVENT</p> <p>SPONSOR GROUP</p> <p>LIA CHAMPIONS</p> <p>STAFF FRIENDS AND FAMILY</p> <p>STAFF SURVEY</p> | <p>Cathy McKeown</p> |

Contact information

| | | Ext |
|-------------------|--|------------|
| Catherine McKeown | Listening into Action Lead | 7267 |
| Angela McLaughlin | Staff Engagement and OD Assistant | 7267 |
| Sharon Landrum | O.D. Facilitator / Staff Guardian | 7396 |
| Sharon Clarke | O.D. Facilitator – Staff Engagement Team | 7396 |
| Ethan Tellet | Communications and Marketing Assistant | 7167 |

Applying For Courses

General Courses

If you wish to apply for a course, please first discuss with your manager. You may wish to also discuss your learning needs with a learner representative. This is to enable you to obtain appropriate advice and guidance and to agree the relevance of the application to your job description and personal development plan. This may link to job relevant development, career development or service development as appropriate. Applicants and their managers should consider funding and release implications and refer to the Learning and Development Policy and divisional procedures for guidance. A Pers 28 form should be completed and distributed as indicated on the form to the relevant departments. Copies of the Pers 28 form are available from your manager and should be completed for all courses or conferences excluding mandatory/essential training. In this case, attendance records will be used to provide attendance information for the Human Resources database. All staff should note the Trust's policy for charging for non-attendance or non completion of a course as indicated in the Learning and Development Policy.

You can view a list of the courses available by accessing the Education and Training section of the Staff website.

To apply for a course, place a tick in the box alongside the course you wish to apply for (Multiple courses can be applied for at any one time by selecting "Show All Categories") and click the "book" icon at the bottom of the page. An Application Form will be displayed with the courses to be applied for listed at the top. Once completed with the details required, click the "submit" button.

NB All applications should be made by the line manager/designated member of staff.

The form will then be automatically mailed to the Leadership & Development Centre where your booking will be made and confirmation will be sent to the line manager/designated member of staff who will be required to inform their staff member of the booking.

Please ensure the participant agrees to attendance and compliance with the Trust's Learning and Development Policy, particularly in relation to charges for non-attendance.

However, staff wishing to access training/development not related to their Personal Development Plan, should apply by ringing Leadership and Development Centre directly (0151 482 7981 or extension 5027) where specific instructions will be given regarding the application process. Please note that in these circumstances any charges levied will be the responsibility of the individual who is applying as will any charges for non-attendance.

Special Requirements

Please ensure that when a place is booked, you indicate whether any special requirements are necessary for that individual e.g. does the person have a disability and requires a hearing loop or do they need handouts in a larger size font. Please indicate this by clicking the relevant box i.e. "Medical", "Dietary" or "Other" on the application form and provide further details when prompted.

On receipt of this information, the line manager will receive a further email and document for completion by the individual (with help if necessary) and should be returned as soon as possible to the Leadership and Development Centre.

It is vital that we obtain this information prior to the course commencing, in order that we can provide any requirements necessary to support the individual in their learning.

Course Fees

Internal Applicants

The majority of courses included in the Prospectus are **FREE OF CHARGE** to Wirral University Teaching Hospital NHS Foundation Trust Staff. Some study days have a charge attached to them – details are included with the individual course outline.

External Applicants

Most courses are open to external applicants but a charge will be made.

For external courses, charges/funding should be agreed with managers and Divisions. Please view the Learning and Development policy.

For further information contact the relevant department/course facilitator.

Cancellations/Enquiries – General Training

To cancel a booking please click on the link provided in the confirmation e-mail. Alternatively e-mail wih-tr.hrodapplicationform@nhs.net.

For enquiries regarding existing bookings please e-mail wih-tr.hrodapplicationform@nhs.net.

Mandatory/Essential Training Courses

Full details of the Mandatory and Essential training programmes can be found on the Education and Training section of the Trust website.

Booking/cancellation arrangements for each programme is detailed in the appropriate section.

Non-Attendance Charges

Staff should recognise that whilst in-house programmes are in most cases free at the point of access to individuals, they represent great cost to the Trust. Once a place has been booked, every effort should be made to ensure attendance. If staff are unable to attend a booked training programme/session, the training provider must be notified as early as possible, so that the place can be offered to another member of staff. The following charges and criteria will be applied for cancellations and non-attendance to charges and follow-up:

| | | |
|--|---|------------------------------|
| Cancellation within 2 working days (Mon-Fri) | - | No charge |
| Cancellation within 24 hours | - | £60 charge to Dept/Division |
| Cancellation after the course start time | - | £120 charge to Dept/Division |
| Did not attend | - | £120 charge to Dept/Division |

Failure to attend on 2 occasions without legitimate reason (e.g. Sickness of individual booked on to a course), no further places will be offered (with the exception of mandatory and essential training).

Failure to attend a booked mandatory training course on more than one occasion without legitimate reason will be notified to the head of division/corporate department.

In the event of non-attendance without notification, participants and/or their managers will be contacted and notified in writing of the charges to be made. Charges will not be made where there is a legitimate

reason for non attendance, however sickness absence reporting procedures still apply where a member of staff is due to attend a course.

Where staff have not attended mandatory training within the specified time frame and without legitimate reason, access to other forms of training should be withheld until mandatory requirements are met. This could affect personal development within their role and “gateway” progression/increase (for those still subject to Agenda for Change and Terms and Conditions of Service). Staff may also be subject to Trust disciplinary procedures as detailed in the Trust’s Mandatory Training Policy.

Learner Representatives

In partnership with Trade Unions, Wirral University Teaching Hospital NHS Foundation Trust has established a network of Learner Representatives who are Trust employees with an interest and commitment to the learning and development of other staff. Learner Representatives are a Trade Union initiative whose role is to offer information regarding the availability of learning opportunities. They are in a position to influence learning provision within the Trust and to increase participation in workplace learning. They work closely with training providers and receive up-to-date information on learning opportunities in-house, through Trade Unions and local college providers.

Any member of staff can contact a learner representative linked to their Division/Department as detailed below:-

| Division / Corporate Department | Learner Rep | Extension |
|--|----------------------------------|------------------|
| Diagnosics | Norman Robinson Cathy McKeown | 4246 7267 |
| Women's & Children's | Phil Baldwin | 4313 |
| Medicine | Norman Robinson Cathy McKeown | 4246 7267 |
| Surgery | Phil Rushton | 2474 |
| Urgent Care | Phil Baldwin | 4313 |
| Corporate Services | Cathy McKeown | 4923 7267 |

SECTION 1

MANDATORY

&

ESSENTIAL

TRAINING

Mandatory Training

Overview

Mandatory training requirements of all staff within Wirral University Teaching Hospital NHS Foundation Trust are set out within the Mandatory Training Policy. The purpose of this Policy is to set out the minimum standards for the delivery of Mandatory Risk Management Training that is required to ensure that the Trust meets its statutory and regulatory requirements and is assured that staff are equipped to provide safe care within a safe environment. Such training is required by the NHS Litigation Authority and is detailed in the Mandatory Risk Management Training Prospectus which can be located on the Mandatory Training page.

Initial Mandatory Risk Management Training

Staff are required to attend Initial Mandatory Risk Management Training upon commencement of employment. This training is delivered during the induction period for new staff and is identified in the Mandatory Risk Management Training Prospectus with an asterix*.

Refresher Mandatory Risk Management Training

Training that is required to “update” skills and knowledge throughout employment. The frequency of update required is determined dependant upon statute, role and/or risk assessment and is described in the Mandatory Risk Management Training Prospectus.

Corporate Refresher Programme – Mandatory Risk Management Training

The Trust provides a Corporate Refresher Programme for the majority of Mandatory Risk Management Training, which is described throughout the policy as Corporate Refresher Programme. This is delivered on a “block” basis to assist in planning, release and monitoring. The Corporate Refresher Programme is split into two programmes; Clinical and Non Clinical. Subjects included represent those required, by all staff groups annually or biannually (details of which can found in Section 6.3 of the policy and the Mandatory Risk Management Training Prospectus).

| Clinical Staff | Clinical Staff | | Non Clinical Staff | |
|---------------------------------|----------------|--------------------------|--------------------|---------|
| | Block A | Block B | Block A | Block B |
| Fire Safety | ✓ | ✓ | ✓ | ✓ |
| Health & Safety | ✓ | | ✓ | |
| Infection Control | ✓ | ✓ | ✓ | ✓ |
| Inanimate Loads | ✓ | | ✓ | |
| Medicines Management | ✓ | ✓ | | |
| Consent/Chaperoning | ✓ | | | |
| Health Record Keeping (Booklet) | ✓ | | | |
| Blood Transfusion | ✓ | | | |
| Resuscitation | ✓ | ✓ (Booked Separately) | | |
| People Handling | ✓ | | | |

Mandatory Training by Blended Learning

Mandatory Risk Management Training as detailed in the mandatory risk management training prospectus is offered by two methods:

- Traditional face-to-face training sessions as detailed on the mandatory training website, *or*
- 'Blended learning' (Video and booklet, with short practical assessment for some topics). To do your training this way, go to the Blended Learning section of the website and choose the applicable staff group.

The blended learning method has been designed for consultants, clinical and non-clinical staff and includes refresher training in blood transfusion competencies, People Handling and CPR. Please note the frequency of training as detailed in the mandatory risk management training prospectus, which can be found on the Mandatory Training webpage.

Blended Learning should be used in exceptional circumstances where a staff member cannot attend a face-to-face session.

Mandatory Training / Individual Review Compliance

To ensure that staff are up to date with all mandatory risk management training requirements, the Trust must monitor compliance levels and aims for 95% compliance with mandatory training (further details can be found within the Trust's Mandatory Training policy). To support achievement of this; compliance with Mandatory Training is monitored by way of a quarterly compliance alert report which is distributed across the trust to all Divisional Management Teams and Human Resources and individual ward / departments should receive information specific to their area. This information is provided to assist managers in monitoring compliance and planning future bookings and identifying key priority areas. Reports are colour coded for ease of identifying these areas:

| | | |
|---------------|---|---|
| Purple | – | staff who have been non-compliant for more than one quarter. |
| Red | – | staff who have become non-compliant in the last quarter |
| Amber | – | staff who are currently compliant, however unless any action is taken, will become non-compliant next quarter |
| Green | – | staff who are currently compliant |

Individual reviews / appraisals are also monitored (with a Trust target of 85%) as this process ensures discussion and review of all mandatory and essential training compliance. Compliance information for individual reviews is also therefore included on the above detailed quarterly compliance alert report.

Important Note

Where staff continue to remain non compliant or indeed fail to attend on more than one occasion; this could impact on personal development within their current job description and may affect gateway progression. Individuals may also be subject to Trust disciplinary procedures (please refer to the Learning and Development Policy and also the Mandatory Risk Management Training Policy for more details). These are accessible on the Policies section of the Trust's website.

For more information regarding management actions on receipt of Mandatory Training and Individual review compliance alert reports, you can attend the "Understanding Your Compliance Report" course, details of which can be found on page 77 of this prospectus.

Essential Training

Overview

Essential training is defined as those programmes that are deemed as essential to meet Trust policy and procedure requirements or other regulation that is not identified under Mandatory Risk Management Training. Staff are required to attend them as outlined within the Essential Training Matrix which can be found on the Essential Training webpage.

Booking Procedures for Mandatory and Essential Training

The booking arrangements are dependent upon the course that is being applied for. Some are referred to in this prospectus others are detailed on the Mandatory and Essential Training sections of the Education and Training intranet site. Booking procedures for each course will then be provided in the overview for each course.

SECTION 2

Clinical Post Registration Education

WBIS

(Work-based Integrative Studies Programme)

Clinical Post Registration Education

Access to Post Registration funding is available for the clinical development of all clinically professionally registered staff, including qualified Assistant Practitioners with the exception of Doctors and Dentists.

Within the individual review process all staff that have an interest in undertaking further development or where it is a requirement for their role should identify it within their personal development plan.

The Trust links with the four local universities for further education:

John Moores University
Edge Hill College

University of Chester
University of Liverpool

Primarily learning activity is identified within the local universities; if the course is not available locally then the wider Northwest region can be explored. Funding support is reviewed on an individual application basis and is not guaranteed.

Module delivery and design

There are a variety of delivery methods available. Before applying it is important to research the module to ensure it meets your style of learning before applying. Further information regarding modules and the application process is available via Clinical Excellence section of the Trust's intranet.

For further information please see University Website or contact the Practice Educational Facilitator linked to your clinical area or contact Helen Patterson on Ext. 8352.

Work-based Integrative Studies (WBIS)

(WBIS programme at Wirral University Teaching Hospital NHS Foundation Trust)

OVERVIEW

The WBIS programme through the University of Chester Centre for Work Related Studies offers a flexible and varied programme of development that enables staff working at senior levels to gain academic credits through projects implemented through their work.

WBIS enables students to design a customised programme of study which meets the needs of the individual student and where sponsorship is involved, the needs of the Trust. The programme seeks to maximise the opportunity for individuals to build on their existing learning and to have their past and future learning achievements recognised academically.

TUTORS

Tutors are available to help and advise on the design of programmes which must meet the approval of the University's Credit and Accreditation panel. Bob Meakin is a lead WBIS tutor based on the second floor of Elm House (L&D Department) Clatterbridge Hospital on a part time basis.

AWARDS

Awards are available at Certificate, Diploma, Degree, Postgraduate Certificate, Postgraduate Diploma, Masters Degree and PHD level.

STRUCTURE

WBIS students follow individually negotiated and authorised study programmes that may include taught modules from any of the Universities established schools, eg Science and Health, Education, Nursing and Midwifery or WBIS Modules, including Self Review. Examples of other WBIS Modules include research methods, work-based project modules or taught modules such as transition and change management, conflict transformation, stress management, information and knowledge management, leadership, clinical decision-making and many more.

All students seeking to gain support from WUTH for funding the module will need to complete a funding application form a minimum of 4 weeks prior to the module start. Funding may be available if the module/ programme is a requirement for the role or there is clear evidence it will improve patient care , application forms can be obtained from Sandy Deighton, Clinical Skills, Arrowe Park Hospital, Ext 8644.

For further information please contact:

Karen Brownhill, Office Manager, Tel: 01244 512122, e-mail: k.brownhill@chester.ac.uk

Janet Williams, Lifelong Learning Administrator,
Centre for Work Related Studies
University of Chester
Parkgate Road
Chester
CH1 4BJ

SECTION 3

**CLINICAL &
MEDICAL
EDUCATION**

Clinical & Medical Education

Practice Development Research Partnership (PDRP)



Practice Development and Research Partnership (PDRP) has been developed between Wirral University Teaching Hospital and the Faculty of Health and Social Care, University of Chester to support practitioners to make improvements in patient care and claim academic credit along the way. The modules can be used as part of a pathway with the University. For details on how to apply please contact Helen Patterson Practice Educational Facilitator Team Leader on ext 8352

Anaphylaxis Training

AIM To enable the participant to develop the knowledge and skills in relation to technical ability, effective communication, team work, patient centred care in the management of an anaphylactic reaction in ward or community setting. Includes guidance on the use of the PGD for administration of epinephrine.

TARGET GROUP Registered nurses and midwives

OUTCOMES

- Practical management of anaphylaxis
- Competency assessment in administration of epinephrine
- Pathophysiology of anaphylaxis
- Emergency response techniques
- Airway training.

DURATION 2 hours (OR E-LEARNING OPTION AVAILABLE)

FACILITATOR Clinical Education and Development Team

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx

Further information: Extension 2671

Arterial Blood Gas Sampling

AIM To provide participants with the knowledge and skills to perform radial arterial blood gas sampling using the competency based framework with practical and theory training and the opportunity of develop skills. On successful completion of the course candidates will be prepared to gain clinical competence under supervision in the clinical area.

TARGET GROUP Registered nurses, midwives, medical staff

OUTCOMES

- Prepare the patient, self and equipment for the procedure
- Identify the radial artery and perform the modified allens test providing a rationale
- Safely perform the procedure in line with infection control and health and safety guidelines
- Discuss aftercare and potential complications

DURATION 2 hours

FACILITATOR Respiratory Nurse Consultant/Clinical Education & Development Team

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx

Further information: Extension 2671

Aseptic Technique

AIM To provide participants with the knowledge and skills to perform aseptic technique. Practical training in the skills of aseptic technique with the opportunity to develop skills and be assessed for the procedure using a competency based assessment tool, this is a very popular course in line with the Department of Health high impact interventions.

TARGET GROUP All healthcare professionals/students who undertake clinical procedures

OUTCOMES

- Demonstrate the Ayliffe handwashing technique using the “glowbox”
- Prepare the patient, self and equipment for the procedure of aseptic technique
- Demonstrate the clinical competencies identified in the framework

DURATION Full course 1 hour.

FACILITATORS Clinical Education & Development Team

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx

Further information: Extension 2671

Aspects of PEG Care / Nasogastric Tube Insertion

AIM To provide participants with knowledge and skills to manage patients with PEG tubes and nasogastric tubes.

TARGET GROUP Registered nurses/student nurses/medical students

OUTCOMES

- Develop an understanding of anatomy involved
- Safely insert a nasogastric tube
- Safely administer medicines/flush via PEG tube
- Discuss dietician and pharmacy implications

DURATION 3 hours

FACILITATORS PEG Nurse/Pharmacist/Dietician/Clinical Education and Development Team

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx

Further information: Extension 2671

Blood Glucose Monitoring

AIM To provide the practitioner with the skills and knowledge to safely record a blood glucose measurement.

TARGET GROUP Any health care professional required to undertake this skill as part of their role

OUTCOMES

- Accurately perform blood glucose monitoring
- Discuss complications/troubleshooting
- Undertake competency assessment

DURATION 1 hour

FACILITATORS Laboratory Medicine/Clinical Education and Development Team

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx

Further information: Extension 2671

Blood Transfusion (Ad hoc)

AIM To provide participants with the practical skills to safely administer blood transfusions. (Mandatory NPSA requirement)

TARGET GROUP Registered or student nurses/midwives or medical staff with the support of their line manager.

OUTCOMES

- Prepare the patient, self and equipment for the procedure
- Perform the procedure safely as per Trust guidelines, in line with infection control and health and safety guidelines
- Discuss aftercare and potential complications

DURATION 30 minutes individual competency assessment

FACILITATORS Clinical Education & Development Team

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx

Further information: Extension 2671

Chest Auscultation

AIM To enable participants to develop the knowledge and skills required to safely perform chest Auscultation with the opportunity to develop practical skills and be assessed on the procedure using a competency based framework

TARGET GROUP Registered and student nurses, medical staff and physiotherapists with the support of their line manager

OUTCOMES

- Demonstrate basic knowledge of the anatomy of physiology of the respiratory tract
- Identify and assess appropriate patients requiring chest auscultation
- Identify breath and added lung sounds

DURATION 2½ hours

FACILITATORS Respiratory Specialist Physiotherapist/Clinical Education & Development Team

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx

Further information: Extension 2671

Clinical Support Worker '10 Core Skills Course'

AIM To ensure all CSWs working in WUTH have the appropriate knowledge and skills to perform safe and effective patient care.

TARGET GROUP New and existing clinical support workers.

OUTCOMES

- Infection control including handwashing competency
- Patient Hygiene and end of life care
- Patient and staff safety
- Ward standards
- Nutrition and hydration
- Specimen Collection
- Pressure Ulcer Prevention
- Health Promotion
- Patient Assessment

DURATION 3 full days

FACILITATOR Clinical Education and Development Team, Infection Control Team and others

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx

Further information: Extension 2671

Dementia Awareness Conference

AIM To ensure all staff with direct patient contact in WUTH have a foundation level knowledge of dementia care.

TARGET GROUP All clinical staff or staff with an interest in dementia.

OUTCOMES

- Understanding of disease process
- Recognition of signs and symptoms
- Support available
- Dementia CQUIN
- Dementia in WUTH

DURATION 1/2 day

FACILITATOR Clinical Education and Development Team, Alzheimer's Society and others

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx

Further information: Extension 2671

Development Programme

AIM To update the practitioner with the theoretical and practical skills and knowledge required to manage acute patients

TARGET GROUP Newly qualified nurses and registered nurses who may have been redeployed, new to trust, work permanent nights or recently returned to work following a long period of absence. Also suitable for flexibank staff or other staff who may not have had the opportunity to access training.

Essential training for newly qualified/new to trust.

OUTCOMES

- Develop skills and knowledge to undertake following procedures; aseptic technique, catheterisation, venepuncture, cannulation, administration of injectable medicines, syringe driver, blood glucose monitoring and nasogastric tube insertion
- Develop understanding of WUTH policies and procedures including discharge process, MUST and tissue viability
- Increased awareness of Infection Control
- Discuss Post Registration Learning opportunities

DURATION 4 full days (following corporate induction)

FACILITATOR Clinical Education & Development Team supported by a variety of specialist facilitators.

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx

Further information: Extension 2671

ECG Recording & Rhythm Recognition

AIM To enable the participant to safely perform the practical aspects of 12 lead Electrocardiogram recording with the opportunity to develop practical skills and be assessed on the procedure using a competency based framework. To enable the participants to recognise the different rhythms which may be seen on the 12 lead ECG.

TARGET GROUP Registered nurses/ midwives, students and healthcare support workers with a minimum of NVQ Level 3

OUTCOMES

- Prepare the patient, self and equipment for the procedure
- Identify the correct electrode placements
- Perform the procedure safely as per Trust guidelines, incorporating infection control and health and safety issues
- Discuss aftercare and potential complications
- Demonstrate an understanding of the normal P,Q,R,S,T waves
- Demonstrate an understanding of the timings of each part of the ECG
- Know and understand the six question approach to rhythm recognition
- Be able to apply the six questions to a variety of different rhythms
- Be able to give each rhythm a description

DURATION 2½ hours

FACILITATORS Clinical Education & Development Team

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx

Further information: Extension 2671

Emergency First Aid at Work (EFAW) / First Aid at Work (FAW) / Paediatric Emergencies including Emergency First Aid at Work (Paediatric & EFAW)

AIM To enable the participant to develop the knowledge and skills in relation to technical ability, effective communication, team work, patient centred care in the immediate management of an emergency in a community type setting. Includes a reference manual. EFAW valid for 1 year, FAW valid for 3 years, Paediatric & EFAW valid for 3 years)

OUTCOMES

- Practical management first aid situations
- Competency in assessing and delivering first aid to a patient
- Pathophysiology of common illnesses and injuries(adult or Adult and Paediatric dependant on course)
- Emergency treatments for common illnesses and injuries (adult or Adult and Paediatric dependant on course)
- Cardiopulmonary Resuscitation (CPR) and the use of Automated External Defibrillator (AED).

DURATION 1 day (EFAW)
3 days (FAW)
2 days (Paediatric & EFAW)

FACILITATOR Clinical Education and Development Team

For bookings: <http://www.wuth.nhs.uk/patients-and-visitors/services/c/clinical-skills-resuscitation-courses/>

Further information: 0151 604 7718 or internal calls use extension 2671.

Immunisations/Vaccinations

- AIM** To enable the participant to safely prepare and administer immunisations/vaccinations, with the opportunity to develop practical skills and be assessed on the procedure using a competency based framework. To enable the individual to develop an understanding of anaphylaxis.
- TARGET GROUP** Registered nurses, allied healthcare professionals, midwives, medical and nursing students with the support of their line manager

OUTCOMES

- Prepare the patient, self and equipment for the procedure
- Discuss the indications/contraindications for vaccinations.
- Identify appropriate sites for these types of injections and the rationale for the choice
- Perform the procedure safely as per Trust guidelines, incorporating infection control and health and safety issues
- Discuss aftercare and potential complications e.g. anaphylaxis

DURATION 2 hours

FACILITATORS Clinical Education & Development Team

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx
Further information: Extension 2671

Intravenous Cannulation & sub cut infusions

- AIM** To provide participants with practical skills to safely perform Intravenous Cannulation
- TARGET GROUP** Registered healthcare professionals and healthcare support workers with minimum of NVQ Level 3

OUTCOMES

- Discuss the indications for the procedure
- Prepare the patient, self and equipment for the procedure
- Perform the procedure safely as per Wirral Intravenous Access Group (WIVAG) guidelines, in line with infection control and health and safety guidelines
- Discuss aftercare and potential complications

DURATION 2½ hours

FACILITATORS Clinical Education & Development Team

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx
Further information: Extension 2671

End of Life Care (Introduction to): Half-day Course

AIM The attendee will reflect upon experience and identify any challenges that they may face when dealing with patients who are at the end of life. they will identify possible solutions to the challenges that they may face in clinical practice and improve their knowledge, understanding, and confidence of dealing with end of life patients and their loved ones/carers.

TARGET GROUP Clinical Support Workers.

OUTCOMES **Attendees will gain:**

- An understanding of the End of Life Care Strategy.
- A working knowledge of identifying patients in the last year/days of their life.
- An understanding of holistic common assessment and the 5 domains.
- An understanding of advance care planning and its benefits to clinical practice.
- Knowledge of the Liverpool Care Pathway for the dying patient.

Staff must refresh every three years.

End of Life Care (Introduction to): 1 Day Course

AIM The attendees will reflect upon experience and identify any challenges that they may face when dealing with patients' who are at the end of life. They will identify possible solutions to the challenges' that they may face in clinical practice and improve their knowledge, understanding, and confidence of dealing with end of life patients their loved ones and carers.

TARGET GROUP All trained nursing staff

- Allied Health Professionals who work within specialist palliative care
- Allied Health Professionals who frequently spend time with end of life care patients
- Midwives who work within specialist palliative care
- Midwives who frequently spend time with end of life care patients

OUTCOMES **Attendees will gain:**

- An understanding of the End of Life care Strategy.
- A working knowledge of identifying patients in the last year/days of their life.
- An understanding of holistic common assessment and the 5 domains
- An understanding of advance care planning and its benefits to clinical practice.
- Knowledge of the Liverpool Care Pathway for the dying patient
- Awareness of symptom control at the end of life.

FACILITATORS End of Life Care Facilitators

End of Life Care: Intermediate Communication Skill Training

AIM

This one day course aims to enable staff:

- To gain understanding of the Importance of communication
- To understand the definition of communication and overview of Elements: Non-verbal, Paralinguistic, Verbal
- To understand care of self
- To have the opportunity to explore personal limitations/boundaries of role
- To gain confidence in exploration of concerns
- To gain confidence in assessment of concerns
- To develop skills in management of situations
- To gain confidence in identifying a range of communication skills and strategies

TARGET GROUP

All trained nursing staff and allied health professionals who deal with End of Life Patients.

OUTCOMES

Attendees will be able to:

- to recognise that people express distress and strong emotion in a variety of ways
- to elicit concerns and explore
- to recognise behaviours which impact on communication positively or negatively
- to recognise personal limitations and direct patients/carers to appropriate services or professionals
- identify appropriate communication skills and strategies
- to respond effectively within their professional role

Staff must refresh every three years

FACILITATORS

End of Life Care Facilitators

For further information contact the End of Life Care Facilitators on extension: 8355. For bookings please Clinical Education and Development web page. All places must be booked via the applicant's line manager

Management of Tracheostomy Tubes

| | |
|---------------------|--|
| DURATION | 1½ hours |
| AIM | To provide the practitioner with the theoretical and practical knowledge to safely manage patients with tracheostomy tubes |
| TARGET GROUP | Registered nurses/student nurses |
| OUTCOMES | <ul style="list-style-type: none">• Develop understanding of anatomy and equipment involved• Discuss indications and complications• Show an awareness of the technique for changing the tracheostomy tubes |
| FACILITATOR | ENT Specialist Nurse |

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx
Further information: Extension 2671

Medical Equipment Training (Key Trainers)

| | |
|---------------------|--|
| DURATION | Half Day |
| AIM | To enable the participant to develop the knowledge and skills to safely disseminate the training for mandatory medical equipment in the clinical area, including being able to assess the competencies related to the set up, operation and monitoring of key pieces of medical equipment |
| TARGET GROUP | Registered nurses, midwives, medical staff and allied healthcare professionals with the support of their line manager |
| OUTCOMES | <ul style="list-style-type: none">• Demonstrate the ability to perform pre-operational safety check on the identified equipment• Demonstrate the ability to operate the identified equipment• Discuss the alarm functions/modes relating to the identified equipment• Identify care and maintenance and decontamination related to the use of the equipment• Demonstrate the ability to assess competencies related to all of the above outcomes |
| FACILITATORS | EBME Technician / Clinical Educational & Development Team / Company Reps |

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx
Further information: Extension 2671

Medical Staff Training

| | |
|---------------------|--|
| DURATION | 1 day for all subjects at selected dates throughout the year (to be advised) |
| AIM | To enable the Foundation year doctors to develop the knowledge and skills required to safely perform key skills in accordance with the Foundation year doctors clinical skills programme, with the opportunity to develop practical skills and be assessed on the procedure using a competency based framework. |
| TARGET GROUP | Foundation year doctors (F1 and F2) and CMT Level Doctors |
| TOPICS | Central line catheter insertion, lumbar puncture, pleural aspiration, suturing, joint aspiration, IV cannulation, Venepuncture, male catheterisation, injection technique. |
| OUTCOMES | <ul style="list-style-type: none">• Demonstrates understanding of indications, relevant anatomy and technique of procedure• Demonstrates appropriate preparation pre-procedure• Identifies appropriate use of analgesia or sedation• Performs procedure in line with Trust guidelines, showing an awareness of health and safety and infection control issues• Identify the patients objective signs which should be monitored throughout the procedure• Identify problems and possible contraindications of the procedures |
| FACILITATORS | Clinical tutors and Clinical Education & Development Team |

Further information: Extension 2671

Medical Student Training

| | |
|---------------------|---|
| AIM | To enable all medical students on placement in Wirral University Teaching Hospital to develop knowledge and skills required to safely perform key procedures under supervision |
| TARGET GROUP | 2 nd Year/3 rd Year/4 th Year/5 th Year Medical Students on selected dates throughout the year |
| TOPICS | Venepuncture, intravenous cannulation, male and female catheterisation, handwashing, urinalysis, blood pressure recording and ECG recording |
| OUTCOMES | <ul style="list-style-type: none">• Demonstrate understanding of indications, relevant anatomy and technique of procedure• Demonstrate appropriate preparation procedure• Perform procedure in line with Trust guidelines• Show an awareness of health & safety and infection control issues• Identify problems and possible contraindications of the procedures• Discuss appropriate care following procedure |
| FACILITATORS | Clinical Education & Development Team |

Further information: Extension 2671 Further information: Extension 2671

Mentor & Assessor Update

| | |
|---------------------|---|
| DURATION | 1 hour |
| AIM | To enable educator/mentor/assessors to maintain and enhance their level of competence by providing an opportunity for continuing professional development in relation to their role. Mandatory annual requirement for all NMC registered mentors. |
| TARGET GROUP | Qualified Stage 2 NMC mentors Registered Nurses and Midwives. Any professionally recognised educator/mentor/assessor responsible for supporting students. |
| OUTCOMES | <ul style="list-style-type: none">• Debate the Professional and legal responsibilities to supporting assessment in practice.• Discuss the roles and responsibilities in supporting assessment in practice using examples of good practice.• Discuss the application of assessment strategies and approved assessment processes regarding issues of concern and potential related solutions.• Participate in group peer discussion to critically reflect on learning and assessment in practice and discuss the importance practice learning to improve quality care. |
| FACILITATORS | The Practice Educational Facilitator Team |

It is important for staff to attend the whole of the session in order that they do not miss any core elements. Therefore if the participant arrives more than 10 minutes late, they will be refused entry charged for non-attendance and will have to re-book.

If a manager wishes to send a replacement member of staff within 24 hours of commencement of a session, the web-based mandatory training application form should be completed, printed off for the replacement member of staff to hand in to the facilitator and then submitted electronically.

All staff must sign the available attendance register. Those that do not sign will be treated as not attending and a charge will be raised.

For enquiries regarding existing bookings please e-mail: wih-tr.ClinicalSkillsCentre@nhs.net

SLiP (Supporting Learners in Practice) Workshop

DURATION 6 hour workshop

AIM The workshop aims to provide participants with the knowledge and skills to support students learning in a practice setting

TARGET GROUP Recommended for staff who support learners within their clinical role. A one day multiprofessional workshop aimed at professionals who have not yet acquired mentorship/supervisor qualification

OUTCOMES

- Discuss what provides positive learning environments and practice experiences
- Debate the professional, legal and statutory responsibility to support learning and assessment and the differences between professions
- Able to understand the roles and responsibilities in supporting learning and assessment in practice
- Able to understand the application of assessment strategies including failure to fail
- Able to understand common mentor student issues

Workshop methods of learning, teaching and formative assessment. These include:

- Group discussion
- Scenario based learning
- Learning contracts and action planning
- Common Themes
- Governing bodies requirements
- DVD

FACILITATORS Practice Education Facilitators.

For further information and bookings contact the Clinical Skills Centre on Ext 2671

Syringe Driver Training

AIM To enable the participant to develop the knowledge and skills to disseminate the training for the McKinley T34 Syringe Driver at ward level. The course covers the pre-use inspections, safety checks, how to set up and monitor the driver.

TARGET GROUP Registered nurses, midwives with the support of their line manager

OUTCOMES

- Demonstrate the ability to perform pre-operational safety checks on the driver
- Demonstrate the ability to load the McKinley T34 syringe
- Demonstrate the ability to operate the McKinley T34 syringe
- Discuss the alarm functions on the driver
- Demonstrate how to monitor the syringe driver
- Identify care and maintenance related to the use of the pump
- Demonstrate understanding of competency framework
- Discuss palliative care guidelines

DURATION 1 ½ hours

FACILITATOR Clinical Education & Development Team / Palliative Care Team

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx

Further information: Extension 2671

Sign Off Mentor / Preceptor Workshops

DURATION 5.5 Hour Workshop

AIM To provide evidence of successful completion of first and/or second supervisions towards sign off mentor status.
To test the skills required to sign off students safely.

TARGET GROUP Registered nurses and midwives who are qualified mentors.

OUTCOMES

- Demonstrate the skills required to safely sign off a student on an NMC approved programme
- Demonstrate an in-depth understanding of accountability to the NMC for the decision taken when assessing proficiency requirements
- Show critical insight into the NMC requirements and the contribution made by sign off mentors in meeting these requirements.
- Utilise effective systems to enhance student learning and support the under achieving student

FACILITATORS Practice Education Facilitators

This session also supports preceptors and highlights the key aspects to the role for supporting learners.

For further information and bookings contact the clinical skills centre on Ext 2671.

Safer Use Of Medicines

| | |
|---------------------|--|
| AIM | This essential training has been developed to increase knowledge and awareness on the safe and effective use of insulin, anticoagulant therapy and injectable medicines as well as general medicines administration including drug calculations. |
| TARGET GROUP | Registered nurses and midwives with the support of their line manager. |
| OUTCOMES | <ul style="list-style-type: none">• Discuss how to minimise risk when preparing and administering injectable medicines• Prepare and administer flushes, boluses and infusions via intravenous cannula• Demonstrate safe practice in relation to drug calculations• Discuss principles of safer prescribing and administration of insulin and demonstrate competence (e-learning module)• Demonstrate competence in safe use of anticoagulant therapies (e-learning module)• Demonstrate competence in completion of single check of TTH's (e-learning module)• Discuss management of anaphylaxis |
| DURATION | 1 day |
| FACILITATORS | Pharmacist/Clinical Education & Development Team & Pharmacy Technician |

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx

Further information: Extension 2671

Staff should be advised that they will undertake a drug calculation test on the day of the course. If practice is required prior to attending, please click below for further information:

<http://www.wuth.nhs.uk/patientsand-visitors/services/c/clinical-skills-resuscitation-courses/safer-use-of-medicines/>

Simulation Courses

| | |
|----------------|---|
| AIM | To enable the participant to develop the knowledge and skills in relation to technical ability, effective communication, team building, patient centred care, crisis avoidance and management. |
| COURSES | Available on request |
| TOPICS | <ul style="list-style-type: none">• Ward based acute scenarios, anaphylaxis management• Adverse drug incident management• Utilising the MEWS system,• Non-invasive ventilation in the ward setting (children and adults)• Advanced airway training. |

Further information: Extension 2671

Urethral Catheterisation (Adult)

| | |
|---------------------|--|
| AIM | To enable the participant to develop the knowledge and skills required to safely perform urethra catheterisation with the opportunity to develop practical skills on training manikins and be assessed on the procedure using a competency based framework |
| TARGET GROUP | Registered professionals, students and healthcare support workers with a minimum of NVQ Level 3 |
| OUTCOMES | <ul style="list-style-type: none">• Prepare the patient, self and equipment for the procedure• Discuss the implications for urethral catheterisation• Perform the procedure safely as per Trust guidelines, incorporating infection control and health and safety issues• Discuss aftercare and potential complications |
| DURATION | 2 hours |
| FACILITATORS | Advanced Urology Nurse Practitioners and Clinical Education & Development Team |

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx

Further information: Extension 2671

Venepuncture

| | |
|---------------------|--|
| AIM | To provide the participants with the knowledge and skills to safely perform the procedure of venepuncture, with the opportunity to practice on training arms |
| TARGET GROUP | Registered professionals, students and healthcare support workers with a minimum of NVQ Level 3 |
| OUTCOMES | <ul style="list-style-type: none">• Discuss the indications for venepuncture• Identify suitable veins for venepuncture• Select appropriate equipment• Perform the procedure as outlined in the competency framework• Discuss health, safety and infection control issues |
| DURATION | 2½ hours |
| FACILITATORS | Clinical Educational & Development Team |

For bookings: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx

Further information: Extension 2671

Resuscitation Training

Advanced Trauma Life Support

(Accredited to the Royal College of Surgeons)

| | |
|----------------------------------|---|
| DATES | To be advised |
| DURATION | 3 Days |
| VENUE | Education Centre, Arrowe Park Hospital |
| AIM | The ATLS course is designed to prepare senior members of the medical team to manage trauma situations and to improve the management of that care during the golden hour. The course aims to foster interest and discussion about the early management of trauma. It also provides a sound framework for cohesive multi disciplinary management of Trauma. The course is run over 3 days and consists of Lectures, skill stations, Moulage practice and testing with a written examination on day three. |
| TARGET GROUP | The course is aimed at medical staff that work in all areas of Emergency Medicine, Surgery and Anaesthesia. Other doctors that would benefit from the course may include Pre hospital care, and those that cover sporting activities. Doctors in the first foundation year of training are not permitted to undertake this course. |
| PRE-COURSE to PREPARATION | A course manual and pre-course MCQ paper will be sent out to candidates at least six weeks before the course. Completion of both the MCQ and the Triage Scenario element (within the manual) must be completed and brought with the candidate for the course for the beginning of the course. |
| OUTCOMES | To understand: <ul style="list-style-type: none">• Advanced Trauma Life Support in perspective• Initial assessment and patient survey methods• Airway management• Shock• Thoracic Trauma• Abdominal Trauma• Head Trauma• Spine and Spinal cord Trauma• Musculoskeletal Trauma• Burns and Cold• Special circumstances: Geriatric and Paediatric Care |
| FACILITATORS | The Clinical Education & Development Team |

For further information and cost please contact the Clinical Education & Development Team Clerical Support on Ext 2671

Advanced Life Support Course

(Accredited to the Resuscitation Council UK)

| | |
|-------------------------------|--|
| DATES | To be advised |
| DURATION | 2 Days |
| VENUE | Education Centre, Arrowe Park Hospital |
| AIM | The ALS course is designed to prepare senior members of the multi-disciplinary team to manage peri-arrest situations and to treat the patient until transfer to a critical care area. The complexity and management of cardiac arrest emergencies, including decision making and effective communication with the team and patients relatives is included. |
| TARGET GROUP | Healthcare professionals who would be expected to apply the skills taught as part of their clinical duties or teach them on a regular basis. Eg doctors and nurses working in A & E, CCU, ICU, HDU, Operating Theatres, Medical Admissions Unit / Medical Emergency Team and paramedics. All applicants should hold a current clinical appointment and professional healthcare qualification. |
| PRE-COURSE PREPARATION | The course is run over two days and consists of practical skill stations, workshops and assessments. A course manual is sent one month prior to course date and the candidate is strongly advised to study this thoroughly before the course. |
| OUTCOMES | To understand: <ul style="list-style-type: none">• Advanced Life Support in perspective• Causes and prevention of cardiac arrest• Acute coronary syndromes• ALS Universal algorithm• Post resuscitation care• Airway management/intraosseous infusion• The deteriorating patient• Monitoring, Rhythm recognition, 12-lead ECG• High quality CPR and Defibrillation• Tachycardias and bradycardias• Blood gases• Cardiac arrest management (CAS TEACH)• Cardiac arrest in special circumstances (pregnancy, poisoning, asthma, anaphylaxis, electrolytes, hypovolaemia) |
| FACILITATORS | The Clinical Education & Development Team |

For further information and cost please contact the Clinical Education & Development Team's Clerical Support on Ext 2671

CPR

CPR is included in the Corporate Clinical Training Block and also as a stand alone ad-hoc sessions.

| | |
|---------------------|--|
| DURATION | 1.5 hours. |
| VENUE | Resuscitation Training Room, Arrowe Park Hospital. |
| AIM | To equip staff with the knowledge and specific CPR skills required in relation to their individual area of work. |
| TARGET GROUP | All Clinical Staff groups require CPR training on initial mandatory training then every 3 years during mandatory training 'A' Block and every 18 months during mandatory training 'B' block. (please refer to Mandatory Risk Management Training Prospectus). |
| OUTCOME | Ensures that Staff are both proficient and confident in performing Cardio-Pulmonary Resuscitation, which meets the Resuscitation Council (UK) guidelines. |
| FACILITATORS | The Clinical Education & Development Team. |

Book courses: http://apps.wuth.nhs.uk/booking/course_list_mandatory.aspx

For further information contact the Clinical Education and Development Team's Clerical Support on Ext 2671.

Immediate Life Support (ILS) Course 1 Day Course

(Accredited to the Resuscitation Council UK)

| | |
|-------------------------------|---|
| DATES | To be advised |
| VENUE | Resuscitation Training Room, Arrowe Park Hospital |
| AIM | To train healthcare personnel in the cause & prevention of cardiac arrest, Basic Life Support (BLS), simple airway management and safe defibrillation (AED) enabling them to manage patients in cardiac arrest until arrival of a cardiac arrest team and to participate as members of that team. |
| TARGET GROUP | Healthcare personnel |
| PRE-COURSE PREPARATION | The course is run over 1-day and consists of lectures, practical skill stations and scenario training. The manual is forwarded two weeks prior to the start of the course and the candidate is advised to study this thoroughly. Assessment on the course is continuous in nature. |
| OUTCOMES | To understand: <ul style="list-style-type: none">• Causes & prevention of Cardiac Arrest• Basic Life Support• Basic airway management• Cardiac arrest arrhythmia• Defibrillation/AED• ALS Universal Algorithms• Drug delivery• Drugs |
| FACILITATORS | The Clinical Education & Development Team |

For further information contact the Clinical Education & Development Team's Clerical Support on Ext 2671

Book Courses: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx

Note: There is a charge for this course for external candidates. For further information please contact Ext 2671

Immediate Life Support (ILS) Re-certification Course

(Accredited to the Resuscitation Council UK)

| | |
|-------------------------------|--|
| DATES | To be advised |
| DURATION | 0900 - 1300 or 1300 - 1700 |
| VENUE | Resuscitation Training Room, Arrowe Park Hospital |
| AIM | To train healthcare personnel in the cause & prevention of cardiac arrest, Basic Life Support (BLS), simple airway management and safe defibrillation (AED) enabling them to manage patients in cardiac arrest until arrival of a cardiac arrest team and to participate as members of that team. |
| TARGET GROUP | Healthcare personnel |
| PRE-COURSE PREPARATION | <p>The course is run over half a day and consists of lectures, practical skill stations and scenario training.</p> <p>The candidate will already have a course manual from their original full day ILS course and they are advised to study this thoroughly. Assessment on the course is continuous in nature.</p> |
| OUTCOMES | <p>To understand:</p> <ul style="list-style-type: none">• Causes & prevention of Cardiac Arrest• Basic Life Support• Basic airway management• Cardiac arrest arrhythmia• Defibrillation/AED• ALS Universal Algorithms• Drug delivery• Drugs |
| FACILITATORS | The Clinical Education & Development Team |

For further information contact the Clinical Education & Development Team's Clerical Support on Ext 2671

Book Courses: http://apps.wuth.nhs.uk/booking/course_list_clinical.aspx

Note: Staff must have attended the initial 1-day ILS Course prior to undertaking the re-certification course.

Note: There is a charge for this course for external candidates. For further information please contact Ext 2671.

Midwives Resuscitation Training (Blended Learning) – Undertaken as an element of the PROMPT Course

Basic Life Support / Newborn and Infant Resuscitation

AIM To equip staff with the knowledge and specific CPR skills required in relation to their individual area of work, ensuring that they are both proficient and confident in performing Cardio-Pulmonary Resuscitation, which meets the Resuscitation Council (UK) guidelines.

TARGET GROUP Basic and Newborn resuscitation is suitable for all midwives, advanced midwifery co-ordinators and advanced midwifery practitioners employed by Wirral University Teaching Hospital NHS Foundation Trust.

OUTCOMES

(Basic)

- Approach a collapsed patient/person safely
- Know how/when to summon assistance/Cardiac Arrest Number
- Recognise/manage a Respiratory Arrest/Airway
- Recognise/manage a Cardiac Arrest/Airway
- Perform Basic CPR proficiently

(Intermediate)

- Know/Implement (if specific to Clinical Area) the Advanced Life Support Algorithms
- Support staff during/post Cardiac arrest
- Awareness of Defibrillator safety
- Awareness/competence in use of Automatic External Defibrillator (if appropriate)
- Know how to manage a cardiac arrest in a pregnant woman

(Newborn/Infant)

- Support staff during/post Cardiac arrest
- Know how/when to summon assistance/cardiac arrest number
- Know/implement the Newborn Life Support algorithm
- Know how/when to summon assistance/cardiac arrest number
- Know/implement the Basic CPR for an infant (to include choking)

ALL STAFF WHO ATTEND CPR TRAINING WILL BE FORMALLY ASSESSED IN BASIC CPR & AED

FACILITATOR The Clinical Education & Development Team

For further information contact the Clinical Education & Development Team's Clerical Support on Ext 2671

NB This session **CANNOT** be booked via the mandatory training process. Please contact The Women's & Children's Clinical Governance Team for booking onto this course.

Paediatric Life Support

(Accredited to the Advanced Life Support Group – ALSG)

DATES To be advised

DURATION: 1 day - 0815-1815

VENUE Education Centre, Arrowe Park Hospital

AIM To provide healthcare personnel with the knowledge and skills in Advanced Paediatric Life Support. The structured approach to assessing and treating the seriously ill or injured child, basic airway management, intraosseous infusion and defibrillation familiarisation. This course will enable the healthcare professional to treat a child until the arrival of the advanced paediatric emergency team.

TARGET GROUP Healthcare personnel

PRE-COURSE PREPARATION The course is run over 1 day and consists of lectures, practical skill stations workshops and scenario training. Precourse preparation is undertaken via a Virtual Learning Website and access is given 4 weeks prior to the start of the course. Candidates are advised to study this thoroughly. Assessment on the course is continuous throughout the day with an Airway, Breathing and Circulation Test at the end of the day.

OUTCOMES To understand:

- Paediatric Basic Life Support
- Paediatric Basic airway Management
- Cardiac Arrest Rhythm Recognition and Defibrillation familiarisation
- Intraosseous Infusion
- The structured approach to the ill child
- The structured approach to the seriously injured child

FACILITATOR The Clinical Education & Development Team

For further information and cost please contact the Clinical Education & Development Team's Clerical Support on Ext 2671

Advanced Paediatric Life Support

(Accredited to the Advanced Life Support Group – ALSG)

DATES To be advised

DURATION: 2 days

VENUE Education Centre, Arrowe Park Hospital

The APLS Course aims to teach the theory and practical skills required to effectively manage the child in cardiac arrest, the seriously ill child and the seriously injured child. Equally, this course prepares senior members of the multidisciplinary team to treat paediatric patients safely and effectively until transfer is possible to specialised critical care areas if this is deemed appropriate. The APLS Course comprises:

- Lectures
- Practical Skill Stations
- Workshops
- Cardiac Arrest Simulated Scenarios
- Illness Simulated Scenarios
- Injury Simulated Scenario

Assessment on the course is based on clinical scenarios that allow candidates to demonstrate the core competencies that have been taught throughout the course. These include Basic Life Support, Airway Management, a Cardiac Arrest or Illness or Injury Simulated Scenario Test and a Multiple Choice Questionnaire (MCQ). Successful candidates receive an Advanced Life Support Group (ALSG) APLS Provider Certificate, which is valid for 4 years.

FACILITATOR The Clinical Education & Development Team

For further information and cost please contact the Clinical Education & Development Team's Clerical Support on Ext 2671

Newborn Life Support Course

(Accredited to the Resuscitation Council (UK))

| | |
|------------------|--|
| DATES | To be advised |
| DURATION: | 1 day |
| VENUE | Education Centre, Arrowe Park Hospital |

The Newborn Life Support (NLS) course has been developed under the auspices of the Resuscitation Council (UK) to provide clear practical instruction in airway support and the theoretical background to illustrate its importance in resuscitation of the newborn. It is designed for any healthcare professional, regardless of discipline or status, who may be called upon to resuscitate a newborn baby.

The aim of the course is to give those responsible for initiating resuscitation at birth the background knowledge and skills to approach the management of a newborn infant during the first 10-20 minutes in a competent manner. The course concentrates on the importance of temperature control, practical airway management and ventilatory support. Topics covered on the course include: History & Physiology; Resuscitation at Birth; Special Cases; Airway Management; Vascular Access; Equipment Familiarisation; and Chest Compressions. Assessment on the course is based on clinical scenarios that allow candidates to demonstrate the core competencies that have been taught throughout the course and a Multiple Choice Questionnaire (MCQ) is also undertaken.

Candidates who successfully complete the course receive a Resuscitation Council (UK) NLS provider certificate, which is valid for four years.

FACILITATOR The Clinical Education & Development Team

For further information and cost please contact the Clinical Education & Development Team's Clerical Support on Ext 2671

IMPACT Course – III Medical Patients Acute Care & Treatment

(Accredited to the Royal College of Physicians Glasgow)

| | |
|------------------|--|
| DATES | To be advised |
| DURATION: | 2 days |
| VENUE | Education Centre, Arrowe Park Hospital |

The IMPACT Course is a two-day course introducing the principles and practice of acute medical care and related knowledge, skills, understanding and attitudes.

The course is aimed at CT1 and CT2 level doctors in acute medical specialties including Acute Medicine, Acute Care Common Stem (ACCS) and General Internal Medicine.

The course is open to delegates at FY2 level who are able to demonstrate a particular interest in pursuing a career in the specialties noted above. FY2 doctors must have completed at least eight months practice in acute medical specialties in their FY2 year before they can attend the course.

IMPACT enables trainee doctors to assess and treat acutely unwell patients and where appropriate gives guidance on when to ask for help. The course provides key point presentations, workshops, “hands on” skills stations and critically ill patient teaching is given by experienced instructors in a supportive environment.

Assessment on the course is based on clinical scenarios that allow candidates to demonstrate the core competencies that have been taught throughout the course.

Candidates who successfully complete the course receive a certificate from the Royal College Of Physicians Glasgow.

| | |
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| FACILITATOR | The Clinical Education & Development Team |
|--------------------|---|

For further information and cost please contact the Clinical Education & Development Team’s Clerical Support on Ext 2671

Emergency Trauma Course

| | |
|-------------------------------|--|
| DATES | To be advised |
| DURATION: | 1 day – 0830 - 1700 |
| VENUE | Resuscitation Training Room, Arrowe Park Hospital |
| AIM | To provide healthcare personnel with the knowledge and skills in emergency trauma care. The course teaches a structured approach to assessing and treating the seriously injured adult in, basic airway management, intraosseous insertion/infusion, immobilisation, common injury and complications. This course will enable the healthcare professional to work effectively as a member of the Trauma Team. |
| TARGET GROUP | Healthcare personnel who work within an area or role that requires them to care for the needs of trauma patients. |
| PRE-COURSE PREPARATION | there are no pre-course learning requirements |
| OUTCOMES | To understand (in relation to trauma patients): Trauma Team Activation Trauma Documentation Primary and Secondary Basic Airway management and complications Spinal immobilisation Common Breathing problems and treatments Common circulatory and haemorrhage problems and treatments Common Disability complications, the use of GCS and pupillary monitoring Safe Patient Transfer Safe approach to pre-hospital incidents |
| FACILITATOR | The Clinical Education & Development Team |

For further information and cost please contact the Clinical Education & Development Team's Clerical Support on Ext 2671

Key Skills for Future Surgeons

(Accredited to the Royal College of Surgeons)

DATES To be advised

DURATION: 1 day – 0830 - 1700

VENUE Clinical Skills Centre

AIM This one-day course is designed to increase the structured basic surgical skills training for medical students. It aims to introduce participants to safe basic surgical techniques that are common to all surgical practices, including Laparoscopic skills.

TARGET GROUP Medical students or junior doctors with an interest in surgery

PRE-COURSE PREPARATION there are no pre-course learning requirements

FACILITATOR Royal College of Surgeons Facilitators and Clinical Education & Development Team

For bookings: wih-tr.clinicalskillscentre@nhs.net

Further information: Extension 2671

SECTION 4

LEADERSHIP

&

MANAGEMENT

Leadership & Management

Agenda For Change – Job Matching Training

| | |
|---------------------|--|
| AIM | To enable participants to effectively match job descriptions to an appropriate Agenda for Change pay band. |
| TARGET GROUP | Managers and staff side representatives |
| OUTCOMES | The individual <ul style="list-style-type: none">• will have an understanding of the history of the NHS pay scheme and how it applies today• will be able to identify the “factors” within a job description and their complexities• will be able to match job descriptions against National Job Profiles.• will be able to participate on the Trust’s Job Matching Panels. |

For further information contact your Divisional HR Manager (see Contacts pages).

Attendance Capability

| | |
|---------------------|--|
| DURATION | Half-day session |
| AIM | To give an overview of the early stages of sickness absence management and practical experience of its implementation. |
| TARGET GROUP | All managers/supervisors and team leaders with responsibility for return to work interviews and the implementation of the attendance management procedure. |
| OUTCOMES | <ul style="list-style-type: none">• To gain an understanding of the importance of attendance capability• To understand the WUTH Attendance Capability Policy• To gain experience in understanding back to work interviews, sickness counselling and first letters. |
| FACILITATORS | Members of HR Team |

For further information please contact Vicky Poole, Senior Divisional HR Manager on Ext 2248

Business Case Training

| | |
|---------------------|--|
| DURATION | Half-day |
| AIM | This is a half-day programme to introduce staff to the principles of writing a Business Case. |
| TARGET GROUP | Any staff member involved in writing Business Cases |
| OUTCOMES | <ul style="list-style-type: none">• To gain an overview of NHS funding• To understand the difference between Revenue and Capital budgets• To understand the elements of a Capital Business Case• To understand the elements of Revenue Business Plans / Cases |
| FACILITATORS | Finance Department staff |

For further information please contact Leadership & Development Ext. 5027

Change Management For Managers

| | |
|---------------------|---|
| DURATION | 1 day |
| AIM | To introduce managers to a range of tools and techniques that will support the effective implementation of change set within an organisational context. |
| TARGET GROUP | All managers who will be implementing change within their dept/division over the next 12 months. |
| OUTCOMES | <p>By the end of the programme participants will:</p> <ul style="list-style-type: none">• Understand the key organisation drivers that underpin the need for organisational change• Understand the rules of engagement• Be able to assess department / divisional readiness for change• Be able to identify the key actions for implementing change through the application of change management tools and techniques• Understand the mechanisms to review and monitor the implementation of change. |

For further information please contact Paul Smyth on Ext. 5025

Coaching & Mentorship

| | |
|---------------------|--|
| DURATION | 1 day |
| AIM | To develop a culture of supported work based learning to maximise individual potential and effective performance through the use of coaching and mentoring. |
| TARGET GROUP | All staff who have responsibility for staff development and mentoring. |
| OUTCOMES | <ul style="list-style-type: none">• To understand the coaching and mentoring process and ethos within Wirral University Teaching Hospital NHS Foundation Trust.• Develop and enhance the skills for coaching and mentoring.• To understand the process of coaching and mentoring .• To understand the assessment process for identifying if a staff member requires a coach or a mentor.• Practice the skills required for coaching and mentoring. |
| FACILITATORS | Paul Smyth, Senior Learning & Development Officer |

For further information contact Paul Smyth Senior Learning & Development Officer on Ext 5025.

Engaging with Staff Through ‘Listening into Action’ (LiA)

| | |
|---------------------|---|
| AIM | To equip participants with the knowledge and skills required to lead a Listening into Action work stream putting staff at the centre of change |
| TARGET GROUP | Any manager or member of staff who wishes to develop staff engagement skills for improvement as part of their Personal Development or role |
| OUTCOMES | By the end of this session, all participants will: <ul style="list-style-type: none">• Understand the benefits of staff engagement• understand the role and responsibilities of the Listening into Action Sponsor, Team and Sponsor Group Member• understand the 7 Steps Model to managing a Listening into Action work stream• be able to host a Listening into Action Staff Conversation• understand the actions required to deliver Quick Wins and High Impact Actions within specified timeframe• understand the benefits of the LiA ‘Pass it On’ events for sharing best practice and improvements• understand the value of measurable outcomes in managing Listening into Action Teams and Enabling Schemes |
| DURATION | 1 ½ hours |
| FACILITATOR | Cathy McKeown – Head of Staff Engagement and Organisational Development (LiA Lead) |

CV and Interview Preparation

| | |
|---------------------|--|
| DURATION | Half-day |
| AIM | Applying successfully for a job is a skill that can be developed. This programme aims to increase the job finding skills of anyone who may wish to apply for jobs in the future. |
| TARGET GROUP | Those who feel their job finding abilities could be improved, or who perhaps have not had recent experience of applying for posts. |
| OUTCOMES | <ul style="list-style-type: none">• Improved ability to sell yourself using a Curriculum Vitae.• Greater awareness of what recruiters look for in a candidate.• Awareness of strategies than can be used to get the job you want.• Improved interview techniques. |
| FACILITATOR | Vicky Poole, Senior Divisional HR Manager |

For further information on this programme please contact Vicky on Ext 2248.

Institute For Leadership & Management (ILM) Level 2 (Award in Team Leading)

| | |
|---------------------|---|
| DURATION | 9 weeks (3 hours per week – Evenings 6pm – 9pm) including a short induction session. |
| VENUE | Wirral Metropolitan College (Conway Park) |
| AIM | To give practising or aspiring Team Leaders a foundation for their formal development in this role. The programme enables participants to gain the basic knowledge and skills required of the Team Leader |
| TARGET GROUP | Practising or aspiring Team Leaders |
| OUTCOMES | <ul style="list-style-type: none">• Develop yourself as a Team Leader• Planning and monitoring the teams work• Motivating the work team to perform |

Course provided by Wirral Metropolitan College for Wirral University Teaching Hospital NHS Foundation Trust staff.

Staff in bands 1 - 4 may be eligible for funding towards this programme.

For further information please contact Learning and Development on Ext 5027/5703

Reviewer Skills Training

AIM This ½-day programme is to enable managers who review (appraise) staff to understand the review process and how it is used to support Personal Development, Career Development and Service Development.

TARGET GROUP All managers who review staff who have not previously attended

OUTCOMES

- To gain an understanding of the Individual Review & Payband Gateway Management Policies
- To understand how to use Review documentation
- To understand the benefits and requirements of a successful Individual Review system
- To understand the link between the Individual Review and pay gateways

Reviewer Skills Update Session

AIM This 2 hour session is to build on the skills and knowledge already acquired through experience of conducting individual reviews and to further update on any new developments.

This session will also provide an opportunity to refresh previous knowledge gained.

TARGET GROUP This session is intended to further support those managers who have already attended Reviewer Skills Training for Managers and who require additional / refresher information

OUTCOMES

- To be up to date with the latest support and guidance documentation and policies.
- To gain further understanding of the documentation / evidence required to support the review process.

For both the above programmes:

FACILITATOR Paul Smyth, Senior Learning & Development Officer.

For further information please contact Paul Smyth Ext 5025.

Managing Conflict

| | |
|---------------------|---|
| DURATION | Half-day |
| AIM | To give staff an overview of what causes conflict amongst staff in the workplace and techniques and policies to be used to deal with it. |
| TARGET GROUP | Any managers, supervisors or team leaders who deal with staff and need knowledge of Trust policies to manage conflict. |
| OUTCOMES | <ul style="list-style-type: none">• To understand the theories behind the conflict and its management• To understand Trust policies which may relate to conflict ie. Grievance, Disciplinary, Bullying and Harassment• To develop techniques to deal with conflict in the workplace |
| FACILITATOR | Member of the HR Team. |

For further information please contact Vicky Poole, Principal HR Manager on Ext 2248.

Pre-retirement Course

| | |
|---------------------|---|
| AIM | This is a 2-day course designed to help prepare staff for retirement and understand the changes to lifestyle and how to manage them. |
| TARGET GROUP | Those members of staff who are soon to retire from the Health Service. |
| OUTCOMES | <ul style="list-style-type: none">• To provide financial information on, NHS Pension, State Pension and benefits, income, investments, equity release• To increase awareness of health, mind, body and spirit• To understand the legal aspects of Power of Attorney, wills and probate• To understand what opportunities for work are available after retirement |
| FACILITATORS | Age Concern |

For further information please contact Learning & Development Ext 5027/5703.

Project Management

AIM This is a half-day programme to introduce staff to the principles of project management. This programme will introduce participants to the tools, techniques and processes to manage projects effectively.

TARGET GROUP Any staff member involved in undertaking projects who have no formal qualifications in project management.

OUTCOMES

- Understand what project management is
- How to plan the project - time, team, activities, resources, and finances
- How to communicate the project plan to the team.
- Agree and delegate project actions.
- Understand the importance of managing, motivating, informing and inspiring the project team.
- Understand the process for measuring success

FACILITATOR Paul Smyth, Senior Learning & Development Officer.

For further information please contact Paul Smyth Ext 5025.

Resilience Training for Managers

Resilience Training has been identified as one of the key training priorities for Wirral University Teaching Hospital NHS Foundation Trust for the next three years. Delivery of the programme supports the Trust's Health and Wellbeing Strategy, Workforce Strategy and Excellence Nursing Workforce key objectives.

Aim This half day Resilience Training programme is designed to support managers in understanding how resilient they are to challenge and change and the impact of their behaviours.

Learning Outcomes

By the end of the half day workshop, participants will understand:

- How they can learn from situations where their resilience has been challenged
- Their own resilience capacity and development areas
- A range of tools and techniques for building personal resilience
- The impact of resilient thinking
- The impact of positive thinking
- How to re-frame their thinking
- Methods for working smarter

Course Places/Venue

Number of places per programme is 20. The programme will be held in Leadership and Development Centre, CBH or Education Centre, APH

i-resilience Pre-course Self-Assessment

As a requirement of the training a pre-course self-assessment must be completed. Learning and Development will provide a link to the online self-assessment form which should be completed before attending the training. The confidential i-resilience reports will be issued during the training session, as these form a vital part of the training.

You must book on a minimum of 14 days prior to the course starting to allow this process to be completed.

Facilitators

Cathy McKeown PODM, Development, HROD
Tracey Lewis PODM, Clinical Excellence, HROD
Lawrence Osgood PODM, Performance, HROD
Rebecca Thompson Senior HR Manager, HROD
Paul Smyth Senior Learning and Development Officer, HROD
Karen Griffiths Medical Education and Centre Manager, HROD

Appraisee Preparation

| | |
|---------------------|---|
| DURATION | 2 hours |
| AIM | To give an overview of the Appraisal and Personal Development Planning process, Personal Portfolios and evidence. |
| TARGET GROUP | This session is designed for all staff preparing for their own appraisal |
| OUTCOMES | <ul style="list-style-type: none">• Staff will understand the Appraisal Process and how it links with pay progression• Awareness of individual's and manager's responsibilities within the process• Awareness of how to prepare Portfolios in preparation for their appraisal• An understanding of Appraisal Documentation/Portfolio |
| FACILITATORS | Leadership & Development Centre Team |

For further information please contact Paul Smyth Ext 5025, Senior Learning & Development Officer.

Self Care

| | |
|----------------------------|---|
| DURATION | 2 Days – initial session Half-day follow up sessions at 3, 6 and 12 months |
| AIM | This programme aims to help you focus on and help you improve your overall health and well being. |
| TARGET GROUP | Any staff requiring support to assist them in achieving any of the following outcomes should discuss the programme with their manager. |
| OUTCOMES | Working within a group of 16 – 20 participants, you will focus on: <ul style="list-style-type: none">• Physical aspects of health and well being• Healthy eating and exercise• Motivation and making changes• Self empowerment• Self esteem and confidence• Psychological aspects of health and well being |
| FACILITATORS | Paul Smyth Senior Learning & Development Officer and Finola O'Donnell, HR Manager |
| APPLICATION PROCESS | Places are allocated by HR Managers in consultation with you and your manager |

For further information please contact Paul Smyth Ext 5025 or Finola O'Donnell Ext 8012.

Understanding Your Compliance Report

| | |
|---------------------|--|
| DURATION | 1 hour |
| AIM | To support managers in understanding the Trust's quarterly compliance report and what key actions are required on receipt of it and to ensure future monitoring of mandatory risk management training and individual reviews / appraisals. |
| TARGET GROUP | All managers responsible for ensuring compliance with mandatory training and individual reviews / appraisals |
| OUTCOME | Following the session; managers should be able to: <ul style="list-style-type: none">• Understand how the Trust reports compliance for Mandatory Training and Individual Reviews, including reporting periods• Understand what the Trust key performance indicators are (KPI's) for these areas• Understand what is contained within the report and what key actions are required• Understand how to continue monitoring compliance levels within their areas |
| FACILITATOR | Senior Learning and Development Officer. |

For further information please contact Paul Smyth Ext 5025.

SECTION 5

VOCATIONAL DEVELOPMENT

Vocational Development

Apprenticeships

Modern Apprenticeships are Government funded, nationally designed training programmes. There are two levels of Modern Apprenticeship:

Foundation Modern Apprenticeship – Level 2

Advanced Modern Apprenticeship - Level 3

Higher Apprenticeships – Level 4

Nationally there are over 200 Apprenticeships to choose from and selection of an appropriate Apprenticeship will be based on the individual's job role.

Apprenticeships are delivered over a 12 month period at L2 and 18 months at L3. They consist of three elements, a National Vocational Qualification (NVQ), Technical Certificate and Functional Skills in English, Mathematics and IT as required.

A sample of Apprenticeships which are available and being used in the Trust are listed below, however, you should contact the Leadership & Development team if you want clarification of an Apprenticeship qualification to cover any job role:

- Health & Social Care
- Support Services in Healthcare
- Clinical Healthcare Support
- Leadership & Management
- Customer Service
- Information Technology
- Leadership & Management
- Team Leading

PRIOR TO ENROLMENT

You will be required to complete an Initial Diagnostic Assessment to assess your level of English and Mathematics to ensure you meet the required entry standard or to be provided support to attain that standard.

For further information please contact Laura Allen, Vocational Development Co-ordinator, Elm House, Clatterbridge Hospital, extension 5012.

Functional Skills

The Apprenticeship framework cannot be achieved without successful completion of the required Functional Skills in English and Mathematics. They are an essential element of Apprenticeships and they are also a standalone lifetime qualification. Within the Apprenticeship framework, it is a statutory element, at a required level.

The Process:

Initial diagnostic assessment.

The results of the initial assessment may show a spiky profile which will demonstrate a proficiency in some areas but a deficit in others. This will vary according to each learner whose results may be at very different levels, but will identify specific support required for each individual.

Delivery:

The outline of the course is discussed with the learner and an individual learning pathway is agreed following the outcome of their diagnostic assessment. This is incorporated into an individual learning plan and SMART targets are set and confirmed with each learner at the start of the course.

Irrespective of an individual's practical ability in the workplace, it is universally accepted that literacy and numeracy can be low and the structure of the Apprenticeship framework has been developed to improve national standards. Delivery is 10 x 3 hour sessions using a blended learning model, in line with outcomes of diagnostic assessment, using face-to-face/group teaching/delivery and self-directed learning. In addition, learners will be encouraged to consolidate learning using appropriate websites during their studies.

Assessments:

To ensure staff are supported during their Apprenticeship and prepared for the written tests, attendance for the sessions is crucial.

For further information please contact Laura Allen, Vocational Development Co-ordinator, Elm House, Clatterbridge Hospital, extension 5012.

SECTION 6

TRUST LIBRARY AND KNOWLEDGE SERVICE

Trust Library and Knowledge Service

Information Literacy and Skills Training

Facilitated by members of the Library and Knowledge Service team, these training sessions will enable you to develop a range of lifelong information handling skills. Our sessions will teach you to find, retrieve and appraise information gathered from an ever expanding range of health related resources (both print and electronic formats). Used effectively this information can help to change clinical practice, support continuing education, research, service development and business decision making in a health service that requires evidence based practice.

Sessions currently available are outlined in this portfolio. To learn more about how the Library and Knowledge Service can support you can go to our webpage via the WUTH staff website.

Welcome

Who are these training sessions available to?

Training sessions are available to all staff employed by or on placement with Wirral University Teaching Hospital NHS Foundation Trust (WUTH), Clatterbridge Cancer Centre (CCC) and Wirral Community NHS Trust (WCT).

Where do the training sessions take place?

Sessions take place in the McArdle Library, Education Centre, Arrowe Park Hospital or at a mutually agreed venue if appropriate facilities are available.

How do I arrange training?

Please contact the Library & Knowledge service team to discuss your requirements.

What if I need to cancel my booking?

If you are unable to attend a session for whatever reason please contact the McArdle Library as soon as possible.

Further information

During staffed hours (Monday to Friday, 9.00am-5.00pm) you can contact us for further information:

McArdle Library

Education Centre

Arrowe Park Hospital

Upton

Wirral CH49 5PE

Telephone: 0151 604 7223

Internal telephone: 8610

Fax: 0151 604 7796

Internal fax: 8587 E-mail:

mcardle.library@nhs.net

Finding The Evidence

Available on request please contact the Library and Knowledge Service to discuss your individual/team requirements.

| | |
|----------------------|---|
| DURATION | Dependent upon individual requirements |
| VENUE | McArdle Library, Education Centre, Arrowe Park Hospital or at another suitable venue, by arrangement. |
| AIM | Attending a 'Finding the Evidence' training session will help you to develop your searching skills and find out which resources to search to make finding the evidence more effective and efficient. |
| TARGET GROUP | All members of staff and students on placement. |
| PREREQUISITES | Some basic computer skills and prior use of the internet. |
| BENEFITS | Sessions are tailored to meet your specific needs and specialism(s) and may include: <ul style="list-style-type: none">• How to develop a research or clinical question into an effective search strategy• How to apply search techniques effectively (using AND/OR, wildcards, applying limits, using the thesaurus)• Searching key health information resources (NICE Evidence Search, Pubmed, The Cochrane Library, Medline, CINAHL, UpToDate, Dynamed and other health databases)• Searching Google effectively• Other resources as appropriate |
| FACILITATORS | Library and Knowledge Service Team |

Introduction to Critical Appraisal

Available on request please contact the Library and Knowledge Service to discuss your individual/team requirements.

| | |
|----------------------|--|
| DURATION | Dependent upon individual requirements |
| VENUE | McArdle Library, Education Centre, Arrowe Park Hospital or at another suitable venue, by arrangement. |
| AIM | The aim of this session is to introduce you basic critical appraisal techniques in order to help you understand how to appraise research literature for its validity and relevance to clinical practice. |
| TARGET GROUP | All members of staff and students on placement |
| PREREQUISITES | Some basic computer skills and prior use of the internet. Completion of Finding the Evidence would be an advantage. |
| BENEFITS | On completion of this session, participants will have an understanding of: <ul style="list-style-type: none">• The principles and benefits of critical appraisal• Different types of research• How to appraise a published piece of research• How to access many of the critical appraisal tools and resources available. |
| FACILITATORS | Library & Knowledge Service |

SECTION 7

PROGRAMMES DELIVERED BY OTHER DEPARTMENTS

Programmes Delivered By Other Departments

Conscious Sedation

Aim

To provide training on a group or individual basis that underpins the Trust's Conscious Sedation Policy to ensure safe practice in the administration and monitoring of patients undergoing conscious sedation for clinical procedures.

Target Group

Nurses, X-Ray department based radiographers, consultants (excluding anaesthetists), associate specialist, speciality or staff grade doctors who:

- undertake / administer conscious sedation
- assist in the procedure by monitoring patients
-

Note – Trainee doctors should not participate in this process unless under direct supervision of a competent practitioner.

Frequency of Training

Once only as detailed in the essential training matrix

Outcomes

By the end of the training session participants will:

- understand the use of Midazolam & supplementary agents in conscious sedation
- be aware of the NPSA safety alert 2008, risks and implications for practice
- understand the requirements set out within Wirral University Teaching Hospital's Midazolam for Conscious Sedation Clinical Guidance
- understand competency requirements
- understand the requirements related to monitoring patients undergoing conscious sedation
- understand documentation requirements

Lead Trainer

Conor Devlin, Consultant Anaesthetist

Contact details:

via email: Conor.devlin@nhs.net

By telephone via anaesthetic office ext 2334

Further Information and Bookings

Contact Anaesthetic Office, APH ext 2334

Declaration of Training

Once you have completed your Conscious Sedation training please completed the online declaration found at this link:

<http://www.wuth.nhs.uk/staff/staff-training-development/essential-training/conscious-sedation/>

Please complete online declaration if you have attended Conscious Sedation training since 2009.

Supported Conversation Training

AIM To enable staff to communicate with people with impaired communication skills

TARGET GROUP All members of staff

OUTCOMES

- Be aware of range of problems associated with aphasia and other communication difficulties
- Practical tips and advice to facilitate two-way communication

FEE To be advised on application

Maximum 20 spaces per session (Minimum 6 spaces)

For further information or to book a place contact Gill Drewary, Specialist Speech & Language Therapist Ext 4448

“Who’s Blind Anyway?”

- AIM** To develop an awareness of the impact of visual impairment on the individual and explore ways of supporting the person
- TARGET GROUP** This course is aimed not only at front line staff but any Trust member wanting to learn more about visual impairment.

COURSE CONTENT

- Scenario acted out by WSBPS members
- Role Play involving candidates
- Wearing simulation glasses - with candidates working in pairs
- Information on Guide Dogs
- Information about Braille
- Healthy eating for the eyes
- Demonstration of software and living aids
- Question time

A certificate of attendance will be issued.

- FACILITATOR** Geoff Pennock and Colleagues, Hospital Liaison Services for the visually impaired.

For further information on the course content please contact Geoff Pennock on Ext 2761

Health & Safety Level 2

- DURATION:** 2 Hours

- AIM** By the end of this session you will be familiar with the safety management systems & understand your responsibilities within WUTH and where to gain further assistance.

- TARGET GROUP** All above band 8B including Doctors, Consultants and all senior Staff.

OBJECTIVES

- To understand the principal legislation in relation to H&S.
- Clearly define strategic H&S responsibilities of individuals.
- Identify the role of the Trust Board & responsibilities under the Corporate Manslaughter & Homicide Act 2007.
- Define leadership responsibilities & escalation of risk.
- To know when and where to seek additional information.

- FACILITATOR** Peter Bohan

For further information contact Peter Bohan, Head of Organisational Health, Ext. 8146.

Introduction To Clinical Audit

| | |
|---------------------|--|
| AIM | To raise awareness of what audit is, the reasons for audit, the benefits and how to undertake audit |
| TARGET GROUP | All members of staff who wish to gain further understanding of the audit process which can be utilised in the workplace |
| OUTCOMES | <ul style="list-style-type: none">• A greater understanding of what audit is• How to undertake audit within the workplace• The benefits of the process |
| FACILITATOR | Clinical Governance Co-ordinators |

For further information contact Karen Smith and Sue Breckon Clinical Governance Coordinators
Extension 2212

Medical Records – Information Day

| | |
|---------------------|---|
| DATE | Directorate Invitation |
| VENUE | Medical Records Department, Arrowe Park Hospital |
| AIM | This is a half-day programme to enable staff to update their knowledge of the diversity of current medical records functions and includes a casenote workshop and Request Queue Training. |
| TARGET GROUP | All staff who handle or request case notes and have worked for the Trust for 12 months or more |
| OUTCOMES | <ul style="list-style-type: none">• To increase awareness and appreciation of all Medical Records functions• To improve the quality of communication between departments |
| FACILITATOR | Health Records Manager Training Co-ordinator |

For further details please contact Allie Knowles or Jo Taylor on Ext 2191

Medical Records – Awareness Session

| | |
|---------------------|--|
| VENUE | Medical Records Department, Arrowe Park Hospital |
| AIM | This is a half-day programme to provide a brief look at some of the Medical Records functions |
| TARGET GROUP | Managers, Senior Ward staff, Senior Administration staff |
| OUTCOMES | <ul style="list-style-type: none">• To increase awareness of Medical Records functions• To provide opportunities to discuss improvements to the service |
| FACILITATOR | Health Records Manager, Training Co-ordinator |

Medical Records – Clerical Induction Training Sessions

| | |
|---------------------|--|
| DATE | The week following Corporate Induction |
| TIME | To be arranged |
| VENUE | Medical Records Department, Arrowe Park Hospital |
| AIM | Half-day programme tailored to individual's role to train new clerical staff in all Medical Records functions and includes a casenote workshop and Request Queue Training. |
| TARGET GROUP | All new Clerical Staff will need to attend this session. |
| OUTCOMES | <ul style="list-style-type: none">• To gain knowledge of all Medical Records functions• To improve quality of communication between departments. |
| FACILITATOR | Health Records Manager, Training Co-ordinator |

For further details of the above Medical Records courses please contact Allie Knowles or Jo Taylor on Ext 2191

Risk Management Training – Levels 1, 2 and 3

| | |
|---------------------|--|
| DATES | To be advised |
| DURATION | One day |
| VENUE | To be confirmed |
| AIM | <p>The content of the training sessions has been refreshed and rejuvenated and will guide & help you through how to:</p> <ul style="list-style-type: none">• Report & manage incidents• Understand the Root Cause Analysis & Duty of Candour process• Assess & manage risks• Trust-wide Policies & Procedures and Internal Clinical Guidance• Respond to NICE guidance & develop clinical audit programmes |
| TARGET GROUP | <ul style="list-style-type: none">• Level 1 – All Staff• Level 2 – Bands 7 and above• Level 3 – Board Members |

For further information please contact: The Risk Manager. Ext. 8103

HIV Testing & Treatment Options

| | |
|---------------------|---|
| AIM | The aim of the programme is to provide all grades of health care professionals with an update on HIV testing and treatment options. |
| TARGET GROUP | All grades of Health Care Staff - Medical, Nursing, Students, Ancillary Grades eg Catering, Porters, Domestic. Individual and/or groups of up to 15 people. |
| OUTCOMES | To raise awareness of HIV and its implications for Health Care Workers and/or gain a knowledge base of HIV to enable them to give quality care to these patients. |
| FACILITATOR | Diane Comber, Clinical Nurse Manager HIV/Sexual Health |

For further information contact Diane Comber Ext 2014. Direct Line 604 7596

SECTION 8

EDUCATION FUNDING

Education Funding

Sources of Funding for Education and Learning

The Trust is committed to pursuing the principle of ring-fenced funding to support multi-disciplinary access to educational funding for all staff. We will maximise the use of funding streams for education and learning and through our governance arrangements will ensure greater transparency of educational budgets. Current funding streams and contact information can be found via the Trust's Annual Training Plan or online version of this document accessible on the Education and Training section of the Trust website.

If however you have any further queries regarding this please contact the Leadership and Development Centre on ext. 5027 in the first instance.

Invest In Health

Invest in Health (IIH) is designed to raise the skill levels of people who are in Bands 1 - 4 but do not already hold a Level 2 qualification. The overall aim of the programme is to help those employees **without** the equivalent of 5 GCSE's (Grades A-C) to achieve a minimum of a Level 2 qualification.

This funding may also be available to staff who hold a Level 2 qualification in an area unconnected to their current role. For example, a member of staff who was formerly employed as a Clinical Support Worker may have gained an NVQ L2 in Health & Social Care. They are now employed as a Ward Clerk and would be eligible for funding to undertake the NVQ in Business Administration, Customer Services or Support Services in Healthcare.

Funding may be available to support staff who hold a Level 2 qualification and require a Level 3 qualification for their job role.

Staff who hold a Degree, but need to have a vocational qualification (NVQ) as part of their role requirements are not eligible for vocational funding, but other sources of funding may be available.

NVQ qualifications are eligible in a wide range of skill areas/subjects. For more information on NVQ qualifications and eligibility for funding, please contact:

Laura Allen, Vocational Development Co-ordinator, Elm House, Clatterbridge Hospital, extension 5012.

**Produced by Leadership and Development Centre
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