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**Tel: 0800 181 4118**

**Carer Training & Education Programme**

**Published: November 2019**

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**Welcome to the Carer Support Wiltshire Carer Training and Education Programme.**

**The training courses in this booklet are part of a multi-agency Carer Training Network which Carer Support Wiltshire has been asked to lead on by Wiltshire Council and NHS Wiltshire CCG. It aims to promote and deliver training to unpaid carers living in Wiltshire, as well as to raise carer awareness amongst professionals.**

**To book a place on any of our courses or to get access our online courses, please contact Kerry Watts on 0800 181 4118 or email her at**

**kerryw@carersupportwiltshire.co.uk**

**This training programme can be downloaded from the training section our website at www.carersinwiltshire.co.uk**

**All courses are free of charge to unpaid carers who are registered with Carer Support Wiltshire.**

**If you are booked onto a course and can no longer attend, please call us on 0800 181 4118 to let us know so that we can offer your place to another carer.**

**If there is any training that you would like to attend but cannot find it in this programme, please call Kerry Watts and she will try to find a suitable course for you.**

**Do we have your email address?**

**Email is a fast way for us to send you information and it saves us money too, money that can be channelled into more services that benefit carers. If you have an email address but are not sure that we have it, please email kerryw@carersupportwiltshire.co.uk and she will ensure that your records are up to date. Carer Support Wiltshire will never share your data with third parties for marketing purposes.**

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| Course Title and Description | Organisation | Dates | Time and Length | Location |
| **COMPUTER COURSES: Learning how to use the internet and computer basics** | | | | |
| Get Online with Wiltshire Online – computer help for beginners |  | Ongoing | As Needed | At local venue or in your own home |
| Basic Computer Training  With laptops available for use |  | Every Tuesday | 10:30 – 12:00 | Peace Memorial Hall, Southwick Rd, North Bradley, Trowbridge, BA14 0SH |
| Learn With Google  *General IT courses* |  | Ongoing | Various | Online |

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| Learn My Way  *Online IT Training* |  | Ongoing | Various | Online |

Working Links  Ongoing Various On line

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| Course Title and Description | Organisation | Dates | Time and Length | Location |
| **COMPUTER COURSES: Help and advice, drop in sessions, Bring your own device** |  | Every Monday | 2pm – 4pm | Bradford on Avon Library |
|  |  | Ist Tuesday of the month | 2pm – 4pm | Mere Library |
|  |  | Every Tuesday  Every Wednesday | 10am – 1pm  3.30pm – 4.30pm | Calne Library |

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|  |  | Fridays | 10am – 11.30 am | Salvation Army Hall  Foghamshire  Chippenham |
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| Course Title and Description | | Organisation | Dates | | Time and Length | | Location | |
| **DEMENTIA: for people caring for those living with dementia** | | | | | | | | |
| Dementia Friends  *1 hour session to give awareness of dementia in the community as part of Alzheimer’s Society’s National Campaign* | |  | Regular dates and times throughout the year | | 1 Hour | | Various locations – call for details | |
| Online: Dementia | |  | Ongoing | | Learn at your own pace | | Online – call for login details | |
| Dementia Friends | |  | Various – please call Carer Support Wiltshire | | 14:00 -15:00 | | Newbury House, Aintree Avenue, White Horse Business Park, Trowbridge, BA14 0XB | |
| Dementia Study Day | C:\Users\Helen\AppData\Local\Microsoft\Windows\INetCacheContent.Word\salfcola copy transparent copy.tif | | | New dates TBA | | 9:00 – 16:00 | | Education Centre  Level 5 Lecture Theatre  Salisbury District Hospital  Odstock Road, SP2 8BJ |

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| Course Title and Description | Organisation | Dates | Time and Length | Location |
| **FIRST AID: Basic Skills for use in an emergency situation** | | | | |
| Basic First Aid – slips, trips and falls |  | Various – please call Carer Support Wiltshire | 2 hour sessions | Various |
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| **Carer Training kindly offered by Retain Healthcare Services.**  **An opportunity to learn skills alongside professional carers - to assist you in your caring role** | | | | |



**The following courses will take place at:**

**Unit 6-7 Barnack Business Park, Blakey Road, Salisbury SP1 2LP.**

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| Similar course are available in Bristol. Please ask for details | |
| **3 Day Care Staff Induction**  **\*suitable for new staff into care\***  Day 1:   Code of conduct,   professional boundaries, 6C’s, Kloes   GDPR, record keeping and confidentiality,   Safeguarding adults at risk  Day 2:   Moving and Assisting  Day 3:   Health and Safety, inc: food hygiene, infection control   Medication | 17th, 18th and 19th December 09.30-16.30 |

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| **Carer Training kindly offered by Retain Healthcare Services.**  **An opportunity to learn skills alongside professional carers - to assist you in your caring role** |

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| **The following courses will take place at:**  **Unit 6-7 Barnack Business Park, Blakey Road, Salisbury SP1 2LP.**  **Full day Moving and Assisting**  **\*suitable for new staff into care\*** | 9th December 09.30-16.30 |
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| **Emergency First Aid- Valid for 3 years** | 10th December 09.30-16.30 |

Similar courses are also available in Bristol – please ask for details



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| Course Title and Description | Organisation | Dates | Time and Length | Location |
| **WELLBEING and MENTAL HEALTH: General Courses for carer wellbeing and relaxation** | | | | |
| Wellbeing workshops for people diagnosed with a life limiting illness  *Standalone 1 hour drop in sessions for people affected by a diagnosis of a life limiting condition e.g. cancer dementia, COPD etc. Sessions include breathlessness management, fatigue, anxiety and simple* |  | As Needed | 1 Hour | Dorothy House Trowbridge,  Bryer Ash Business Park, Trowbridge,  BA14 8HE  (next to the railway station) |
| Various courses for relaxation, stress management and wellbeing. |  | Dates available all year | Varies | Across the county |
| Health Trainer  *Carer Support Wiltshire can arrange for you to meet with a Health Trainer to discuss various aspects of your wellbeing and general health. The Health Trainer will meet with you for up to 6 sessions and give you practical advice to ensure that you stay fit and healthy to help you in your caring role*. |  | Dates available all year | Varies | Across the county |

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| Course Title and Description | Organisation | Dates | Time and Length | Location |
| **AUTISM: Caring for people living with autistic conditions** | | | | |
| Understanding Autism |  | Ongoing | Learn at your own pace | Online – call for login details |
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| Course Title and Description | Organisation | Dates | Time and Length | Location |
| **MONEY AND FINANCE: Help with benefits and managing money** | | | | |
| Advice & Guidance on Benefits & Debt Management |  | By Appointment | As Needed | Local CAB branch |
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| Course Title and Description | Organisation | Dates | Time and Length | Location |
| **SAFEGUARDING: Protecting adults from maltreatment** | | | | |
| Safeguarding Adults at Risk |  | Ongoing | Learn at your own pace | Online – call for login details |

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| Course Title and Description | Organisation | Dates | Time and Length | Location |
| **RETURN TO WORK – Course for carers looking to return to the workplace** | | | | |
| **Working Links**  Various courses and workshops to help carers return to the workplace |  | Various | Various | Various locations in Wiltshire |
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Level 2 specialist skills/personal development courses available to individuals, staff members, volunteers, and carers. The courses are nationally recognised, fully accredited, distance learning qualifications from CACHE. The only stipulation is that the prospective student is aged 19 years plus and has been resident in the UK for 3+ years.

These courses help staff members, volunteers, carers and individuals to develop specialist skills that enable them to carry out their role more effectively, as well as improving their confidence and personal skills. They can also help build a portfolio of qualifications to help with future career plans. The courses can be studied at the person's own pace over a 12-16-week period, with high quality learning materials and support and guidance from me as their tutor and assessor.

The courses available are;

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| Understanding Children & Young People’s Mental Health | Principles of the Prevention & Control of Infection |
| Understanding Specific Learning Difficulties | Principles of Dementia Care |
| Understanding Common Childhood Illnesses | Common Health Conditions |
| Nutrition & Health | Safe Handling of Medication |
| Equality & Diversity | Working with Mental Health Needs |
| Diabetes Management | End of Life Care |
| Understanding Autism | Dignity & Safeguarding in Adult Social Care |
| Safeguarding & Prevent | Falls Prevention Awareness |
| Certificate in Counselling Skills | Understanding Behaviour that Challenges |
| Information, Advice & Guidance | Principles of Working with Learning Disabilities |
| Awareness of Mental Health Problems |  |

Please contact me in order to arrange a meeting at your convenience: kerryw@carersupportwiltshire.co.uk

**Digital Tools to Support You**

We have some amazing new online tools to support you in your caring role. From an online forum, to an App that can help you coordinate important information available to carers registered with us. Request access to these tools by going to [www.carersupportwiltshire.co.uk](http://www.carersupportwiltshire.co.uk) and under **Help and Support, Resources, and ‘Digital Tools That Can Help You’.** Or typing in this link, <https://carersupportwiltshire.co.uk/resource-centre/digital-tools-and-technology-that-can-help/>. You can also call **Kerry Watts on 01380 819574.**

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|  | **Jointly App – Sharing Care in a Central Space.**  The Jointly App is a place to easily store and share information with others in the caring loop. You can set up appointments, allocate tasks, manage medication and save files so that everyone involved in the care for your loved one is kept informed. |

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|  | **Forum – Carers UK**  Connect with other carers on this supportive online community. The forum is a great place to chat to others in similar situations and find information and advice from those in the know. The forum is moderated and managed by Carers UK. |
|  | **About Me – Online Course**  Caring for someone can be valuable and rewarding, but without the right support can have health, financial and social impacts. This online course aims to help you identify and find resources, technology and sources of support to prevent your caring responsibilities from becoming overwhelming. |



**Wiltshire Family and Community Learning Courses**

**Discover opportunities - Develop skills - Achieve ambitions**

Family and Community Learning offers a broad range of free learning opportunities intended to encourage adults to:

* Return to learning
* Further develop skills and qualifications
* Enhance their lives and to make the most of opportunities

If you have more than 5 GCSEs (grades A-C), Wiltshire Family and Community courses may not be right for you. For further details and exceptions. **Call 01225 770478 or Email:**[**familylearning@wiltshire.gov.uk**](mailto:familylearning@wiltshire.gov.uk)

#### **To book on a course or find more information, use the link** [**www.Wiltshire.gov.uk/family-learning**](http://www.wiltshire.gov.uk/family-learning) **or call/email with the information above.**

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**Mental Health Carer Groups**

Carer Support Wiltshire, in conjunction with Wiltshire Mind, run a series of support groups aimed at carers who are caring for those living with mental health issues. Each monthly group will be facilitated by a trained Wiltshire Mind mental health worker and will feature occasional talks from professionals from around the county designed to help you in your caring role. They are also great opportunities to share your experiences with others. For more information, you can find a full list of updated support groups through [www.carersupportwiltshire.co.uk](http://www.carersupportwiltshire.co.uk), go to **What’s On** and filter **Support Groups**. You can also **email Kerry Watts at** [**kerryw@carersupportwiltshire.co.uk**](mailto:kerryw@carersupportwiltshire.co.uk).

Dates for 2019 - Groups start at 10.30am through to 12.30pm

Sheldon Road Methodist Church, The Bear Hotel

Audley Road Market Place

Chippenham SN14 0DU Devizes SN10 1HS

Held on: Held on:

Wednesday 11th September Tuesday 10th September

**Carer Involvement – Having Your Say**

Carers having a voice to influence services and change is incredibly important to Carer Support Wiltshire. There are many ways to get involved, from reading and commenting on documents at home, to taking part in focus groups. We also occasionally ask carers to take part in interviews for our own website and social media, or with other media such as newspapers or radio. We also sometimes ask carers to sit in interviews for recruiting new members of staff.

**How you get involved is up to you and you will not have to take part in something you are not comfortable with. We will also contact you before assigning you to any project.**

**If you’d like to be involved, please complete the survey using the link below. If you need any help with the questions, filling out the survey, or would like any more information, please call Kerry Watts on 01380 819574, or email** [**KerryW@carersupportwiltshire.co.uk**](mailto:KerryW@carersupportwiltshire.co.uk)

**Survey link –** [**www.surveymonkey.co.uk/r/carerinvolvement**](http://www.surveymonkey.co.uk/r/carerinvolvement)

**Carers Cafes**

Join us at one of our Carer Cafes for a hot drink and a chat. We have monthly cafes in the below areas. You can find more information on [www.carersupportwiltshire.co.uk](http://www.carersupportwiltshire.co.uk) under ‘What’s on’ and ‘Carers Cafés’.

Calne

Chippenham

Corsham

Devizes

Durrington

Malmesbury

Marlborough

Melksham

Pewsey

Royal Wootten Bassett

Salisbury

Tisbury

Trowbridge

Warminster