



2018/19 Prospectus



Foreword

As a region West Yorkshire & Harrogate are committed to working collaboratively to deliver the best service to our population.

“To support the Health & Care economy in delivering excellent health and care for patients, we need highly trained staff, capable of meeting and responding successfully to service challenges and new ways of working.

In order to deliver the best outcomes for our patients and service users organisations are increasingly required to work across sectors and geographical boundaries to deliver excellent integrated health and care.

As a region West Yorkshire & Harrogate are committed to working together to deliver the best possible care. To support this we need to deliver high quality training and development.

Through the West Yorkshire & Harrogate Excellence Centre I am pleased to introduce a range of development around communication skills, health and wellbeing education, the Care Certificate, personal development and Apprenticeships that will be offered throughout the region.

Funded through the Local Workforce Action Board, this training is free to access for all member organisations of the West Yorkshire and Harrogate Excellence Centre.”

Sandra Knight
Director of Human Resources
(Bradford District Care
NHS Foundation Trust)



“Delivering High Quality Education to the Health & Care sector in West Yorkshire & Harrogate Since its launch in July 2016 a number of organisations across the Health & Care sector have developed the activities of West Yorkshire & Harrogate Excellence Centre.”

To book onto and access any of our training - which is free of charge for all member organisations - please visit the Skills Platform on the link below: <https://www.skillsplatform.org/organisation/west-yorkshire-excellence-centre>

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Communication Skills

The West Yorkshire & Harrogate Excellence Centre are delighted to offer an array of communications skills training to support teams

in feeling confident to have compassionate conversations to support patients, service users and their families.

Communication Skills				
What is the Training?	How long does it take?	When is it?	What is the training all about?	Who is this for?
Meeting Needs & Reducing Distress	1 Day	21/06/2018 <i>Kings Medical Practice, Wakefield</i> 25/10/2018 <i>Cedar Court Hotel Harrogate</i>	A practical and interactive course to help support staff to understand, manage and prevent conflict caused by challenging behaviours	Managers of Health & Care Support Staff
Communicating Successfully	1 Day	16/04/2018 <i>Brighouse Civic Hall</i> 14/02/2019 <i>Cedar Court Hotel Harrogate</i>	This course teaches staff effective communication and listening skills to improve effectiveness of staff discussions	Health and Care Support Staff
Compassionate Communication Skills	1/2 Day	18/05/2018 <i>Trinity GP's Wakefield</i> 02/07/2018 <i>Huddersfield Town Hall</i> 12/09/2018 <i>Cedar Court Hotel, Harrogate</i> 03/10/2018 <i>Trinity GP's Wakefield</i> 22/11/2018 <i>Primary Care Training Centre</i> 02/01/2019 <i>Kirkwood Hospice</i>	A course designed to support staff to feel confident having compassionate conversations with individuals in distress	Health & Care Support Staff
Advanced Communication Skills for Managers	1/2 Day	20/09/2018 <i>Kirkwood Hospice</i> 10/07/2019 <i>Shipley College</i>	A practical and interactive course that will teach managers how to lead teams through positive communication	Managers of health and care staff

To access these services please contact the **West Yorkshire & Harrogate Excellence Centre** team at: **Leedsth-tr.WYHExcenceCentre@nhs.net** or on **07887454591**.

Personal Development

Personal development is key to delivering a good service. Detailed below is a range of full day and half day courses designed to support you to excel in your role.



Personal Development				
What is the Training?	How long does it take?	When is it?	What is the training about?	Who is this for?
Level 1 Food Safety	½ Day	03/05/2018 <i>Kirkwood Hospice</i> 07/09/2018 <i>Cedar Court Hotel, Harrogate</i>	A nationally accredited course that supports achievement of the care certificate standards around fluids and nutrition	Health Support & Care Staff involved in the provision of Food
Level 2 Food Safety	½ Day	13/07/2018 <i>ShIPLEY College, Saltaire</i> 10/10/2018 <i>Cedar Court Hotel Harrogate</i>	A nationally accredited course detailing the responsibilities for storage, preparation, cooking and handling of food	Health & Care Support Staff involved in the preparation of Food
Level 3 Food Safety	3 Days	12/04/2018 <i>Cedar Court Hotel, Harrogate</i> 15/11/2018 <i>Cedar Court Hotel Wakefield</i>	A nationally accredited course helping learners understand the legal responsibilities around Food Safety	Supervisors who have responsibility for Food Safety
Dementia Awareness Training	1 Day	09/07/2018 <i>ShIPLEY College</i> 30/01/2019 <i>Cedar Court Hotel Harrogate</i>	This course enables staff to understand how to support and work with individuals with Dementia	Health & Care Support Staff, Volunteers & Carers
Mental Health Awareness	1 Day	16/05/2018 <i>Cedar Court Hotel, Wakefield</i> 17/01/2019 <i>Brighouse Civic Hall</i>	This course will teach staff awareness skills around how to identify and support people with mental health conditions	Health & Care Support Staff

continued over

Autism Awareness	1 Day	08/05/2018 <i>Kirkwood Hospice</i> 05/02/2019 <i>Primary Care Training Centre</i>	How to support individuals who are on the autistic spectrum	Health & Care Support Staff, Workers, Volunteers & Receptionists
Minute Taking	1 Day	20/07/2018 <i>Shipley College, Saltaire</i>	Teaching staff about the role of a minute taker and techniques to ensure accurate and effective minute taking	Administrative Staff
Mental Capacity Act & Deprivation of Liberties	½ Day	10/10/2018 <i>Cedar Court Hotel Harrogate</i> 11/02/2019 <i>Kings Medical Practice, Wakefield</i>	This course provides a background to the mental health act to aid staff to make best interest decisions	Health & Care Support Staff
Project Management Training	1 Day	27/09/2018 <i>Cedar Court Hotel Wakefield</i> 21/02/2019 <i>Cedar Court Hotel, Harrogate</i>	Supporting staff to develop project management skills and techniques	Administrators & Managers
Delegation & Emotional Intelligence	½ Day	04/06/2018 <i>Kings Medical Practice, Wakefield</i> 16/05/2019 <i>Kings Medical Practice, Wakefield</i>	Increasing productivity through delegation and use of emotional intelligence techniques	Managers & Supervisors
Leading Change	½ Day	06/12/2018 <i>Kirkwood Hospice</i> 03/09/2019 <i>Kings Medical Practice, Wakefield</i>	Teaching managers to lead and implement change in an effective and compassionate way	Managers & Supervisors
Medical Terminology	1 Day	22/06/2018 <i>Cedar Court Hotel, Wakefield</i> 15/11/2018 <i>Brighouse Civic Hall</i>	Teaching staff terminology to assist staff to produce clinical information	Administrative Staff
First Aid Training - Level 3	1 Day	10/07/2018 <i>Shipley College</i> 09/07/2019 <i>Shipley College</i>	Supporting staff in how to aid individuals in the event of an emergency	Health & Care Support Staff
First Aid Training - Level 3	1 Day	<i>Kirkwood Hospice</i> 08/02/2018, 30/04/2018, 26/06/2018, 08/08/2018, 04/10/2018, 17/12/2018	Supporting staff in how to aid individuals in the event of an emergency	Health & Care Support Staff
Ear Care & Irrigation Training	2 Days	04/10/2018 - 05/10/2018 <i>Cedar Court Hotel Harrogate</i> 21/06/2018 - 22/06/2018 <i>Brighouse Civic Hall</i>	Ear Care and Ear irrigation training designed to ensure assistants who are expected to irrigate confidently and safely	Healthcare Assistants, Assistant Practitioners and their mentors
Supporting people to take medication	1 Day	19/10/2018 <i>Cedar Court Hotel Harrogate</i> 07/06/2018 <i>Kings Medical Practice, Wakefield</i> 31/01/2019 <i>Brighouse Civic Hall</i>	Training to assist in supporting people with taking their own medication and improving their ability to care for themselves	Health & Care Support Staff

To access these services please contact the **West Yorkshire & Harrogate Excellence Centre** team at: **Leedsth-tr.WYHExcenceCentre@nhs.net** or on **07887454591**.



Customer Service Training

Good customer service improves people's experience of the health and care they receive. Detailed below is a range of full day and half day courses designed to support your teams to deliver excellent customer service.

Supporting our service users and patients isn't solely limited to the provision of care but to the individual's experience of the care they have received.

Customer Service Training				
What is the Training?	How long does it take?	When is it?	What is the training about?	Who is this for?
Managing Teams and Developing Good Customer service	1 Day	05/06/2018 <i>Cedar Court Hotel, Harrogate</i> 11/10/2018 <i>Cedar Court Hotel, Wakefield</i>	Helping managers develop their teams in a way that promotes good customer service and high quality care	Managers & Supervisors
Good Customer Service in a Health or Care setting	1 Day	19/07/2018 <i>ShIPLEY College</i> 19/07/2018 <i>ShIPLEY College</i>	Helping staff to develop their skills in a way that delivers high quality customer experience	Health & Care Support Staff
Personal Effectiveness	1 Day	20/06/2018 <i>Brighouse Civic Hall</i> 24/10/2018 <i>Primary Care Training Centre</i>	Providing managers and staff with the skills required to communicate and work effectively	Managers & Staff in Health & Care Support Roles

To access these services please contact the **West Yorkshire & Harrogate Excellence Centre** team at: **Leedsth-tr.WYHExcenceCentre@nhs.net** or on **07887454591**.

Health & Wellbeing

To support the development of a healthy workforce capable of delivering the excellent care we all aspire to, the West Yorkshire & Harrogate Excellence Centre is offering face to face resilience training, stress awareness training and Health Coaching.



Health and Wellbeing				
What is the Training?	How long does it take?	When is it?	What is the training all about?	Who is this for?
Resilience Training - Managers	1/2 Day	14/06/2018 <i>Brighouse Civic Hall</i> 14/11/2018 <i>Brighouse Civic Hall</i>	To aid managers in noticing signs of stress in their teams and identifying appropriate action to take	Managers of Health Support & Care Staff
Resilience Training - Coping with Stress in the Workplace	1/2 Day	14/06/2018 <i>Cedar Court Hotel Wakefield</i> 14/11/2018 <i>Cedar Court Hotel Wakefield</i>	This short resilience session is aimed at supporting the health & wellbeing of staff	Health & Care Support Staff
Health Coaching	1/2 Day	Coming soon	To support individuals across all sectors in having positive conversations with people receiving health and care in a variety of settings	Health & Care Support Staff

To access these services please contact the **West Yorkshire & Harrogate Excellence Centre** team at: **Leedsth-tr.WYHExcellenceCentre@nhs.net** or on **07887454591**.

Apprenticeship Programmes

The West Yorkshire & Harrogate Excellence Centre is available to support member organisations in collaboratively commissioning apprenticeship programmes to maximise efficiencies and resources. The West Yorkshire & Harrogate Excellence Centre is willing to support the coordination of regional apprenticeships as required by member organisations.

Currently the Excellence Centre is facilitating Level 3 and Level 5 Apprenticeships in Human Resources Management.

These are being offered by BPP University. BPP are the UK's first private university. They are Europe's largest accountancy, finance, legal & professional services training provider.

The West Yorkshire & Harrogate Excellence Centre are also exploring the procurement of Information Management & Technology apprenticeships to support skills development around the Health & Care economy's digital and technological needs.

For further information on Apprenticeships that are being offered through the Excellence Centre please contact us at:

leedsth-tr.
WYHExcellenceCentre
@nhs.net





Care Certificate

The Care Certificate is a mandatory skillset for staff working within Health & Care roles. The Care Certificate provides staff members with an induction programme to gain the skills and knowledge they need to provide care. The Excellence Centre has developed “The Care Certificate Companion” an online application that combines online learning with functionality that allows learners to collate and record their evidence and learning.

This application will allow individuals from around the region to access development through technology enhanced learning standardising the experience for learners and improving accessibility of Care Certificate education.

To access this application contact:
leedsth-tr.WYHExcellenceCentre
@nhs.net

Care Certificate Assessor Training				
What is the Training?	How long does it take?	When is it?	What is the training all about?	Who is this for?
Care Certificate Assessor Training	1 Day	11/07/2018 <i>ShIPLEY College</i> 10/07/2019 <i>Kirkwood Hospice</i>	The course will provide participants with the knowledge and confidence to become a care certificate competent assessor	Care staff who are required to assess the Care Certificate

To access these services please contact the **West Yorkshire & Harrogate Excellence Centre** team at: **Leedsth-tr.WYHExcellenceCentre@nhs.net** or on **07887454591**.

The IT Skills Pathway provides access to customisable training relevant to your role and needs of the main Microsoft Office products, from basic through to advanced skills. It has been developed to provide an officially recognised route of learning and certification for the whole workforce and includes "just in time" training via a searchable resource tool.

Its purpose is to encourage everyone working with IT to review their current IT skills and knowledge against recognised standards, determine what their skill gaps are and then identify their current and future training requirements based on the products that are available.

To access the IT Skills Pathway go to:

<https://www.itskills.nhs.uk/learningportal/?CentreID=90>

How to access the skills platform

To access any of the courses outlined within this brochure and for regular information and updates please access the Skills Platform on the link below:

www.skillsplatform.org/organisation/west-yorkshire-excellence-centre

For information on how to access these services through the Excellence Centre please contact:

www.skillsplatform.org/organisation/west-yorkshire-excellence-centre


Alternatively the West Yorkshire & Harrogate Excellence Centre Project Team can be contacted at:

Telephone: 07887454591

e-Mail: Leedsth-tr.WYHExcellenceCentre@nhs.net

On Social Media:

 @wyhexcellence

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www.nsahealth.org.uk/west-yorkshire-excellence-centre

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Excellence Centre*