

2009

Safeguarding Adults Learning & Development Programmes



**Innovative Approaches to
Training & Development**

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About Marion Dakin Associates

Bespoke learning, training and development events to health & social care organisations across England and Wales

Why are the services different from other providers?

Whether it's training, coaching or a product to support development of knowledge & skills, the activity is developed to respond to all styles of learning. Many courses involve the use of drama as a learning medium.

What learning and development services are offered?

All learning and development activities are designed to meet the customer's specific requirements from training room based activities to the development of dvd based learning materials and workbooks. Other services include: team development days, mentoring for qualifications, coaching in presentation skills.

How can my organisation /team or an individual benefit from these services?

Having identified the development need, working collaboratively with you, the learning and development activity will be developed to meet the needs of the proposed learning group or individual in a way that will engage all learners giving them the best experience from which to develop their knowledge and skills.

What if

You need help with identifying the best way to offer a learning activity or need new ideas and ways of working to develop people.... Please call, there are always opportunities to create new approaches.

Who are Marion Dakin Associates?

Company Director, Marion Dakin is a registered social worker, a certified Master Practitioner of Neuro Linguistic Programming & a qualified trainer.

Associate Bruce Jackson, is a registered social worker, Practitioner of Neuro Linguistic Programming and an experienced manager

Associate Anne Marie Francis is a trained actress, qualified teacher and voice coach

Safeguarding Adults Sample Training Programmes

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Safeguarding Adults Training using Drama

Awareness

[Lead facilitator plus group facilitators & 6 Professional Actors]

One Day Workshop

“It couldn’t happen here....could it?”©

The aims of the workshop are to:

- Raise awareness of safeguarding adults and the issues of potential adult abuse through scenarios in older peoples, disability and mental health services, in community residential and hospital settings.
- Identify local responses to possible safeguarding adult issues.
- Encourage participants to evaluate their own practice and that of their own organisation so as to prevent abuse.

Workshop Style

- Each of the six scenarios introduces the audience to an aspect of safeguarding adults and potential abuse, covering psychological, sexual, physical, financial, neglect and institutional abuse.
- Some of the scenes make it very apparent what is happening. Others are more subtle; engaging the audience in analysing what has taken place. Learning is consolidated by group discussion.
- **The workshop can cater for 75 people** dependent on venue, making it a cost effective learning environment.
- A participants’ workbook is provided which is adapted to local policy and procedures.

Safeguarding Adults Training

Awareness

Developing your approach to Safeguarding Adults Half day workshop

Target group -staff who may have contact with potential vulnerable adults
One trainer

Learning Objectives by the end of the session participants will have

- Explored the concept of Safeguarding Adults
- Developed an understanding of the roles and responsibilities of multi agency partners in Safeguarding Adults
- Identified and recognised the factors and situations that may lead to a safeguarding adults situation
- Knowledge of what to do if concerns exist about potential safeguarding adults situations
- Considered how their own practice and that of their organisation can be improved to ensure prevention of potential safeguarding adults issues
- Considered an overview of Safeguarding Adults Policy and Procedures, where investigation of potential abuse is an issue.

Workshop style: The day will be a mix of discussion, input, small group exercises including written and dvd case studies from a variety of potential service user groups, self evaluation and action planning.

Safeguarding Adults Training using Drama

Investigation skills

Investigation Skills in Safeguarding Adults

2 day workshop

**Target Group Social Workers and their managers- course places 14 max
Number of Trainers: two plus 2 Actors for scenario**

Aims

To develop participants skills in investigating situations where vulnerable adults who may have been subject to abuse.

Objectives of the course:

By the end of the 2 day programme participants will have:

- Considered what is best practice in safeguarding adults investigations
- Developed their knowledge of the process of investigating possible abuse
- Developed their knowledge of the specific procedures related to investigation
- Identified their roles and responsibilities of self and others
- Developed their skills in interviewing in situation where abuse is a possibility
- Considered models of risk assessment
- Practised interviewing techniques
- Practised evaluating information gained through interviews

Workshop style: The format of the days will be as flexible as possible to meet the participants learning needs, whilst ensuring time for practice. The programme will use a range of approaches including direct input, small group exercises, practical exercises including a “live simulation” exercise using actors to practice interviewing skills, individual coaching and discussion.

Safeguarding Adults Training Advanced Interviewing Skills

Developing your Interviewing Skills (advanced skills)

For Safeguarding Adults Investigations- One day workshop

Target group: must have completed the 2 day investigation skills course

Group size 16 Facilitators: Two

Learning Outcomes:

Participants will have had the opportunity to:

- Evaluate their own interviewing style
- Develop their communication skills
- Extend their skills in building rapport
- Analyse the relationship between language patterns and a person's experience
- Develop skills in the construction of questions that are non leading
- Used contemporaneous notes to help analyse and evaluate evidence.

Workshop style: The day will be a mix of discussion, input, small group exercises, individual coaching on questioning style, self evaluation and action planning.

Safeguarding Adults Training Risk

Safeguarding Adults and Risk

A one day workshop

Target Group: Adult Care e.g. Social Workers, “Community Care” Workers
Group size 16 Number of trainers: One

By the end of the workshop participants will have:

- Explored definitions of risk and their application in safeguarding adults work
- Considered the links between the values of individuals, organisations and society to risk
- Considered how best to involve service users and carers in risk assessment and management
- Considered several models of risk assessment & seriousness
- Considered multi agency approaches- developing best practice

Workshop style: The course uses a variety of learning approaches including small group work, input on models plus the course will draw on participant’s own work experience of safeguarding adults and risk, in addition to written case scenarios.

Safeguarding Adults Training Case Conferences

Case Conferences in Safeguarding Adults

A one day Workshop

Target group: Social workers and Managers

Group size 16 Number of trainers: one

Aims:

To develop participants skills in *contributing* to effective Safeguarding Adults Case Conferences.

By the end of the course participants will have considered:

- The differences between planning(Strategy) meetings and case conferences
- Roles and responsibilities of case conference participants
- What is effective involvement of services users in case conferences
- The purpose of reports and best practice in writing of reports
- How to present a report effectively at a case conference
- The decisions that case conferences can make under the local policy and procedures.
- A personal action plan for their next attendance at a case conference.

Workshop Style: The course requires participants to have completed a short pre- course analysis of their own practice. There will be Input around approaches, small group exercise which are skills based, reflections on practice and action planning for future case conferences

Safeguarding Adults Training Minute Taking

Minute Taking in Safeguarding Adults/Adult Protection

One day workshop for Administrative staff

Target Group: Administrative staff who are required to support planning or strategy meetings & case conferences

Group size 12 Facilitators : one

Workshop aims

The aim of this workshop is to develop participants' skills in minute taking, particularly at safeguarding adults/adult protection case conferences.

By the end of the workshop participants will have:

- Developed their understanding of Adult Protection processes & identified in which circumstances they are required to take minutes.
- Considered what is effective communication including orally and in writing
- Developed their understanding of the types of language used in the context of adult protection
- Practised summarising materials presented orally
- Practised taking minutes in relation to safeguarding adults/adult protection meetings
- Prepared a personal action plan for minute taking

Workshop style: The day will be a mix of discussion, input, small group exercises including written and dvd case studies from a variety of potential service user groups, self evaluation and action planning.

Safeguarding Adults Training Commissioning Managers

Managing the Safeguarding Adults/Adult Protection Process

One day workshop

Target Group :Managers and their deputies of care & assessment management teams

Group size 16 Facilitator: One

Aims: To ensure that the multiagency policy and procedures are used effectively to safeguard adults through best practice decision making

By the end of the session participants will have:

- Consider when the safeguarding /adult protection policy and procedures should apply, through development of understanding concept such as vulnerability
- Identified the factors which would influence the need for a large scale investigative approach with multi agency colleagues
- Identified the difference between planning/strategy meeting and case conferences
- Considered the links between safeguarding adults /adult protection and the Mental Capacity Act 2005
- Evaluating the information gained from interviews in order to consider requirements within Safeguarding Adults/ Adult Protection Plans and potential personnel issues
- Identified the roles and responsibilities of self and others in safeguarding adults situations.
- Identified how risk for organisations and individuals links

Workshop style: The day will be a mix of discussion, input, small group exercises, individual coaching on decision making approaches/ style, self evaluation and action planning.

Safeguarding Adults Training Provider Managers

**Safeguarding Adults/Adult Protection for supervisors and managers
-care providers**

(Half or whole day depending on identified need)

**Target Group: Care providers- supervisors and managers such as
older people's services and learning disability**

Group size 16 Facilitators: One

Aim

To provide an opportunity for supervisors & managers to develop their knowledge of safeguarding adults policies and procedures.

By the end of the session participants will have:

- Identified the roles and responsibilities of self and others in safeguarding adults situations.
- Increased their familiarity with the multi agency safeguarding adults procedures
- Considered what POVA is and to whom it applies.
- Considered the links between safeguarding adults and the MCA 2005
- Developed a personal action plan for their own work setting with regard to safeguarding adults issues.

Workshop style: The day will be a mix of discussion, input, small group exercises, individual coaching on decision making approaches/ style, self evaluation and action planning.

Safeguarding Adults Training Multiagency Work

Developing Best Practice in Safeguarding Adults

Large Scale Investigations Workshop (one day)

Target group: primarily managers with allocation of some places for social workers

Group size larger participant numbers e.g. 30+ **Trainers:** Two (minimum)

By the end of the session participants will have -

- Developed greater understanding of how and when large scale investigations are required for safeguarding adults in the context of local policy and procedures.
- Developed a best practice model of multi-agency working for large scale safeguarding adults investigations.
- Clarified roles and responsibilities of the relevant agencies in large scale investigations

Workshop style: Using Input, small group work- problem solving, presentation from a panel of experts, plenary.

The workshop will require small groups to make a formal presentation on their proposed approaches to a detailed and staged case study. The small groups will be coached on this aspect of the workshop

Input from: Facilitators the Police, CQC, CPS, Senior Commissioning Manager as agreed locally

Safeguarding Adults Financial Abuse

Multi Agency Approaches to the prevention & detection of financial abuse (one day workshop)

Target group: multiagency staff including social workers, nurses, other multi agency health care staff, managers, police, voluntary and independent sector

Trainers one plus: input from other agencies such as Police, pension services as agreed with the local area

Aim

To raise awareness of financial abuse issues and promote collaborative working between agencies

By the end of the session participants will have -

- Developed greater understanding of how and when financial abuse can potentially occur
- Developed their understanding of the police role in the prevention and detection of potential financial abuse
- How other legislation may support the prevention of abuse such as the Mental Capacity Act, Last Powers of Attorney
- The role of other agencies in the prevention and detection of financial abuse

Workshop style: Using Input, small group work- problem solving, case scenarios and presentation from a panel of experts, plenary.

Safeguarding Adults Trainers Skills

Train the Trainer Skills

(Assumes basic knowledge of safeguarding adults issues) 2 day course

Target group those expected to deliver training sessions at awareness level
group size maximum 12, 2 trainers

By the end of the training participants will have:

- Developed their skills to deliver awareness level safeguarding adults training
- Explored ways of controlling their nerves in relation to presentations and training
- Structured a presentation using the “4mat” system
- Practiced specific techniques in delivery of presentations in training
- Considered and practised using at least two different types of visual aids
- Considered how facilitation can aid learning
- Personal coaching on their presentation and personal voice coaching

Day One Trainer: Marion Dakin

The group will follow the same learning programme, using a mixture of demonstrations, large and small group exercises Participants will do “mini” presentations during the learning day, supported by personal coaching from the trainer.

Day 2

Trainers: Marion Dakin and Anne-Marie Francis

The group will split into two. Each group will cover the same material but at different times in the day i.e. whilst one group does voice work, the other will work on specific training techniques, coming together as one for short practice sessions.

Day 2 will require individuals to deliver a presentation using the “4mat” system. The presentation should be on an aspect of the Safeguarding Adults awareness course. Each participant will receive individual coaching from both the trainers.

Course Work

Participants will need to consider in advance of the course **one** particular aspect of the Safeguarding Adults training that they will deliver during day two of the course.

Safeguarding Adults Trainers Skills

Train the Trainer Advanced Skills- a Master Class

(Assumes knowledge of safeguarding adults issues) 2 day course

Target group those expected to deliver training sessions in safeguarding adults from awareness to level 2 or 3 trainings group size maximum 8

One trainer

By the end of the two day workshop participants will have had an opportunity to further develop their understanding, knowledge and skills in:

- Using communication in the design and delivery of learning opportunities which promotes the participation of all learners
- Analysis of the links between the facilitators (organisations) learning outcomes in the training room and individual participants' unique learning outcomes, and how to get the best match
- Using the 4 Mat system and other techniques to design and structure learning
- Evaluating current training approaches and consider specifically how these can be enhanced to create the most effective learning opportunities possible
- Using specific techniques such as stage anchors and metaphors
- Specific non verbal communication patterns for use in group settings
- Developing their individual training style

The workshop will consist of input theory and practical demonstrations, Reflections, analysis of approaches and practice time supported by individual coaching from the facilitator.