

# 2011



## Safeguarding Adults and the Mental Capacity Act 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. Some programmes can also include online coaching or prework.

We also offer online evaluation services, providing you with a detail report linked to your needs.

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, trainer, coach and accredited in the use of a particular psychometric testing ( Emotions & Behaviours at Work)

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

All actors used in role plays are professionals

On the next pages you will find *samples* of course programmes as ideas of what we have already delivered- any can be adapted to your needs!

# Safeguarding Adults Sample Training Programmes

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### **Course titles : Mental Capacity Act**

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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 using Drama

## Awareness- Half Day sessions

[Lead facilitator plus group facilitators & 4 Professional Actors]

**Half Day Workshop(usually running 2 sessions in one day)**

**Personalisation of Care and Preventing abuse**

**The aims of the workshop are to:**

- Raise awareness of safeguarding adults and the need for a preventative approach
- To recognise the benefits of the personalisation agenda and the potential issues for safeguarding vulnerable adults
- Identify local responses to possible safeguarding adult issues ie how to raise an alert under the local policy and procedures
- Consider the experience of family carers who have responsibility for direct payments
- Encourage participants to evaluate their own practice

### **Workshop Style**

- Each of the 3 scenarios introduces the audience to an aspect of safeguarding adults and the personalisation agenda.
- Each scenario is followed by group discussion
- **The workshop can cater for 50/60 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.

## 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
- Considered how to promote service user involvement in the process

**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, this training is ideal as a refresher**

**Group size 16 Facilitator: one**

#### **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.
- Considered how best to promote service user involvement in the process

**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

#### Learning Outcomes

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 how to balance the issues of empowerment of the vulnerable adult Vs the need to protect a vulnerable adult
- 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.

*Where required this type of training can be preceded by online learning as a way of preparing the learner for off the job training and development. Online learning is usually in the order of an hour pre-work.*

## 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 (and their representatives) 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

4hr 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 Safeguarding Adults/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 Safeguarding adults/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 of a case conference, 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 criteria/triggers for the safeguarding adults process
- 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
- Analysed their own decision making style

**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

One day

**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 where the disciplinary process may be required to be implemented
- Considered how the issues of risk can be balanced with individual service user rights to autonomy
- Considered the links between safeguarding adults/adult protection 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 and larger group exercises including dvd scenarios, self evaluation and action planning.

## 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 Modular Programme

### Safeguarding Adults/Adult Protection

(6 day workshops over a period of weeks)

**Target Group:** social work staff and others who are responsible for investigations under the local policy and procedures

**Group size 16      Facilitators:** One, plus actors module 6, module 8 negotiable depending on organisational requirements

The aim of this programme is to focus on the learners needs by providing a series of masterclasses in key areas to enable participants to gain a thorough approach to safeguarding adults/ adult protection work.

The approach can be linked to the “National Competency Framework for Safeguarding Adults” developed by Bournemouth University.

The programme involves prework and reflective practice as an essay, which are signed off by participants managers.

Module 1: Values and Ethics in Safeguarding Adults (half day)

Module 2: Local approaches i.e. policy procedures & legislation (half day)

Module 3: Mental Capacity (half day)

Module 4: Risk ( half day)

Module 5: Interpersonal skills ( 1 day)

Module 6 Investigation Skills- skills development 1 day

Module 7: Preparing for and Presenting at Meetings (half a day)

Specialist modules 8 \*Module 8- as agreed with agency-e.g. Safeguarding Adults issues where potential sexual abuse has been alleged ( focus on LD & those with limited communication)

\*Provided by “specialist trainer” in that area of practice

# 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 10      Facilitators: One

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.

## Mental Capacity Act Awareness using drama

Awareness of the Mental Capacity Act 2005 using drama  
Half day session( usually with 2 sessions run on one day)

[Lead facilitator plus group facilitators & 4 Professional Actors]

**Target Group** Anyone who needs to have awareness of the Act

**The aims of the workshop are to:**

- Raise awareness of the importance of Mental Capacity Act
- Develop participants application of the Act in an ethical and lawful way
- To develop understanding of the key concepts of the legislation, the 5 principles, the mental capacity test, best interest decisions and their recording, LPAs, and Advanced Decisions to Refuse Medical Treatment
- To raise awareness of where and when the Deprivation of Liberty Safeguards apply

### Workshop Style

- Each of the 3 scenarios introduces the audience to an aspect of the Mental Capacity Act
- Each scenario is followed by group discussion
- **The workshop can cater for 50/60 people** dependent on venue, making it a cost effective learning environment.
- A comprehensive handout pack is provided

## Mental Capacity Act Awareness DOLS using drama

### Awareness of The Deprivation of Liberty Safeguards (DOLS) using drama

Half day session (usually with 2 sessions run on one day)

[Lead facilitator plus group facilitators & 4 Professional Actors]

**Target group: Anyone who needs to have awareness of the Act**

**The aims of the workshop are to:**

- Raise awareness of the importance of the Deprivation of Liberty Safeguards for vulnerable people who lack capacity
- Develop participants application of the Act in an ethical and lawful way
- To provide an résumé of the background to DOLS
- To raise awareness of where and when the Deprivation of Liberty Safeguards apply
- To develop an understanding of the key personnel/organisations' roles and responsibilities under the DOLS such as managing authority, supervisory body, best interests assessors, mental health assessor

### **Workshop Style**

- Each of the 3 scenarios introduces the audience to an aspect of the Mental Capacity Act
- Each scenario is followed by group discussion
- The workshop can cater for 50/60 people dependent on venue, making it a cost effective learning environment.
- A comprehensive handout pack is provided

## Mental Capacity Act Awareness

Awareness of the Mental Capacity Act 2005 Half day session

The “big ideas of the MCA”

**Target group:** anyone who needs to understand and apply the MCA

**Group size 18      Facilitators: One**

**By the end of the workshop participants will have:**

- Increase their awareness of the importance of Mental Capacity Act
- Developed their approach to the application of the Act in an ethical and lawful way
- Developed understanding and application of the of the key concepts of the legislation, the 5 principles, the mental capacity test, best interest decisions and their recording, LPAs, and Advanced Decisions to Refuse Medical Treatment
- Increased their awareness of where and when the Deprivation of Liberty Safeguards apply

### Workshop Style

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

Handouts include Booklet 3 “Making decisions a guide for People working in Health and Social Care”

## Mental Capacity Act Advanced

### Assessing Capacity and Best Interests Decision Making

For those people who make complex decisions ie life changing decisions

#### One Day Workshop

**Target group:** Participants who are involved in assessing capacity where decisions are concerned with life changing events such change of living situations, medication, treatments and complex care plans. Usually these are “qualified” staff from health and social care

**Group size 18      Facilitators: One**

**By the end of the workshop participants will have:**

- Developed their approach to the application of the Act in an ethical and lawful way
- Explored best practice in relation to the assessment of the mental capacity of an individual using the code of practice as terms of reference
- Considered what is an effective recording of the assessment of capacity
- Considered how best interests decisions should be made using the legal checklist given in the code of practice
- Identified the role of the decision maker in best interest decision making
- Identified how the Deprivation of Liberty Safeguards supports people who lack capacity in hospitals, care homes or nursing homes.
- Identified their role in the Deprivation of Liberty Safeguards and what may constitute a potential deprivation
- Considered recent case law situations relevant to the MCA

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

## *SAMPLE Training/Learning Event Commissioning Information*

Providing the following information enables a tailored draft programme to be developed to suit your organization.

<b>Name of Organisation:</b>		
<b>Name of commissioning person</b>		
<b>Phone:</b>		
<b>E-Mail:</b>		
<b>Suggested event or training course title</b>		
<b>Times for course e.g. preferred or usual start and finish</b>		
<b>What is the overall aim of this event or course?</b>		
<b>What are the detailed learning outcomes the organisation wants participants to achieve?</b>		
<b>Evaluation</b> How do you want to evaluate the learning /changes made as a result of this activity	On the day questionnaire <b>Your own or MD Assoc</b>	Post event evaluation on-line? (for this email contacts from participants will be required)
<b>What level is this event to be pitched at e.g. awareness/basic/advanced etc</b>  <b>Is this a skills course?</b> (If so what do you want participants to be able to do and to what level?)		
<b>Who is the event or course for?</b>  <b>What training are participants likely to have had in this topic before?</b>  <b>What level of qualification(s) are they likely to hold?</b>  <b>How many staff in total needs this training?</b>		
<b>What are the current issues and challenges in this area of work for your organisation (or organisations?)</b>		
<b>Where does this training fit</b>		

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 Sample programmes  
 previously commissioned &  
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<p>within your broader strategy e.g. is this training mandatory?</p> <p>Does it form part of a particular approach? E.g. Multiagency safeguarding or adult protection?</p>	
<p>Any other information that would aid the development of a programme for your organisation</p> <p>e.g. Policy documents- have these been emailed?</p>	
<p>Are there any sensitive issues that it would be helpful for the trainer to be aware of – <i>this will held in confidence</i>- e.g. complaints, poor performance , Inspections, team dynamics etc.</p> <p>This may be given nearer the time of the event</p>	
<p>Any other requirements such as handouts in particular format or style ( usually pale green paper for handouts)</p> <p>Language issues ( English is our first language. Group work can be in another language provided that feedback is in English or there is an interpreter- <i>please note when another language is used additional coaching is only provided if there is an interpreter</i>)</p> <p>Will there be participants using BSL and their interpreters? ( this allows me to have the room set up appropriately in advance)</p>	

## Marion Dakin Associates Ltd Mission Statement

Marion Dakin Associates Ltd - Recognises that training and development of care givers from all backgrounds, contributes positively to protecting the most vulnerable members of society.

Marion Dakin Associates goal is to provide training and development opportunities to organisations, teams and individuals in health and social care which promote best practice in the delivery of formal and informal services.

Marion Dakin Associates do this by:

- ✓ Developing learning opportunities that consider the service user and carers perspective
- ✓ Creating innovative and safe learning environments
- ✓ Creating learning that supports all learning styles
- ✓ Making complex subjects understandable and their application practicable and ethical
- ✓ Ensuring good practice is promoted



Safeguard Vulnerable Adults