

## **Safeguarding Adults Training Courses: St Thomas Training**

The following courses, delivered by Norfolk County Council's (NCC) provider St Thomas Training, are open to staff and volunteers from all agencies working with adults at risk of harm.

### **Safeguarding Awareness**

A half day course for all staff and volunteers in contact with vulnerable adults who have not previously attended safeguarding training

#### ***Aim:***

To enable staff and volunteers to recognise safeguarding concerns and to know what to do when concerns arise.

#### ***Learning outcomes:***

- Understand what safeguarding is and their role in safeguarding adults
- Understand the Making Safeguarding Personal agenda and how to ascertain the outcomes the service user wishes for themselves ‘
- Recognise an adult potentially in need of safeguarding and take action
- Understand the procedures for making a safeguarding alert
- Understand dignity and respect when working with individuals
- Have knowledge of policy, procedures and legislation that supports safeguarding adults activity

### **Developing Safeguarding Practice (Updates – replaces the refresher course)**

A half day course for staff and volunteers who have attended the safeguarding awareness course and require an update and to develop their knowledge and skills of safeguarding adults

#### ***Aim:***

To enable participants to discuss and develop their safeguarding knowledge and skills in a supportive learning environment. The course will feature safeguarding update and participants will also be encouraged to share examples of work they have undertaken since they completed the awareness and discuss issues they have come across, or practice dilemmas with a skilled and knowledgeable facilitator. Participants will also work with a case study from referral to conclusion of the safeguarding process.

**Learning outcomes:**

- To have received and understood updated knowledge about safeguarding legislation and guidance
- To have discussed the Making Safeguarding Personal agenda and know what it means for their practice
- To understand the behaviours that constitute domestic abuse as outlined in the Duluth Wheel
- Understand the effects of coercion and control on decision-making, and when a safeguarding response is required to protect a service user
- To have developed skills and knowledge in safeguarding practice
- To have worked with a case study from referral to conclusion of the safeguarding process and understand their role

**Safeguarding Know How for Provider Managers****Aim:**

A two day course for e managers in the voluntary, private and independent sector to enable them fulfil their safeguarding responsibilities effectively and work with their partners in the statutory sector to achieve, wherever possible, the outcomes service users wish to achieve for themselves.

**Learning outcomes:**

- Understand your role as a manager/ senior staff member responsible for safeguarding adults
- Update knowledge of safeguarding legislation, guidance and local procedures in particular the nature of domestic abuse and the new offence of coercive control
- Refresh knowledge and understanding of the principles of the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards
- Know how to share and gather information in order to contribute to a safeguarding enquiry
- Have developed communication skills with service users to enable them to express the outcomes they wish to achieve to keep themselves safe
- Know how to make a safeguarding referral and how to contribute to the safeguarding process
- Know how to contribute to and comply with a safeguarding plan

- Understand the rules that govern information sharing , consent and confidentiality
- Know how to deal with allegations against staff and when to refer to the MASH
- Be able to apply and implement the safer recruitment agenda in your organisation ; understand when DBS checks are required and how to ask questions about motivation to work with vulnerable adults
- Know how to manage complaints from family members and how to ensure that the complaints process does not detract from any safeguarding concerns

## Learning Lessons From Safeguarding Adults Reviews – New for This Year !

### **Aim:**

To enable practitioners and managers in any organisation to learn together in a supportive, non blaming environment about the key themes emerging from Safeguarding Adults Reviews. Delegates will also reflect on what the learning means for their practice with service users and their communication and joint working with staff from partner agencies

Safeguarding Adults Reviews are conducted when a service user has died or experienced serious harm and there are concerns about how agencies have worked together to safeguard the person. Often in these cases staff have worked diligently and with great care and concern for the service user but with the benefit of hindsight an SAR can shine a light on how staff may have been caught up in complex inter agency or family dynamics which made it difficult to accurately assess the risks to the service user or hear the service users voice.

The course will consider our Norfolk SARs and learning emerging nationally throughout the year.

### **Learning Outcomes:**

- To understand the themes emerging from SARs and what it means for developing individual practice
- To have analysed a section of an anonymised SAR with a view to considering the multi agency context and the risks to the service user
- To understand the concept of static and dynamic risks and the protective / mitigating factors within a person's life and how to balance them to describe
- To clarify best practice in information sharing and the multi agency dynamics which can operate to as a barrier to gathering information

- To know how to use supervision effectively to share and analyse risk
- To understand the inter relationship between the MCA and safeguarding work and how the assumption of capacity and the concept of 'Lifestyle choice' can detract from understanding the risk of harm
- To know how the 'Rule of Optimism can operate when there are serious risk to service users and to understand how to recognise this

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