



**SAFEGUARDING
ADULTS BOARD
North Yorkshire**

Information for Partners

**Training Events Planned April
2016 to March 2017**

- Safeguarding Adults Training
- Mental Capacity Act and Deprivation of Liberty Safeguards Training

Foreword

Anyone who works with adults in our community, either as a paid worker or volunteer, has a role to play in safeguarding adults and promoting their health and well-being. Unfortunately neglect and abuse of vulnerable adults can and does happen. We need to know how to report any concerns we may have, how to respond to and deal with reports of abuse and what we can do to prevent neglect and abuse happening in the first place. We need to ensure that you have the right skills and knowledge to work with people to help and protect them.

To help achieve this, the North Yorkshire Safeguarding Adults Board has commissioned a range of training solutions. These have been developed to suit all levels of staff and volunteers from the statutory, voluntary and independent sectors. This booklet also includes details of Mental Capacity Act and Deprivation of Liberty Safeguards training, which is also a very important aspect of supporting adults at risk.

This booklet provides information about the courses available and how to access these. These training courses are free of charge, refreshments are provided where appropriate.

- **AnneMarie Lubanski, Assistant Director Care and Support, Health and Adult Services, North Yorkshire County Council.**

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If you need any further information in relation to this booklet please contact the North Yorkshire County Council, Training and Learning

Training and Learning
County Hall
Northallerton
DL7 8DD

Telephone: 01609 798010
EM: trainingandlearning@northyorks.gov.uk

1 Introduction

The training advertised in this booklet is for those supporting vulnerable adults (working and volunteering) within North Yorkshire. For example Private, Voluntary and Third Sector, Housing Organisations, Social Enterprise, supporting people who have a direct payment/personal budget.

If you work within this sector within the City of York, please contact York City Council for their safeguarding training dates. City of York Council Training Unit: 01904 553026

If you are from North Yorkshire area, please search for the relevant training via the Learning Zone: [Learning Zone](#)

All training complies with the Safeguarding Adults and the Mental Capacity Act competencies, located in appendix 1 & 2.

It is important the person in your organisation who acts as the Safeguarding Responder/Referrer has completed their level 1 and level 2 training before front line staff are sent on the level 1 Alerter course.

2 Course fees

The training outlined in this booklet is currently provided free of charge to those organisations described above, other than bespoke in house sessions.

Cancellation / no show charges

The Training and Learning Unit have a cancellation charge of £50 per person, per course to all external partners; this will apply to those delegates that do not turn up on the day and those persons cancelling their place on a course with less than 7 calendar days' notice. If a substitute is offered and attends this cancellation charge will not apply.

Please note there is no cancellation charge for unpaid volunteers, delegates must specify on the training request form that they are an unpaid volunteer to avoid the £50 non-attendance / cancellation charge.

3 How to book classroom training

All courses must be booked online via the NYCC Learning Zone, by the individual wanting to attend, using their own username and password.

For those new to the Learning Zone, there is a 'new user' self-registration process on the Learning Zone site.

You can search course dates and locations on the Learning Zone without a username and password via the following link [Learning Zone](#) and typing in the course you are interested in using the 'search for a course' tool bar, you cannot book on a course without a username and password.

If you require any additional information regarding the booking process please contact:

EM: trainingandlearning@northyorks.gov.uk

Telephone: 01609 798010

4 Classroom Training Information

This section contains information of a range of classroom training

- Safeguarding Adults Level 1 Alerter
- Safeguarding Adults Level 1 Alerter Champions
- Supporting Adults (age 16+) to make decisions within the Mental Capacity Act
- Safeguarding Adults Level 2 Responder/Referrer
- Deprivation of Liberty Safeguards for Managing Authorities
- Safeguarding Adults Level 3 Formal Enquiry & Level 4 Role of Designated Safeguarding Manager and Chairing
- In-House training provision (costs apply)

The Safeguarding Adults Board recommends that:

'Face to Face' alerter training, and is mandatory for all staff that have close and regular contact with vulnerable adults.

MCA basic awareness 'face to face' training is mandatory for those supporting people who lack, or may lack capacity.

Safeguarding Adults Competences are included in Appendix 1

Deprivation of Liberty Safeguards for Managing Authorities and Supporting Adults (age 16+) to make decisions within the Mental Capacity Act competencies are included in Appendix 2

4.1 Classroom Training Information

All training dates are published on the NYCC Learning Zone via the following link [Learning Zone](#)

Please note: whilst every effort will be made not to change them dates on the Learning Zone may be subject to changes due to unforeseeable circumstances.

Safeguarding Adults Level 1: Alerter

About the course

- This is a half day classroom course.
- Delegates will gain awareness of how they can safeguard adults from abuse, what action to take if they suspect abuse is/has occurred and how to work to prevent abuse occurring, it also includes how to complete a Safeguarding Adults Alert form.
- For all staff, volunteers and any others who have close and regular contact with adults at risk/vulnerable adults. Open to the private, voluntary and independent sector, housing providers etc.

Supporting Adults (age 16+) to make decisions within the Mental Capacity (MCA Awareness Level training)

All staff and volunteers who are supporting people who lack, or may lack, capacity are strongly recommended to undertake Mental Capacity Act training, details of which are outlined below.

About the course

- This is a half day classroom course.
- This course provides an awareness of the Mental Capacity Act 2005, it includes the principles of the Act, case studies and the importance of record keeping
- The course is for anybody with close & regular contact with individuals (adults, age 16+) who may lack capacity to make some or all of their decisions.

Safeguarding Adults Level 1: Alerter Champion (Train the Trainer)

About the course

- This is a 1 day classroom course.
- This course builds on the half day Alerter Level 1 course and is designed to equip the delegate to be able to deliver the half-day Safeguarding Level 1 Alerter training in their workplace. This course provides the delegate with Alerter Level 1 materials including how to test out and evaluate the learning delivered.
- The course is for those managers, team leaders, senior staff/volunteers who work in organisations with over 50 staff that require Safeguarding Level 1 Alerter training. No training qualification required.

Pre-requisites of attending this course are that the delegate has:

- Attended the half-day Safeguarding Level 1 Alerter training within the last 12 months and if possible also attended Level 2 training
- The support of their manager to undertake cascade training in the workplace
- Sufficient knowledge, experience and occupational competence to deliver training to others

Prior to accessing a place on this training, prospective delegates will be required to:

- Complete a small agreement regarding the role of Alerter Champion, which is located within the course information on the NYCC Learning Zone.

Following the Alerter Champion training the delegate will be expected to:

- Provide reports of cascade training activity undertaken using the electronic process (this will be explained on the course)
- Undertake Safeguarding refresher and quality improvement activities

When booking this course please complete the Alerter Application form which is located within the Learning Zone Champions course details.

Safeguarding Adults Level 2: Responder/Referrer

About the course

- This is a 1 day classroom course.
- This training is for those managers within a provider service who are identified within their organisational Safeguarding policy as being accountable for responding to, and referring, an alert.
- The course is designed to provide knowledge and practical training in the responder role in relation to receiving concern or a Safeguarding Adults Alert from a worker regarding a vulnerable adult. The course guides the participant in understanding the legislative framework and the practicalities of dealing with and responding to an alert and how to refer a Safeguarding Adults Alert. This course also goes into more depth in relation to working in a way to minimise abuse occurring. It includes how to complete and submit a Safeguarding Alert from.

Deprivation of Liberty Safeguards: For Managing Authorities

About the course

- This is a 1 day classroom course.
- The aim of this course is to ensure that staff and volunteers have the skills they need to act in the best interests of those they support and to protect themselves by acting in accordance with the law. The whole day is dedicated to Deprivation of Liberty Safeguards and the manager's responsibilities for those who manage an adult setting (not suitable for children's settings). For example, the difference between a deprivation and a restriction, how to apply for an authorisation of a potential Deprivation of Liberty (including the forms to complete – afternoon only), case studies and other duties and responsibilities of managing authorities.
- It is for managers and senior staff from registered residential & nursing homes, (including private and voluntary sector), and managers from hospitals within the private and statutory sector.
- Senior staff, including in the community, who require a working knowledge of DoLS may attend the morning, to gain an overview. They are welcome to stay for the afternoon, but this will focus on completing forms to apply for an authorisation under DoLS.

Safeguarding Adults Level 1 Alerter & MCA Basic Awareness: On-Site Training

About the training

The scheduled classroom courses are the preferred option as this ensures the delegates from each course are from a varied background and this enhances the learner experience.

However, if organisations have 15 or more staff that requires level 1 Alerter or MCA basic awareness training, and there is limited availability of courses scheduled locally, we will make every effort to accommodate you at your workplace; this is subject to trainer availability and there will be a charge for in-house training provision of £250 per half day session and £450 per full day session.

To discuss this further please contact the HAS Employee Support Services, (formerly Workforce Development Unit) for further information on 01609 532190 or email

employmentsupportservice@northyorks.gov.uk alternatively, contact the Workforce Development Advisor: sally.cox@northyorks.gov.uk

Safeguarding Adults Level 3 Formal Enquiries & Level 4 Role of Designated Safeguarding Manager and Chairing

About the training

These courses are only applicable to selected Statutory Partners (e.g. health) for details of these training dates please contact Sally Cox who is the Workforce Development Advisor with the Safeguarding Adults portfolio: sally.cox@northyorks.gov.uk

5 E-Learning Training Information

5.1 Kwango e-learning:

- Safeguarding Level 1 Alerter
- Mental Capacity Act
- Deprivation of Liberty Safeguards

These e-learning packages are suitable for staff that require an awareness of the topics but have **limited and infrequent contact** with vulnerable adults.

It is also advised as the mandatory refresher (every two years) for all front line staff who have completed the classroom course and require a refresher as part of their organisational policy. Refer to page 10 for further instructions in relation to accessing these e-learning modules.

5.2 Other e-learning:

Children's Basic Awareness

All staff or volunteers who come into contact with Children and Young People are required to complete the Children's Safeguarding Basic Awareness e-learning package. Refer to page 12 for further instructions in relation to accessing this e-learning module.

Domestic Abuse

This module is aimed at individuals in organisations and voluntary groups who work with adults and children or young people, to give a basic awareness of issues surrounding domestic abuse. Refer to page 13 for further instructions in relation to accessing this e-learning module.

5.1 How to access Kwango elearning: Partner Organisations

The following three packages are available from KWANGO:

- Safeguarding Adults Level 1 Alerter
- Mental Capacity Act (MCA)
- Deprivation of Liberty Safeguards (DoLS)

Hold down the control key and click on the link to access Kwango – www.kwango.com

This log in process will enable you to access all three packages, **ensure you chose the one(s) relevant to your work area.**

Target Audience:

All packages are for those people who need awareness of adults safeguarding, MCA and DoLS but only have limited and infrequent contact with vulnerable adults. Similarly all are a refresher following the Alerter, MCA and DoLS classroom training for staff that have regular and frequent contact with vulnerable adults.

Username and Password:

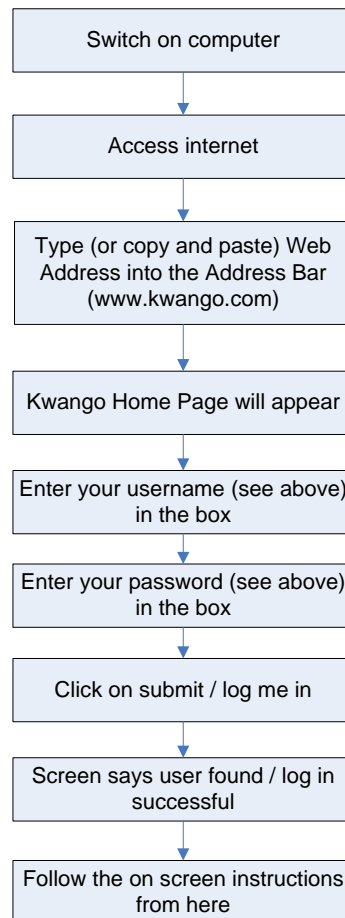
Please ensure you have your username and password ready before you commence, see table below for these. If you require further help with your username and password contact Employment Support Services on employmentsupportservice@northyorks.gov.uk or on 01609 532190

These usernames and passwords belong to North Yorkshire County Council and are available for use for providers within North Yorkshire.

Organisation	Username	Password
Private & Voluntary Sector	privateandvolsafead	privateandvol12
City of York	cyclowesafead	cyclowesa4
Housing Organisations	housingsafead	housingsa9
Supporting People	SUPPORSAFEAD	supporsa5
NHS PCT / CSU staff	NYYNHSSAFEAD	nyynhssa2
NHS Acute Health Services	acutehealthsafead	acutehealth1
NHS Community Health Services	communityhealthsafead	communityhealth3
NHS Mental Health Services	mentalhealthsafead	mentalhealth4
Police	policesafead	policesa8
Fire and Rescue	fireandrescuesafead	fireandrescuesa10
Ambulance Service	ambulancesafead	ambulanceserv11
Probation & Prison Service	probationandprisonsafead	probandprison13
DISTRICT COUNCILS:		
Richmondshire DC	richmondshiredcsafead	richmondshire1
Hambleton DC	hambletondcsafead	hambleton2
Scarborough DC	scarboroughdcsafead	scarborough3
Ryedale DC	ryedaledcsafead	ryedale4
Selby DC	selbydcsafead	selby5
Harrogate DC	harrogatedcsafead	harrogate6
Craven DC	cravendcsafead	craven7

Accessing the Kwango E-learning:

Hold down the control key and click on the link to access Kwango – www.kwango.com

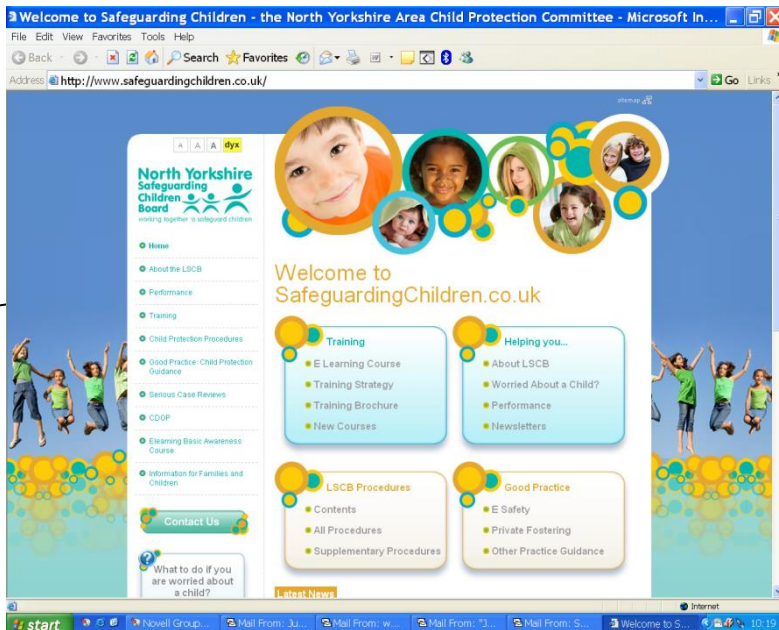


On completion of the course please print out a certificate which you should show to your manager who will record your successful completion of the course. For each package you have to achieve 15/20 in the final assessment to be able to print off the certificate. The other assessments within the package do not account to your final score and are there to facilitate your learning not to test you.

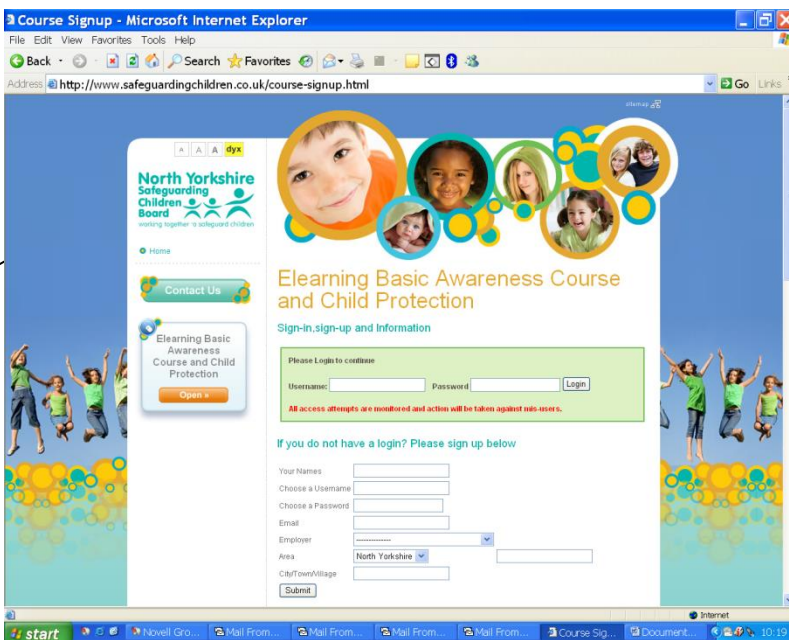
These usernames and passwords belong to North Yorkshire County Council and are available for use for providers within North Yorkshire.

5.2 How to access CHILDREN’S Safeguarding Basic Awareness E-Learning

Go onto the website <http://www.safeguardingchildren.co.uk/>



Click on 'e-learning course' from the home page

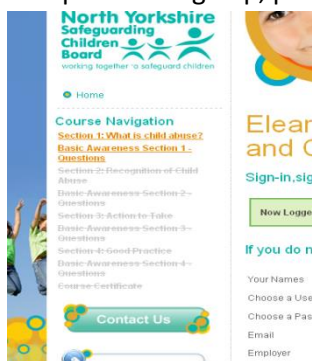


Complete the fields in 'sign up below'

The first box, 'Your Name', is the name you wish to appear on the certificate once you have completed and passed. The 'user name' and 'password' can be anything you like so make a note of these.

Once all fields are completed in sign up, press submit and start the course.

If you don't clicking on the back to where if you get stuck left hand side **REMEMBER:** completed the



have time to complete in one sitting you can go back in by 'Basic Awareness' button. Enter these names and it'll take you you left off (you have 7 days in which to do this). the e-learning module has a 'course navigation section' on the of the screen.

You need to print out your certificate when you have course.

5.2 How to Learning

access Basic Domestic Abuse Awareness E-

The Basic Domestic Abuse Awareness e-learning training package is provided by IDAS at the following address <http://www.idas.org.uk/training.asp>

It is aimed at individuals in organisations and voluntary groups who work with adults and children or young people, to give a basic awareness of issues surrounding domestic abuse. This e-learning contains 4 modules

with a short assessment at the end of each module. On completion of the e-learning delegates must print off their certificate as a record of achievement.



The screenshot shows a web browser window displaying the IDAS training page. The page is split into two main sections: a welcome message and a registration form.

Welcome to Independent Domestic Abuse Services (IDAS) basic domestic abuse awareness on-line training.

IDAS is a specialist service that provides support, accommodation and advice to adults and children who are victims of domestic abuse. We work with a range of agencies to provide the very best solutions to those affected by domestic abuse.

This training package is aimed at individuals in organisations and voluntary groups who work with adults and children or young people, to give a basic awareness of issues surrounding domestic abuse. Depending on your role, this may be the only level of training you need, although some people will need further training. Details of other training courses can be found on the [IDAS website](#).

Learning objectives
 After completing the course you will understand what domestic abuse is including its prevalence, you should be able to recognise common effects and signs of abuse, you will know what services are available to victims of abuse and you will have an awareness of best practice.

Course sign-up
 Complete the sign-up questions (name, organisation, job title) and choose a username and password. These can be any of your choosing but please keep a record of them. You have seven days to complete the training but you will need your username and password to return to the same point in the course. Once you have logged in training will begin.

The programme
 The programme consists of four units. These will include information and case-studies. At the end of each section there are a series of multiple choice questions. You will need to answer the questions correctly before you are able to proceed. If you do not answer correctly you will be given the option to start the section again.

When you have correctly answered the questions and finished all four stages, you can print out a Certificate of Completion.

Log-in below

Username:

Password:

Need to register?

Sign-up below

Full name:

Email:

Job title:

Organisation:

Where are you from?
 Yorkshire and Humber

Username:

Password:

If you are new to this website create your account here. Your full name will be used for your certificate when you complete the package.

REMEMBER: You need to print out your certificate when you have completed the course.

North Yorkshire Safeguarding Adults Board Competencies for all staff, volunteers and carers

Level	Competencies	Bournemouth Mapping
Level 1 - Alerter	Staff, volunteers and carers at all levels will:	Staff group A
	1. Understand the definitions regarding adult safeguarding as defined by the Care Act 2014	1
	2. Understand the types of abuse as defined by the Care Act 2014	1
	3. Understand the purpose of adult safeguarding as defined by the Care Act 2014	1
	4. Have an awareness of Making Safeguarding Personal	1
	5. Understand and be able to recognise the signs and symptoms of abuse	2
	6. Have an understanding of abuse and prevention	2
	7. Will be able to report and record alerts following the Safeguarding Multi Agency Policy and Procedure (NYCC 2015)	4, 5
	8. Have an understanding and awareness of the procedures that follow an alert and the role of the alerter	4, 5
	9. Have an awareness of the importance of preserving evidence	1
	10. Have an understanding of how to deal with disclosures	1, 4
	11. Have an awareness of whistleblowing	5
Competencies 1 – 11 are covered on the following training: North Yorkshire Safeguarding Adults Board strongly recommend the following training options for Level 1 Alerter Safeguarding Alerter Level 1: Half day classroom		

Level	Competencies	Bournemouth Mapping
	<p>This is for all staff that have close and regular contact with vulnerable adults, for example front line care staff/support workers, nurses, volunteers, housing support staff, police officers etc (not an exhaustive list) in line with the multi agency policy and procedure and organisational policy.</p> <p>Safeguarding Alerter Level 1: E-learning (Kwango) This training is suitable for staff that require an awareness of adult safeguarding but have limited and infrequent contact with vulnerable adults. It is also strongly recommended as the refresher for all front line staff who have completed the classroom course and require a refresher as part of their organisational policy. Refresher is advised every 3 years.</p> <p>Alerter Champion – ‘Train the Trainer’ The course is for those organisations with over 50 staff that require Safeguarding Level 1 Alerter training. The course is designed to equip the delegate to be able to deliver the half-day Safeguarding Level 1 Alerter training in their workplace and how to test out and evaluate the learning delivered.</p>	
	In addition to competencies 1 – 11, responder and referrer staff will:	Staff Group B
Level 2 - Responder/ Referrer	Understand the role and responsibilities of the responder	12
	12. Understand the role and responsibilities of referring the alert (concern)	10, 11
	13. Have an awareness of Safer Recruitment and Disclosure Barring Service	10
	14. Understand the importance of recording and documenting all appropriate information arising from the Alert (concern)	11
	15. Know how to support staff or people who report concerns of abuse (Alert)	7
	16. Understand the principles of information sharing in accordance with the Multi-Agency policy and procedures	8

Level	Competencies	Bournemouth Mapping
	17. Understand the principles of preserving evidence and victim safety	11
	18. Understand the principles and be able to support staff on how best to deal with disclosures and how to record their concerns	7, 11
	19. Will understand the procedure for referring an alert (concern)	10
	20. Understand steps that can be taken, and support that can be offered, to minimise adult abuse occurring	12

Mental Capacity Act and Deprivation of Liberty Safeguards Competencies

Outcome	Competencies	Example Target Audience
Supporting Adults (age 16+) to make decisions within the Mental Capacity competencies		
All staff and volunteers who support adults (age 16+) to make decisions about their lives work safely within the Mental Capacity Act	<ul style="list-style-type: none"> • To be aware of the principles of the Mental Capacity Act • To be aware of the key definitions in the Mental Capacity Act and implications on practice • How to undertake a capacity assessment: 2 stage capacity test • How to record best interest decisions: best interest checklist, support planning and daily records • Importance of recognising people may have capacity to make some decisions and not others, • Importance of recognising fluctuating capacity • Use of advanced decisions and statements when someone has capacity and within best interest decision making process • Be aware of the public bodies roles and responsibilities • Have an awareness of the role of the IMCA, Lasting Power of Attorney 	All staff and volunteers, from all sectors (including, but not exhaustive to, health, social care, housing, district councils, police, probation, prison, ambulance) who come into contact with adults at risk and who may lack capacity to make decision and therefore need appropriate support.
Training available for above outcome and competencies NYCC Classroom half day training: Mental Capacity Act / Deprivation of Liberty Kwango Mental Capacity Act Awareness and Deprivation of Liberty Safeguards e-learning SCIE e-learning Mental Capacity and Deprivation of Liberty Safeguards Specific training for staff working with Children and Young People aged 16+ to be further developed		
Deprivation of Liberty Safeguards Competencies		
Regulated health and social care provider organisations which support individuals who lack capacity work within the	<ol style="list-style-type: none"> 1. Demonstrate understanding between a restriction of liberty and a deprivation 2. Demonstrate an understanding of the key terms in relation to DOLS 	Managers and senior staff from nursing and residential care homes, managers and clinicians from hospitals and hospices.

<p>requirements of the Deprivation of Liberty Safeguards</p>	<p>3. Work effectively to aim towards restriction rather than deprivation wherever possible</p> <p>4. Know what Managing Authorities should consider before applying for authorisation of a DOL</p> <p>5. Be able to complete the paperwork correctly and within the required timescales when applying for a DOLS assessment</p> <p>6. Understand the nature of any conditions attached to an approved DOL and show these are reflected in the persons care plan</p> <p>7. Understand and work within the required monitoring and review processes attached to the DOL</p> <p>8. Understand the role of the Court of Protection and who and when people can apply for to the Court of Protection under the DOLS process</p>	<p>Also available to managers of Supported Housing and Domiciliary Care Providers.</p>
<p>Training available for above outcome and competencies NYCC full day classroom training: Deprivations of Liberty Safeguards for managers, team leaders and deputies</p>		

These competencies are based on the London Joint Improvement Partnership MCA knowledge and competencies, created on 19/9/11, authors Lynda Tarpey, S Chamberlain, Linda Tarpey. They have been adapted for the North Yorkshire MCA Forum.