

Training Course Brochure



Learn • Grow • Inspire

Training with Right at Home

Right at Home delivers high quality, trusted care and support to adults living in the comfort of their own home. To achieve this, we give our employees access to the highest quality training and continuous professional development routes.

Right at Home offers many different career pathways and progression opportunities for employees to work towards. Whether someone wants to increase knowledge and performance in their current role or progress into a different role - we have a wide range of courses to suit our employees' needs.

This course brochure will showcase some of the high quality training our employees can choose from to support them with their learning, development and career goals.



"I joined Right at Home because I fell in love with the professional yet family feel of the company. The training and support offering available to all employees is huge! From the e-learning platform to the internal workshops and development programmes, I have everything I need to not only support my learners, but to continue to learn and progress in my own role too."

Catherine,
Training and Compliance Manager

"The training was really amazing and hands on, which is great for me. I was not expecting to have so much training to be honest, the training builds you up to get you out and about independently."

Laura,
CareGiver



Course Key

Our range of courses are tailored to meet the needs of individuals working in a particular role or to help someone progress into a different role. The following key will indicate which courses are suitable for which role or development need.

-  CareGiver
-  Senior CareGiver
-  Care Coordinator
-  Specialised Role (e.g. Marketing / Recruitment / Training)
-  Registered Manager
-  Managing Director

Right at Home offers a number of 'mix and match' course programmes, allowing bespoke support or development opportunities to be created for an individual. These are indicated in the brochure as follows:

- CMP: Coaching and Mentoring Programme
- MESP: Managers Essential Standards Programme
- CCT: Care Coordinator Training



Courses

Managing Difficult Conversations

CMP / CCT

A three hour virtual workshop covering:

- What makes conversations difficult
- How to structure a difficult conversation
- How to deal with behaviours that can derail the conversation

Ideal for anyone dealing with employee engagement, supervisions and/or complaints. This workshop can also be delivered in-house to your care delivery team.



Active Listening and Giving Feedback

CMP / CCT

A three hour virtual workshop covering:

- Active listening techniques
- Approaches for delivering constructive feedback
- Coaching models to help you build learning opportunities for other employees

Ideal for anyone involved in staff development. This workshop can also be delivered in-house to your care delivery team.



Effective Observations and Supervisions

CMP / CCT

A three hour virtual workshop covering:

- How to conduct skills based observations
- Holistic assessment techniques
- Evidence based report writing
- SMART action setting

Ideal for anyone responsible for conducting field observations or supervisions. This workshop can also be delivered in-house to your care delivery team.



Behaviours that Challenge: Dementia Support Programme

An e-learning module covering:

- 'Common behaviours that challenge' in people living with the effects of dementia
- Identifying techniques to reduce or cope with those behaviours

Ideal for developing specialist dementia knowledge.



Dementia Support Programme (DSP) Managers Course

A one day virtual workshop covering:

- The ethos and development of the DSP programme
- Assessing Clients and Care Plans
- Training CareGivers
- Supervision and competencies

Gives you the tools and materials to train your team internally to deliver this programme.



"Very engaging training session! With virtual training, it can sometimes be difficult to engage the whole class, but the trainer was able to commit to all participants and offer support both in a group setting and individually. The content was spot on for helping us understand the topic."

*Charlotte,
Care Coordinator*

Courses

Mental Health and Wellbeing

A workshop covering:

- Five ways to wellbeing
- Mental health benefits of work
- Stress buckets
- Coping strategies for mental health
- Tools to support good mental health

This workshop can be delivered in house to your care delivery team and is ideal for anyone wanting to learn more about maintaining good mental health.



Health Monitoring Training

A set of three, 30 minute workshops that can be delivered in house. Designed to provide CareGivers with the ability to identify and report a range of signs and symptoms associated with UTIs, blood pressure issues and problems with oral health. This allows early detection, prevention and treatment.



Recruitment Clinic

A one day workshop covering a range of topics based on network feedback, including:

- Understanding your target market and how to attract talent
- Efficient use of recruitment sources
- Effective screening and interviewing skills to boost conversion rates
- Maximising staff retention



"Great learning experience. Will really help when I present the workshop. Completely improved my knowledge of the subject and I will be able to pass this on to the CareGivers and enable them to be as confident in what they are doing as I now am!"

*Liza,
Registered Manager*

Care Coordinator Skills

CCT

A one day workshop covering:

- Wellbeing and resilience in the role
- Supporting business growth
- Supporting CareGiver retention

This course also represents a good networking opportunity with other Care Coordinators from your region.



Recruitment Webinars

A range of online webinars covering key recruitment topics, including:

- Effective use of Indeed
- Sponsorship/overseas recruitment best practice
- How to use data to inform recruitment strategies
- Workforce planning



Courses

"Most useful for me was the comprehensive, practical, up to date knowledge of the presenter. This was conveyed in a clear, concise manner and was illustrated using actual experiences and examples."

**Madeline,
Registered Manager**

Marketing Clinic

A one day workshop covering a range of topics, based on network feedback. The course will support attendees to:

- Maximise marketing strategy
- Raise your local brand profile

By using various tools and platforms, offices are able to reach more Clients and CareGivers.



Financial Management

Providing a broad understanding of the financial workings of a homecare business, our comprehensive financial management programme is offered at three levels: Basic, intermediate, and advanced.

Starting with the critical fundamentals of business finance, this programme aims to equip attendees with techniques that will assist decision-making processes, enhance overall financial management skills, and support in driving continuous operational and financial improvement measures.

Applicant Tracking Software Masterclass

A bespoke session available on request, covering:

- How to use our applicant tracking system
- Setting automated triggers and responses
- Effective applicant tracking
- Screening candidates
- Top tips from the recruitment team



Marketing Tutorials

- Using the design platform
- Social media cloud collaboration
- Using the social media scheduling tool
- Website - News, awards and events (what's on where)
- Facebook Ads manager
- PR training
- Building referral partners
- Using Mailchimp to create engaging newsletters



Training Academy



As an Advantage Accreditation approved centre, Right at Home offers an award winning Training Academy providing attendees with the skills and knowledge they need to deliver high quality training courses to their local care delivery teams.

Level 3 Presentation Skills

A one day workshop that builds skills around delivering a presentation in a professional and engaging manner. The workshop covers classroom dynamics, facilitation and assessment techniques, handling difficult questions and dealing with the unexpected. This course is ideal for those looking to start delivering training or to refresh their delivery techniques.



Level 3 Train the Trainer: Moving, Assisting and Hoisting



A one day workshop that covers the content of the Level 2 Moving, Assisting and Hoisting course. Attendees learn how to deliver and assess the course. This course is ideal for those teaching this topic or those with experience of moving and assisting who are progressing into a trainer role.



Level 3 Train the Trainer: Basic Life Support

A one day workshop that covers the content of the Level 2 Basic Life Support course. Attendees will learn how to deliver and assess the course. This course is ideal for those who those teaching this topic, or individuals who are progressing into a trainer role.



Level 3 Train the Trainer: Medication Administration



A one day workshop that covers the content of the Level 2 Medication Administration course. Attendees will learn how to deliver and assess the course. This course is ideal for those teaching this topic or those with experience of medication administration who are progressing into a trainer role.



Managers Essential Standards

This programme is designed to support Registered Managers, Deputy Managers and Operations Managers in their role and offer upskilling opportunities to anyone developing into these roles.

Culture, Values and a Mindset of Outstanding

A half day workshop that covers our culture and values and how to build a mindset of outstanding.

This covers the full customer experience from generating and following up on enquiries, to building and maintaining rapport, and effective complaint handling. Ideal for managers and those developing into a management role.



HR and People Management

A one day workshop that looks at business rhythms, data tracking for performance, and managing teams. It covers a range of HR topics such as safe recruitment, contracts and onboarding, sponsorship, dealing with performance issues and handling grievances. It also includes the benefits of good people management for retention. Ideal for registered, deputy or operations managers.



GDPR and Data Management

A one day workshop that looks at GDPR and data security requirements. This is vital for an increasingly digital care world and helps managers understand how to support CareGivers and staff to maintain confidentiality effectively.

Ideal for registered, deputy or operations managers.



Compliance

A two day course covering a range of compliance based topics.

Day one: Fundamentals of Compliance. This includes care assessments, person centred planning and risk assessment.

Day two: Good Governance in Compliance. This includes service monitoring, reporting and notifications to the regulator.

Ideal for registered, deputy, operations or compliance managers.



Clinical Care Skills

This programme is designed to support CareGivers to deliver clinical care activities including delegated healthcare activities

Urinary Catheter Care

An e-learning module followed by a two hour face to face workshop. The course covers:

- Why Clients might need a catheter
- Potential Risks
- Good catheter care to reduce risk
- Common issues and how to deal with them
- Competency Assessment



Bowel Stoma Care

An e-learning module followed by a two hour face to face workshop. The course covers:

- Why Clients might need a a stoma
- Types of bowel stoma
- Assisting a Client safely and effectively with stoma care
- Potential long term clinical issues
- Competency Assessment



Gastrostomy/PEG Care

An e-learning module followed by a two hour face to face workshop. The course covers:

- Why Clients might need a gastrostomy
- Types of gastrostomies and tubes
- Potential complications and clinical issues
- More advanced skills and interventions
- Competency Assessment



Blood Pressure Management

A one hour workshop covering how to support a Client to measure and record their blood pressure over time.

UTI Recognition

A one hour workshop covering:

- Recognising UTIs
- Types of infection
- The causes of UTIs
- Prevention and early intervention

I just wanted to say how brilliant this training was. I have been doing catheters for many years and I still picked up lots of super tips. Our local District Nurses have said what a fantastic idea this is for our CareGivers

Tina, Deputy Manager

Mini Masterclasses

We have a range of bitesize video training sessions covering a variety of different topics. Each session ranges from 10 to 60 minutes.

Mini Masterclasses - Compliance

- Auditing MAR charts
- Auditing Communication logs
- Accidents and incidents
- Responding to safeguarding concerns
- Complaint handling

Mini Masterclasses - Community Engagement

- Getting to know your community in person
- Digital community engagement
- Networking: Selling yourself and your brand
- Videography and video editing

Mini Masterclasses - Recruitment

- Writing Job Adverts
- Facebook Ads manager
- Website - Jobs
- Website - How to update the 'Meet the Team' section
- Website - How to add location pages to the 'Areas we Cover' section
- Headhunting using free platforms
- Referral Scheme mini masterclass
- CV searching and headhunting

Mini Masterclasses - Awards

- Researching Awards
- Planning what to write
- Writing award entries
- Supporting evidence documentation
- Marketing award wins



I just wanted to share with you a very positive outcome for my team following the training. I was so inspired that I rolled out the content this week to everyone at our staff meetings. My team walked away so motivated and it has boosted morale 100%. I can already see the impact it has had on my team and the work they output and it's only been 2 days!

Emily, Registered Manager



My Learning Cloud

My Learning Cloud (MLC) are our partners in Learning Management. The MLC platform has been designed to empower learners to access and manage their training and continuous professional development opportunities.

Key Benefits of the My Learning Cloud platform:

- Engaging, interactive online training developed by industry leading experts
- Skills for Care endorsement and Centre of Excellence status
- Mobile learning, allowing flexibility for accessing training packages
- 'My Learning' list, giving access to all your mandatory training in one place
- Email reminders of expiring learning, helping you stay on track with your training
- Disability Confident Committed and serious about providing equal opportunities for disabled people

With access to over 100 CPD (continuous professional development) certified e-Learning courses accessible instantly on a variety of platforms, this partnership demonstrates a commitment to the continued professional development of all our staff and a dedication to outstanding quality.





My Learning Cloud

Available courses on My Learning Cloud.
(Mandatory Training for CareGivers is indicated in blue)

A

Anxiety Awareness
Assisting and Moving People
[Autism Awareness](#)

B

[Basic Life Support](#)
Bipolar Disorder

C

Catheter Care
Continence Support
Control of Substances (COSHH)
Cyber Security Awareness
Cyber Security Awareness (Manager)

D

[Data Protection and GDPR](#)
[Dementia Awareness](#)
Depression
Diabetes Awareness
Dignity Through Action
Display Screen Equipment
[Document and Record-Keeping](#)
Document and Record-Keeping (Manager)
Domestic Abuse Awareness
Domestic Abuse Awareness (Manager)
Duty of Candour
Dysphagia Awareness

E

Eating Disorders Awareness
Effective Communication
Effective Communication (Manager)
[End of Life Care Awareness](#)
Epilepsy Awareness
Equality, Diversity and Inclusion

F

[Fire Prevention and Awareness](#)
Fluids and Nutrition Awareness
Food Hygiene Awareness

H

[Health and Safety Awareness](#)

I

[Infection Control](#)

L

LGBTQ+
Leadership Skills
[Learning Disabilities](#)
Lone Working and Personal Safety

M

Management Skills
[Manual Handling](#)
[Medication Awareness](#)
[Mental Capacity Act with DoLS](#)
Mental Health Awareness
Multiple Sclerosis Awareness

O

Obsessive-Compulsive Disorder Awareness
[Oral Health](#)

P

Pain Management
Parkinson's Awareness
Person-Centred Support
Personal Development
Physical Disabilities
[Positive Behaviour Support](#)
[Positive Behaviour Support \(Managers\)](#)
Pressure Area Care Awareness

R

Respiratory Management

S

[Safeguarding Adults](#)
Safeguarding Adults (Manager)
Safeguarding Children and Young People
Safeguarding Children and Young People (Manager)
Self-Harm Awareness
Sepsis Awareness
Slips, Trips and Falls
Stoma Support
Stress Management
Stroke Awareness
Suicide Awareness

U

Understanding MAPPA

V

Venepuncture



Quality Care in Your Home