

# Healthcare Conferences UK

# In-house CPD Training

Held virtually or at your organisation for up to 25 delegates, in-house training is a cost effective option for CPD group training led by experienced and highly rated trainers.

For full details of training events contact [katym@hc-uk.org.uk](mailto:katym@hc-uk.org.uk)  
or call 01932 429933 for a quote

We organise cost-effective in-house training, held both in-person or virtually, tailored to suit your organisational needs and the CPD requirements of your staff.

By working to your brief we can tailor training by:

- Develop a training programme to meet your specific requirements
- Source experienced facilitators who are leaders in their field to deliver the training
- Provide handouts/conference material
- Ensure CPD Accreditation, provide CPD certificates
- Provide a full evaluation report of the training

In-House training, whether held in-person or virtually, will save time and expense by avoiding travel and accommodation costs, reducing the length of time staff are away from their workplace and limit Covid-19 risk. By working with a local Trust you may be able to hold a combined event and share the cost whilst aiding networking and sharing best practice.

Healthcare Conferences UK provide training in the following subject areas:

- Quality Improvement & Healthcare Management
- Medico-Legal & Risk Management Training including Root Cause Analysis
- Medical Practice & Performance
- Healthcare Information Management
- Nursing Practice & Improvement
- Surgical & Pre, Post & Perioperative
- Medico-Legal & Risk Management Training
- Personal Development
- Social Care and Adult Protection Training
- Mental Health including Suicide Prevention
- Palliative and End of Life Care

# Training titles we can deliver include:

## Root Cause Analysis Training 1 or 2 day *(can be held virtually)*

Our most popular in house Title, the Root Cause Analysis intensive masterclass which can be delivered over one or two days will provide in-house Root Cause Analysis training in line with The NHS Patient Safety Strategy (July 2019).

The course will offer a practical guide to RCA with a focus on systems-based patient safety investigation as proposed by the forthcoming National Patient Safety Incident Response Framework which emphasises the requirement for investigations to be led by those with safety investigation training/expertise and with dedicated time and resource to complete the work. This course will include an opportunity for learners to gain a Level 3 qualification in RCA skills.

This two-day course is designed to provide delegates with the key skills and knowledge that they will require to conduct RCA effectively. The course content walks learners through the seven-key stages to conducting a high-quality RCA investigation. We pay particular attention to planning and managing investigations, interviewing staff, mapping information, using appropriate analysis tools to establish contributory factors and creating fit-for-purpose action plans and final reports. We advocate RCA as a team-based approach and agree with NHS Improvement's 2018 statement 'investigations must be led by trained investigators with the support of an appropriately resourced investigation team'.

The course also focuses on the reality of conducting RCA. Indeed, recent publications such as The future of NHS patient safety investigations (2018) highlighted a number of potential weakness and flaws that can occur when healthcare teams conduct RCA. We explore these potential pitfalls and advise on how best practice can be delivered in RCA.

## Giving Evidence/Preparing for Coroner's Court

***"Being involved in an inquest creates understandable anxiety. It can be an unpleasant experience, for both witnesses and family. It is reassuring to know that most witnesses feel that their anxiety was overstated when looked at after the event."*** Health Education England

This one-day course is designed to provide delegates with the key skills and knowledge to effectively prepare when requested to give evidence at Coroner's Court.

## End of Life Care

We offer a range of training in End of Life Care including

- Managing pressure ulcers at the end of life
- Legal issues at the end of life
- Symptom Control - including managing nutrition and hydration
- Non Medical Prescribing at the End of Life
- Meeting national standards in hospices

## Implementing the Duty of Candour with Empathy *(can be held virtually)*

This masterclass will provide participants with an in-depth knowledge of what needs to be done to comply with the duty of candour; clarify 'grey areas' and provide guidance on dealing with difficult situations which may arise. It will provide participants with an understanding of good practice in implementing the duty and, in particular doing so in a meaningful way with empathy, to not only comply, but to work with patients and loved ones in a way that puts the emotional experience at the heart of communication.

## Leading Quality Improvement in Healthcare

Leadership in the NHS is the responsibility of all staff. This one day masterclass in Quality Improvement will allow all healthcare staff to learn about QI methodology, tools to use and how to lead change. The day has been developed to provide both practical and appropriate QI training to all staff.

You will learn what QI tools to use and how to maintain the improvements. You will explore how to avoid common mistakes that staff make.

### **Caldicott Guardian Training Course (Experienced & Beginner Level) *(can be held virtually)***

These one day masterclass facilitated by Christopher Fincken, Chair of the UK Council for Caldicott Guardians and experienced Caldicott Guardian can be aimed at beginner or experienced level Caldicott Guardians and Information Governance Leads. Including and update on the Caldicott2 principles the course will cover the foundations of the Caldicott role and include case studies to demonstrate Caldicott decision making in practice.

### **Confidentiality, GDPR, Information Governance and SIRO Training *(can be held virtually)***

We offer a range of masterclasses covering Information Governance, Confidentiality, GDPR, Multi Agency Information Sharing SIRO training, Data Protection Impact Assessments, DPR & DPA, Data Breach Investigations, FOI, Individual Rights Subject Access Requests, Record of processing activity (Asset Registers) and Data Protection Impact Assessments. These masterclasses can be aimed at Information Governance Specialists or frontline staff and will ensure your staff apply current and up to date principles and practice to support your service to deliver better Information Governance.

### **Clinical Audit *(can be held virtually)***

We offer a range of clinical audit training from half-day courses providing an overview and beginners guide to the subject through to a one-day masterclass focusing on how to deliver clinical audit to an advanced level. All training courses focus on how to make clinical audit a beneficial and effective process with accreditation available to learners who wish to complete post-course assignments. We can review and critique local clinical audit arrangements and offer advice on how improvements can be implemented.

### **Managing Complaints, Claims and Serious Incidents *(can be held virtually)***

This course provides a practical guide to managing serious incidents, complaints, and clinical negligence claims. Also covering Duty of Candour, the course explores the similarities and differences between these processes, in order to ensure effective results.

### **Root Cause Analysis and Quality Assurance *(can be held virtually)***

This masterclass aimed at commissioners and experienced patient safety leads focuses on quality assurance of investigation reports and Root Cause Analysis findings. The course will bring a systems-based approach to patient safety investigation in line with the July 2019 Patient Safety Strategy. Practical sessions will analyse sample reports to identify areas for improvement.

### **Liberty Protection Safeguards/Deprivation of Liberty Safeguards**

The Mental Capacity (Amendment) Act 2019 has now received Royal Assent and become law. The Liberty Protection Safeguards are due to come into force in October 2020. The code of practice is due for release early in 2020. This masterclass will update delegates on the implications of the new Act and the implementation of Liberty Protection Safeguards in your service. Training will also be given on managing the interim period before the LPS come into place.

### **Self Neglect and Adult Safeguarding**

The need to protect people from abuse and neglect is a key element of the Care Act 2014. This masterclass focuses on the difficult issue of self neglect and adult safeguarding. Through national updates, practical case studies the masterclasses will cover self neglect under the new Care Act 2014, the legislative framework for self neglect, safeguarding people who self neglect: the evidence and what works, developing guidance for professionals when dealing with self neglect and resistance to engage with services.

## Clinical Incident Reporting

This masterclass provides knowledge and skills on how to report and investigate an incident in light of the most prevalent incidents, for example medication and patient falls. We ensure that there is a comprehensive investigation, identifying lessons learned and the development of action plans. Attendees will gain an understanding of how to record findings and collate information to prevent recurrence and the severity of incidents. All staff who report and investigate incidents should attend.

## Complaints Management for Frontline Staff and Clinician *(can be held virtually)*

This masterclass provides knowledge and skills on how to manage and respond to a complaint. The masterclass focuses on how to investigate and respond to a formal complaint. Ascertaining lessons learnt and implementing actions. All staff who manage complaints should attend.

## A Customer Care Approach to Patient Experience *(can be held virtually)*

This masterclass provides knowledge and skills to staff in providing patients and service users a positive experience when receiving care in the Health and affiliated sectors. The masterclass focuses on exploring the techniques and key factors that facilitate staff members in providing a positive patient experience. We will address and manage barriers to providing good customer care and evaluate the link between good customer care and potential negative outcomes such as complaints and litigation. We will examine the importance and impact on good customer care in light of COVID – 19.

## Risk Management *(can be held virtually)*

This masterclass provides knowledge and skills in addressing and managing risks within a health Organisation. All staff who report and manage risks should attend. Risks are inherent in all organisations – implementing and managing control measures is pivotal to managing risk in order to prevent an incident taking place. By exploring drivers behind why risks happen we can understand how to mitigate and reduce the likelihood and severity of further risks and the occurrence of incidents.

## Therapeutic Interventions to address Children & Young People's anxiety, depression, trauma & disruptive behaviour: A Modular Approach *(can be held virtually)*

This masterclass will help practitioners working in social care, health, education and youth justice address the complex needs of an increasing number of children and young people presenting with symptoms of anxiety, mood disturbance, trauma and disruptive behaviour. The stressful and traumatic impact on children and young people's lives of Covid 19 has increased this need.

## Reducing the Harmful effects of exposure to Domestic Violence & Abuse on Children and Young People *(can be held virtually)*

This CPD certified masterclass will consider the role of toxic stress and trauma in the pathway to interpersonal violence between parents, and the climate of violence which harms the mental health and development of children and young people. A trauma-informed model of identification, risk assessment, protection and modular intervention will be outlined to reduce the harmful effects of Domestic Violence and Abuse.

## Therapeutic Interventions to Reduce the Harmful Effects of Adverse Childhood Experiences *(can be held virtually)*

A modular, multi-focal, trauma-informed solution.  
The programme will outline the increasing evidence of the impact of Adverse Experiences of Childhood (ACEs) on the health and well-being of children and young people extending into adult life. There is a growing demand for interventions to prevent their harmful effects.

### **Delivering a Proactive Patient Safety Culture** *(can be held virtually)*

This one day Masterclass will look at how to setup a Proactive Safety Culture. It will focus on how we can improve safety and be proactive in our Safety Culture. The day will focus on Safety, Culture and Human Factors

### **Clinical Leadership Masterclass** *(can be held virtually)*

Leadership in the NHS is the responsibility of all staff. This one day introduction to Leadership will allow all medical and non-medical staff to learn about their personal leadership styles and how they can lead their teams. The day has been developed to provide both practical and appropriate leadership training to all staff.

You will learn what kind of leader you are and what skills you can develop to improve your leadership style. You will explore how to avoid common mistakes that leaders make.

### **Presentation Skills** *(can be held virtually)*

The masterclass is designed to provide an increased understanding of the skills and techniques required to deliver dynamic presentations. The course will provide an opportunity for participants to practice and review their presentation skills and techniques and receive constructive feedback. Delegates will be encouraged to develop a creative approach to creating a presentation and consider how best to engage an audience.

### **Difficult Encounters** *(can be held virtually)*

Difficult Encounters covers the Conflict Resolution national syllabus. It focuses on how to deal with challenging and potentially violent situations both on the phone and face to face. Live theatre demonstrations of aggressive interactions in health care settings are performed by professional actors as a foundation for analysing human interaction. Delegates are encouraged to think about the psychological state and behavior of themselves and the service users and identify how to prevent potentially hostile situations, develop an awareness of warning signs, defusing techniques and risk assessment.

### **Effective Time Management Skills** *(can be held virtually)*

This masterclass is aimed at healthcare professionals at all levels who wish to have the opportunity to reflect on their current approaches to managing their time and learn about steps they can take to become even more effective. The interactive programme explores how you can be more productive and make more efficient use of the time you have. The Time Management Toolkit provided will help to bring more clarity to how you plan your working life and your personal commitments. This course will empower you to become more efficient both within your professional and personal settings.

### **Human Factors and the Operating Theatres** *(can be held virtually)*

This one day In-House training course will enable you to learn the practical application of Human Factors science to help mitigate avoidable error in operating theatres taught by specialists currently practicing in their areas of expertise. Training held by Patient Safety Solutions.

### **Team Job Planning** *(can be held virtually)*

Learn how to construct, implement and enable a team through team job planning.

The aim of this 1-day masterclass is to empower individuals to understand the context of their current pain and move to team job planning to enable effective teams and services.

This course is aimed at Clinical service leads, Service managers, HR Directors, Medical Directors and AMDs responsible for job plans.

### **Setting Up And Running Virtual Clinics (*can be held virtually*)**

This masterclass will focus on the practicalities of setting up and running Virtual Clinics. The COVID-19 pandemic has forced health care delivery to transition to remote care. Moving forward all services will need to work in a different way that effectively supports patients, particularly those in high risk categories to receive effective and safe care whilst staying out of healthcare settings.

### **How to Reduce Stress and Develop Resilience within Healthcare**

In the ever evolving and challenging landscape of healthcare provision the need for healthcare professionals to learn effective strategies to reduce stress and to develop resilience is more important than ever. The benefits of doing so both for the well-being of the healthcare professional, together with the accompanying positive impact on the provision of care, is clearly evident. This Master Class will explore the nature, causes and effects of stress and to explore a broad range of coping skills and resilience-building strategies to equip healthcare professionals with techniques and strategies to bring about positive change both within themselves and for their patients.

### **How to Build & Develop High Performing Teams within Healthcare**

Forming and maintaining effective teams within healthcare can be the difference between delivering ordinary or extraordinary high quality care. This Master Class will explore the key theories and models of leadership, explore team formation and the importance of effective communication in setting & maintaining expectations. Delegates will also gain an appreciation of the key elements and models of coaching and the skills required to deliver effective coaching together with techniques for giving effective and constructive feedback to encourage motivation, commitment and performance.

### **How to Embrace Performance Management within Healthcare**

Whether managing a department, service or team a structured approach to performance management is key to delivering quality care aligned to an organisation's strategic goals. This Master Class will enable participants to develop a structured approach to Performance Management. It will provide an overview of performance management, varying approaches, the benefits, key components and knowledge management. It will also discuss the Leadership Competency Framework in relation to Performance Management.

### **Effective Business Planning within Healthcare**

Modern healthcare is going through a period of unprecedented change. Healthcare professionals are learning new skills and taking on more responsibility as the number of innovative services grow with the aim of impacting positively on patients' health and wellbeing. This Master Class offers a perspective on delivering effective business planning through the planning, formulation, delivery and evaluation of new and improved health services. It provides individuals with a theoretical framework grounded in practical case studies to enable participants to foster a balanced perspective of developing a business plan in the context of quality care provision.

### **High Impact Appraisal Skills within Healthcare**

The most important purpose of an appraisal process is to improve performance for both employees and the organisation. Through feedback given in performance appraisals, problems can be identified and solutions found. The aim of this Master Class is to introduce participants to the key concepts, principles and benefits of appraisals including the effective implementation within the workforce. Effective appraisals can support the move from a blame culture to identifying barriers and change the mind set from fear and dread associated with appraisals to a positive outcome.

## How to get yourself Published within Healthcare

This Master Class examines the processes behind selection of articles for publication in healthcare journals and how to write articles that are attractive to journal editors. Getting an article published in the healthcare literature is not an easy undertaking. The pathway to publication nirvana is laced with pitfalls and odd conventions. This programme provides an elementary course of tutorial-type sessions designed to introduce delegates to the world of research publication. It examines the “need” for publication, the types of publication that can be submitted and tries to identify whether the delegates are ready to publish work and, if so, how to go about this successfully

## Train the Trainer for Healthcare Professionals

In the ever-evolving landscape of healthcare provision the need to impart knowledge and skills quickly and effectively is more important than ever. The ability to teach effectively is a key component to empowering individuals to deliver healthcare provision of the highest standards. Aimed at healthcare professionals of all levels, this interactive 2-day programme will explore ways in which individuals can enhance their approaches to delivering healthcare education in a variety of settings. The practical components of the course will enable delegates to practice their approach to 1-2-1 and group teaching to improve their confidence. This course will also ensure healthcare professionals meet the requirements to move forward in their career in terms of job selection. The Teaching Toolkit provided will help individuals to bring more clarity to plan and deliver teaching effectively. This course will empower individuals to become a more confident and efficient teacher within a healthcare setting.

## Coaching Skills for Healthcare Professionals

Coaching is a powerful approach that can be used to oversee the initial objective setting and ongoing monitoring process through effective feedback. Coaching is now embedding itself as a key development tool across healthcare organisations in the UK and worldwide. It is being used for a wide variety of purposes including development of performance, realisation of potential, support of learning and development for individuals and teams and to affect cultural and organisational change. This Master Class will explore the principles and practice of coaching through analysis and application of key coaching skills, the core principles of effective coaching and the use of models and techniques to plan and carry out coaching. The emphasis of this Master Class will be to maximise the face to-face time on the day to practice and observe coaching and to develop the key skills associated with effective coaching. The design of the programme is aligned with the competencies and skills specified by the Association for Coaching and the International Coach Federation.

## Finance for Non-Finance Professionals within Healthcare

This course aims to give delegates an understanding of profit, assets and liabilities and cash flow. It's designed to help individuals read and draw conclusions from a balance sheet and profit and loss account; identify the sources of accounting disclosures and how to use a variety of analytical techniques to assess the accounts of a business in terms of profitability, solvency and risk.

## Lean in Healthcare

Participants in this workshop learn by doing. Hands-on exercises simulate inefficient systems and processes encountered in their workplaces. Equipped with Lean tools staff can then identify waste in their health care delivery processes and start to reduce or eliminate that waste.

**If you have training requirements not listed here please contact us as we may be able to source it for you.**

**Visit: [www.healthcareconferencesuk.co.uk/in-house-training](http://www.healthcareconferencesuk.co.uk/in-house-training)**

**Email: [katym@hc-uk.org.uk](mailto:katym@hc-uk.org.uk)**

**Or call 01932 429933 for a quote**