



RAQUEL RILEY-MCKENZIE

Who Are We?

- ▶ Training provider that provides both regulated and non regulated training across the North West
- ▶ Quasafe Awards approved centre to deliver regulated qualifications
- ▶ Specialism in manual handling, first aid and care sector training

Who Am I?

- ▶ 10 years experience working in the care sector
- ▶ 4 years as an apprenticeship and diploma (“NVQ”) assessor for Health and Social Care
- ▶ 2 years as an Internal Quality Assurer (IQA) for Health and Social Care
- ▶ Qualified trainer, first aid trainer and manual handling (people and objects) trainer

TRAINING

What Do We Offer?

Regulated Courses

- ▶ Moving People Safely (2 days)
- ▶ Principles of Safe Lifting (1 day)
- ▶ Emergency First Aid At Work (1 day)
 - ▶ First Aid At Work (3 day)
 - ▶ Basic Life Support (3 hours)

(full list of courses available are available on the website)



QUALSAFE AWARDS

REGISTERED CENTRE

Centre No.: 0906792



What Do We Offer?

Non-Regulated Courses

Safeguarding Adults
Medication Awareness
Dementia Awareness
Autism Awareness
Medication Awareness

Diabetes Awareness
Infection Control
End of Life care
Learning Disabilities
Mental Health Awareness

Something missing? New courses can be developed that are specific to your organisation.

Why Are We Different?

- ▶ Training is individual to your organisation
- ▶ Incorporates your policies and procedures and ways of working
- ▶ It can highlight important aspects that your organisation feels needs to be addressed
- ▶ Staff are able to relate, understand and implement the training in to their practice
- ▶ Face to face and interactive and a relaxed environment

What Have We Achieved?

Case Study: Care Home

- ▶ Capacity for 40 members of staff
- ▶ Recently undergone expansion
- ▶ Night staff, care assistants, chefs, cleaners, seniors, nurses and management

Before

- ▶ Different sources of training
- ▶ Difficulty planning ahead and covering shifts
- ▶ Headache of maintaining training records

What Have We Achieved?

Training and Development Week

Monday	Tuesday	Wednesday	Thursday
Safeguarding Adults, MCA & DoLS	Health and safety	Dementia awareness	Emergency First Aid At Work (regulated)
Medication Awareness	Infection control	End of life care awareness	Emergency First Aid At Work (regulated)
Person centred care, dignity and privacy	Manual handling (non-regulated)	Basic Life Support (3 hour refresher)	

What Have We Achieved?

Month	Cohort Staff	Status?
January 2017	1	Initial
April 2017	2	Initial
July 2017	3	Initial
October 2017	4	Initial
REVIEW CONTENT, ADJUST TIMETABLE STRUCTURE AS REQUIRED		
January 2018	1	Refresher
April 2018	2	Refresher
July 2018	3	Refresher
October 2018	4	Refresher
REVIEW CONTENT, ADJUST TIMETABLE STRUCTURE AS REQUIRED		

What Have We Achieved?

- ▶ Consistent approach and contents of training for all staff
- ▶ Delivery of in house policies and procedures to refresh the knowledge of all staff
- ▶ Fun and interactive learning environment
- ▶ Discussions between staff that are meaningful and relate directly to the work practices and the residents they work with on a daily basis
- ▶ Dates of training known a year in advance so this can be planned for
- ▶ Training budget known

What Have We Achieved?

Case Study: Learning Disability Provider (120-130 staff in total)

Before

- ▶ First aid training and manual handling training delivered by 2 different providers
- ▶ First aid content was not what the provider wanted but were told that it could not be changed
- ▶ Struggled to arrange for both half day sessions to happen on the same day and some with late notice booking

What Have We Achieved?

09.13-12.30	13.00-16.00
Manual handling of people (legislations, the spine, safe lifting, safe hoist and sling use, siting to standing)	First Aid (recovery position, CPR, operation of a defibrillator & Choking)

JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
10	10	10	10	10	10
JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
10	10	10	10	10	10

Leaving 24 flexible places to allow for annual leave and new employees

What Have We Achieved?

- ▶ Only one external provider to manage
- ▶ Customized content to what they want staff to know
- ▶ New staff can attend manual handling and first aid training within 1 month of their start date
- ▶ Dates for the year known
- ▶ Flexibility
- ▶ Reduced costs of external training
- ▶ Training budget known

Who Have We Worked With?

- ▶ Schools
- ▶ Care providers (care homes and learning disability providers)
- ▶ Trafford Centre for Independent Living (Skills for Care funding)
- ▶ Greater Manchester Joint Training Partnership
- ▶ Genie (centre for people who are deaf or hearing impaired)

What Can We Do For You?

- ▶ Provide a bespoke delivery model of training for your service and your needs
- ▶ Tailored content for your organization
- ▶ Inclusion of your policies, procedures and best practices
- ▶ Reduce your training costs

Need Further Information?

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