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W&P ASSESSMENT AND TRAINING CENTRE

edexcel
Approved Centre



**INVESTORS
IN PEOPLE**

WELCOME TO W&P

Established in 2001, W&P Assessment and Training Centre provides the very best in professional training and business support services for the health & social care sector.



ACCREDITED BY MATRIX

Matrix is a National Quality Standard for Information, Advice and Guidance in learning and work within an adult and community based setting.



OFSTED INSPECTED

This regulatory overview ensures that we are up-to-date in our information giving and that all our learners regardless of age are assured of a quality learning experience.



EDEXCEL APPROVED CENTRE - No. 55731

W&P have been an Edexcel approved Course Provider and Examination Centre since 2001. Edexcel is the UK's largest awarding body.



INVESTORS IN PEOPLE

W&P have held the Investors In People standard since 2005. We continue to invest in our people, so you receive the very highest standard of service.

STATEMENT OF SERVICE

W&P Assessment and Training Centre LLP is a family run training organisation which aims to provide a professional, high-quality, efficient and impartial service to all its customers. W&P is sensitive to the diversity of employers & learners, tailoring its delivery to meet the needs of the organisation and the individual. We care about our customers and their requirements for prompt and appropriate response, accessibility, competence, courtesy, integrity, confidentiality, dignity and equality of opportunities.

QUALIFICATIONS AND TRAINING

QCF Level 2 Diploma in Health and Social Care (Adults) for England

QCF Level 3 Diploma in Health and Social Care (Adults) for England

Level 5 Diploma in Leadership for Health & Social Care (Adults) for England

Level 3 Certificate in Assessing Vocational Achievement

Short and Mandatory Courses

Common Induction Standards

Staff Training Packs

BUSINESS SUPPORT SERVICES

One-to-One Business Support and Advice

Policies and Procedures for Residential Services

Policies and Procedures for Domiciliary Services

Clinical Procedures for Nursing Homes

Provider Compliance Assessment Tool - Aide Memoire

CQC Compliance Workshop

Management of Medicines Form Set

Staff Personnel Form Set

Generic Adult Social Care Form Set

Employee Handbooks for Residential and Domiciliary Services

CRB Checks

LEVEL 2 DIPLOMA IN HEALTH AND SOCIAL CARE (ADULTS)

The level 2 diploma is for all learners aged 16 and above who are working or volunteering in a adult health & social care setting. Learners have the opportunity to take a general qualification in health and social care; or they may follow specialist pathways in Dementia Care or Learning Disabilities.

The qualification is nationally recognised, based on the Health and Social Care National Occupational Standards (NOS) and has been approved as a component required for the Health and Social Care Apprenticeship Framework.



HOW DO LEARNERS ACHIEVE

Each unit within the qualification has a credit rating. A minimum of 46 credits must be achieved to gain the qualification. Learners take 9 mandatory units, they then have the choice of optional knowledge and competence units. Assessment will take place via evaluation of work-based performance, producing evidence, witness testimony as well as questioning by an assessor. A portfolio of evidence is produced which will show that the learner can perform to the required standard.

OPPORTUNITIES FOR LEARNERS WHO ACHIEVE

It is anticipated that learners who achieve this qualification will progress to level 3 QCF qualifications for supervisor or team leader roles within Health and Social Care.

LEVEL 3 DIPLOMA IN HEALTH AND SOCIAL CARE (ADULTS)

The level 3 diploma is for all learners aged 16 and above who are working or volunteering in a adult health & social care setting in a supervisory or senior role. Learners have the opportunity to take a general qualification in health and social care; or they may follow specialist pathways in Dementia Care or Learning Disabilities.

The qualification is nationally recognised, based on the Health and Social Care National Occupational Standards (NOS) and has been approved as a component required for the Health and Social Care Apprenticeship Framework.



HOW DO LEARNERS ACHIEVE

Each unit within the qualification has a credit rating. A minimum of 58 credits must be achieved to gain the qualification. Learners take 9 mandatory units, they then have the choice of optional knowledge and competence units. Assessment will take place via evaluation of work-based performance, producing evidence, witness testimony as well as questioning by an assessor. A portfolio of evidence is produced which will show that the learner can perform to the required standard.

OPPORTUNITIES FOR LEARNERS WHO ACHIEVE

It is anticipated that learners who achieve this qualification will progress to level 5 QCF qualifications for management or senior practitioner roles in Health and Social Care, or to specialist qualifications reflecting the context in which they work.

LEVEL 5 DIPLOMA IN LEADERSHIP FOR HEALTH AND SOCIAL CARE

The level 5 diploma is for all learners aged 19 and above who are working or volunteering in a adult health & social care setting in a senior or management role. This qualification replaces the Level 4 NVQ in Leadership and Management for Care Services and the Level 4 NVQ in Health and Social Care.

The qualification aims to guide and assess development and knowledge, understanding and skills in management and advanced practice within adult health and social care services. It is nationally recognised and based on the Health and Social Care National Occupational Standards (NOS).



HOW DO LEARNERS ACHIEVE

Each unit within the qualification has a credit rating. A total of 80 credits must be achieved to complete the qualification. All learners must take 5 mandatory units. They then must follow one of the following pathways; Adults' Residential Management, Adults' Management or, Adults' Advanced Practice Pathway. Assessment will take place via evaluation of work-based performance, producing evidence, witness testimony as well as questioning by an assessor. A portfolio of evidence is produced which will show that the learner can perform to the required standard.

OPPORTUNITIES FOR LEARNERS WHO ACHIEVE

This qualification will be the accepted qualification for registration and regulation where appropriate and can demonstrate continuing professional development.

LEVEL 3 CERTIFICATE IN ASSESSING VOCATIONAL ACHIEVEMENT

The level 3 certificate is for all learners aged 19 and above. This qualification is intended for those who assess both occupational competence in the work environment and vocational skills, knowledge and understanding in environments other than the workplace, for example a workshop, classroom or other training environment.

The level 3 certificate replaces the A1 and A2 qualifications. It is part of the new suite of qualifications for assessors, internal quality assurers (IQA) and external quality assurers (EQA).



HOW DO LEARNERS ACHIEVE

Each unit within the qualification has a credit rating. Understanding the principles and practices of assessment (3 credits). Assess occupational competence in the work environment (6 credits). Assess vocational skills, knowledge and understanding (6 credits). All 15 credits must be achieved to gain the qualification.

Learners will also need to have access to at least two candidates who are completing a vocational course. Assessment of these candidates and a portfolio of evidence will show that the learner can perform to the required standard.

OPPORTUNITIES FOR LEARNERS WHO ACHIEVE

It is anticipated that learners who achieve this qualification will progress into a number of qualifications such as the internal quality assurers (IQA) course and other learning development programs.

SHORT AND MANDATORY COURSES

W&Ps wide range of short and mandatory courses can be individually tailored to your requirements, delivered in house, at a local venue or, at our own training centre. All our courses are certificated and always reflect current practice.

Our team of enthusiastic and highly qualified trainers use their experience to ensure training sessions are interactive and stimulating for learners.



COURSE TITLES

All courses (where appropriate) have been designed to provide evidence for Diplomas in Health and Social Care, Skills for Care Common Induction Standard Outcomes and Knowledge Sets.

Balance Personal & Professional
Basic Food Hygiene Awareness
Bereavement
Challenging Behaviour
Diabetes
Epilepsy
Equality & Diversity
Fire Safety
First Aid Awareness
Health and Safety
Infection Control
Introduction to Dementia

Manual Handling
Mental Capacity Act
Moving and Handling People
Nutrition
End of Life Care
Promoting Continence
Parkinson's
Recognising and Understanding Dementia
Safeguarding Adults
Safe Handling of Medicines
Tissue Viability
Understanding Stroke

COMMON INDUCTION STANDARDS

Strongly focused on usability for the new employee our Common Induction package is thorough whilst being clear and concise to help ensure all new staff take a significant step towards the delivery of high quality care and support.



BENEFITS OF W&P'S CIS PACKAGE

- A single purchase allows you to print as many copies as you require.
- It provides evidence for the Health and Social Care Diploma Level 2 & 3.
- 12 months free email updates are included with the package.
- It Meets CQC's Essential Standards of Quality and Safety.
- Includes certification.
- Is a highly comprehensive & user friendly induction package.



WHAT'S INCLUDED

Our common induction package is available on a CD-Rom which includes the workbook covering all 8 standards, employee questions sheets, the printable certificate PLUS "Guidance for New Workers" and a "Welcome to Social Care" chapter.

STAFF TRAINING PACKS

Our wide range of staff training packs are primarily aimed at Health and Adult Social Care service providers as defined by the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

Our packs...

- Meet Health and Social Care Act 2008 requirements.
- Provide evidence for Diplomas in Health and Social Care (QCF).
- Provide evidence for the Skills for Care Common Induction Standard Outcomes.
- Provide evidence for the Skills for Care Knowledge Sets.

If you work in an un-registered service our packs are evidence of good practice.

TITLES

Basic First Aid Awareness
Basic Food Hygiene Awareness
Challenging Behaviour in Dementia
Dementia
Diabetes
End of Life Care
Epilepsy
Equality & Diversity
Fire Safety for Carers
Fire Safety for Domiciliary Care
Health & Safety
Infection Control
Mental Capacity Act
Nutrition
Parkinsons
Person Centred Planning
Promoting Continence
Risk Assessment
Safeguarding Adults (SOVA/POVA)
Safe Handling of Medicine
Supervision and Appraisal
Therapeutic Activities
Tissue Viability
Understanding Stroke



HOW TO USE THE TRAINING PACKS

STEP 1 - Purchase your chosen pack or packs, duplicate the knowledge work book and give to your staff / learners or, use the power point presentation to deliver a more visual training experience or, a combination of both.

STEP 2 - Mark the completed question sheets.

STEP 3 - Certificate all successful learners.

WHAT'S INCLUDED IN THE PACKS

Staff Training Packs are available in a double dvd/cd package.

The DVD includes a power point presentation(s) viewable on your PC, Mac or TV via a DVD player. The CD includes a comprehensive printable knowledge workbook, a power point presentation of the workbook, printable question sheets, printable answer sheets and a printable certificate.



BENEFITS OF OUR TRAINING PACKS

- A single purchase allows you to train as many learners as you require.
- All packs include certification.
- Clearly written and very user friendly.
- Comprehensive - covering all required knowledge.
- Tried, tested and developed by experienced trainers and professionals.

ONE TO ONE BUSINESS SUPPORT AND ADVICE

Our bespoke One to One business support and advice service is tailored to your individual needs and that which is agreed with the organisation involved.

This service is aimed primarily at the small business sector where the need for a strategic overview is often where the owners find there is a shortage of time that can be devoted to this area of activity.

Small businesses can often be too busy managing the day to day, our service is aimed at assisting in the planning of the next stage of growth or keeping you updated and aware of changes relevant to your business.



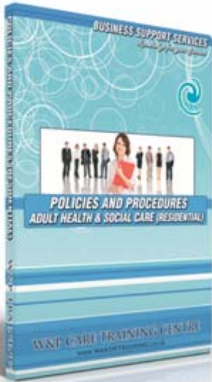
CQC REGISTRATION GUIDANCE

W&P also offer the following services for new care providers.

- Supporting them in completing their CQC application for registration.
- Advice and information on both legal and business requirements for a company setting up as a care provider.
- Preparation for the initial CQC registration visit.
- Advice and support with policies and procedures, staff training and all aspects of development and growth of the business.

As part of the service we will fully explain and assist you in understanding the CQC outcomes and regulations. Our aim is to ensure your registration is successful and you understand how to maintain compliance.

POLICIES AND PROCEDURES FOR RESIDENTIAL SERVICES



CQC compliance for Residential Services

W&P provide a comprehensive set of over 70 policies and procedures for Residential Services.

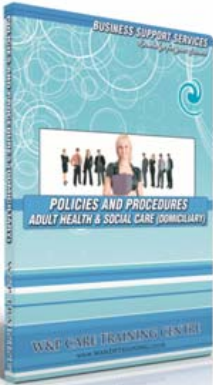
These policies and procedures assist in demonstrating compliance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

- The policies and procedures are cross checked to other legislative requirements eg Data Protection Act, Immigration and Asylum Act, Disability Discrimination Act.
- They include comprehensive manager's notes section detailing how to use the policies, which pages need the purchaser's company details inserted and where and how to change them.
- They are in word format, making them accessible, easy to review and update.
- A year of free updates (worth £49.99) is included when purchasing a full set.
- Updates will be emailed to you directly as legislation or guidance requires.
- No subscription or minimum contract required on purchase.

PURCHASING AND PREVIEWS

The documents can be bought individually or as a complete set. Previews and a full alphabetical list of all the policies are available online at www.wandptraining.co.uk. Alternatively, you can request additional information by calling our office on 01305 767104.

POLICIES AND PROCEDURES FOR DOMICILIARY SERVICES



CQC compliance for Domiciliary Services

W&P provide a comprehensive set of over 80 policies and procedures for Domiciliary Services.

These policies and procedures assist in demonstrating compliance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

- The policies and procedures are cross checked to other legislative requirements eg Data Protection Act, Immigration and Asylum Act, Disability Discrimination Act.
- They include comprehensive manager's notes section detailing how to use the policies, which pages need the purchaser's company details inserted and where and how to change them.
- They are in word format, making them accessible, easy to review and update.
- A year of free updates (worth £49.99) is included when purchasing a full set.
- Updates will emailed to you directly as legislation or guidance requires.
- No subscription or minimum contract required on purchase.

PURCHASING AND PREVIEWS

The Domiciliary Services documents can be bought individually or as a complete set. Previews and a full alphabetical list of all the policies are available online at www.wandptraining.co.uk. Alternatively, you can request additional information by calling our office on 01305 767104.

CLINICAL PROCEDURES FOR NURSING HOMES

W&P's set of clinical procedures includes over 60 comprehensive and up-to-date documents for your nursing home. These clinical procedures compliment the set of policies and procedures available from W&P. We have looked at the main areas of clinical work and review the procedure quarterly. It is also important for you to continually review the procedures with NHS / PCT requirements for your organisation.



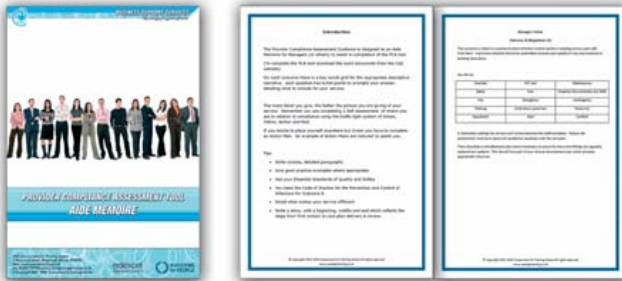
- The procedures include comprehensive manager's notes section detailing how best to use them, which pages need the purchaser's company details inserted and where and how to change them.
- They are in word format, making them accessible, easy to review and update.
- A year of free updates (worth £49.99) is included when purchasing a full set.
- Updates will emailed to you directly as legislation or guidance requires.
- No subscription or minimum contract required on purchase.

PURCHASING AND PREVIEWS

Previews and a full list of all the clinical procedures included in the set are available online at www.wandptraining.co.uk. Alternatively, you can request additional information by calling our office on 01305 767104.

PROVIDER COMPLIANCE ASSESSMENT TOOL - AIDE MEMOIRE

A comprehensive seventy five page PCA Aide Memoire for Managers (or others) to assist in the completion of CQC's Provider Compliance Assessment Tool.



The Aide Memoire takes you through step-by-step, prompt-by-prompt, the task of completing the 16 key outcomes. To save you many hours of deliberation and content decision we've deciphered what CQC are looking for in each of the PCA Tool questions and compiled our knowledge into this easy to use Aide Memoire.

WHAT'S INCLUDED

- Managers notes for each key outcome.
- Bullet point prompts, detailing what to include for your service.
- Keyword grids for the appropriate descriptive narrative.

PURCHASING AND PREVIEWS

Our Aide Memoire is supplied to you in pdf format on a CD. It is available to purchase through our website or by calling 01305 767104.

Preview pages are available to view online at www.wandptraining.co.uk

CQC COMPLIANCE WORKSHOP

Our hugely successful full day CQC Compliance Workshops are aimed at Owners, Organisations and Registered Managers.

They enable you to understand the legislative framework, outcomes, regulations and associated codes of practice, and to apply your understanding to the completion of your Providers Compliance Assessment Tool.



LEARNING OUTCOMES

By the end of the session you will be able to:

- Understand Compliance
- Describe and relate the Outcomes and Regulations to your own provision
- Identify and work with Prompts and Additional Prompts
- Understand and work with the Code of Practice for the Prevention and Control of Infections and Related Guidance
- Recognise and work with the Provider Compliance Assessment (PCA)
- Demonstrate the role of the PCA in determining your compliance review outcome
- Understand the use of the PCA as an audit tool in your quality assurance systems

DETAILS AND BOOKING

Duration: Full Day - (10:00am – 4.30pm)

Accreditation: Certificate of attendance and a full hand-out will be issued.

To book or check availability call 01305 767104 or visit www.wandptraining.co.uk

MANAGEMENT OF MEDICINES FORM SET

This set of forms have been consulted on widely and will assist in providing evidence for Outcome 9, Regulation 13 of the Essential Standards of Quality and Safety Guidance issued by the Care Quality Commission.

The Management of Medicines forms are linked to the Code of Practice for Health and Adult Social Care on the prevention and Control of Infections and Related Guidance. As part of managing medicines, this guidance has criteria which are linked to Outcome 9 Regulation 13.



THE FORM SET INCLUDES...

- Manager's Notes
- Medication Policy
- Risk Assessment
- Level 1 – General Support
- Level 2 – Administering
- Level 3 – Specialised Techniques
- Homely Remedies
- Consent to Administer
- MAR Chart
- Collect from Pharmacy
- Removal/Disposal Record
- Level 3 Training Record
- Care Worker Error Guidance
- Care Worker Error Report Form
- Staff Signature List
- Vaccination Staff Record
- Controlled Drugs Staff Guidance

USING THE FORMS

The manager's notes for this particular set are detailed and the forms are numbered so that the wrong form cannot be used. This set also includes a comprehensive medication policy which is cross referenced to the Code of Practice mentioned above. For staff training purposes, the policy and the Code of Practice should be used in order to make the links regarding Infection Control during Medication.

STAFF PERSONNEL FORM SET

Our Staff Personnel Forms have been produced to assist with the compliance guidance by the Care Quality Commission contained within the Essential Standards of Quality and Safety (Regulated Activities) Regulations 2010.



THE FORM SET INCLUDES...

- Vacancy Enquiry Form
- Applicants' Guide
- Application Form
- Job Description
- Equal Opportunity Policy
- Interview Assessment Evidence
- Reference Request
- Successful Applicant Letter
- Care Worker Office File Index
- Staff Consent(s)
- Supervision Notes
- Spot Checks
- Appraisal Record

USING THE FORMS

The forms are intended for use as templates which can be easily changed and updated as required eg the job description template is currently for a care worker but can be used for any post and the template ensures consistency of style and content.

The interview questions, again are for a care worker and there are a selection of 15 questions for you to choose from. These can be easily replaced with questions for a different post, but all posts within the organisation will share the same scoring and appointing system which gives consistency during the recruitment and selection process. The careworker file index sets out the evidence required to comply with the HSC Act 2008 (Regulated Activities) regulations 2010, Outcomes 12 and 14.

GENERIC ADULT SOCIAL CARE FORM SET

This set of 32 forms for use within Adult Care settings meet the requirements of the Essential Standards of Quality and Safety.

There are forms that you will be familiar with and there are some new additions which reflect the new guidance requirements.

One of the new forms is the Consent to Care and Treatment, which demonstrates Outcome 2, Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. Also included is a CQC Notification Letter. This is a new requirement under the Care Quality Commission (Registration) Regulations 2009. This set of regulations go hand in hand with those contained in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. The CQC regulations are mainly to do with requirements regarding notifications of incidents. Outcome 20 in particular needs to be adhered to, as this is the regulation where notification of other incidents is a requirement. This includes deaths and abuse situations.

THE FORM SET INCLUDES...

- Statement of Purpose
- Care Enquiry Form
- Care Needs Assessment
- Benefit Information Checklist
- Plan of Care Form
- Confirmation of Service Letter
- Terms of Business
- Service Users Contract
- Consent to Care and Treatment Form
- Care Review Form
- Telephone Log
- Service Users Notes
- Adult Protection Investigation Log
- Abuse Allegation Record
- Financial Transaction Form
- "First Contact" Questionnaire
- Quality Assurance Audit
- Quality Assurance Questionnaire
- Compliments Log
- Complaints Log
- Complaint Investigation Record
- Complaint Acknowledgement Letter
- Complaint Investigation Findings Letter
- Attendance Record
- CQC Notification Letter
- IPC Lead – Annual Statement Proforma
- Infection Control Risk Assessment
- Manual Handling Assessment
- Premises Risk Assessment (Office)
- Premises Risk Assessment (Service User)
- Accident/Incident Record
- Record of Gifts Form

EMPLOYEE HANDBOOKS FOR RESIDENTIAL & DOMICILIARY

An employee handbook is an important communication tool between you and your employees.

W&P's comprehensive handbooks assist you in clearly explaining your expectations for your employees, and describes what they can expect from your organisation. They describe your legal obligations as an employer, and your employees' rights.

THE HANDBOOKS INCLUDE...

- Equality and Diversity Statement
- Confidentiality
- Service User Information
- Examples of Confidential Information
- Breaches of Confidentiality
- Safeguards
- ID Badges
- Handling Service Users Money
- Acceptance of Gifts
- Statements to Relatives
- Abuse
- Staff Guidance
- Standard of Dress
- Smoking Policy
- Hygiene
- Pets
- Alcohol and Drugs
- Mobile Phones
- Dealing with Service Users
- Spot Checks
- Recording
- Tasks
- Medication
- First Aid emergencies
- Manual Handling
- Risk Assessments
- Death of a Service User
- Challenging Behaviour
- General Terms of Employment
- Remuneration
- Probationary Period
- Holiday Entitlement
- Sickness/Absence
- Sickness or Incapacity
- Evidence of Incapacity
- Incapacity Payments
- GSCC Codes of Practice
- Training and Development
- Employee Contract
- Disciplinary and Grievance Procedures
- Policies and Procedures

CRIMINAL RECORD CHECKS

As a registered body with the Criminal Records Bureau W&P are able to offer the following CRB checks:

- Enhanced Disclosure Check
- Standard Disclosure Check
- Volunteers Check
- ISA Adult First Check



WHY CHOOSE OUR CRB SERVICE

- We offer a fast and efficient service from our dedicated in-house team.
- FREE 1-to-1 telephone support for customers.
- Every completed form is error checked before sending to Criminal Records.
- You will receive a FREE guide to completing the CRB application form.
- All correctly filled in forms are despatched to Criminal Records within 24hrs.
- Established as an umbrella body since 2004, we offer you a wealth of experience.

OUR ROLE AS AN UMBRELLA BODY

- Check and validate the information provided by the applicant on the application form.
- Establish the true identity of the applicant, through the examination of a range of documents using guidance provided by the CRB.
- Ensure the application form is fully completed and the information it contains is accurate.
- Countersign applications to confirm that the organisation has an entitlement to access criminal record information.
- To comply with the CRB's Code of Practice.

FREE ONLINE FORUMS

With thousands of members and over 12,000 posts W&P's online community forums is one the largest free online Health and Social Care communities of it's kind.

All the forums are free to use and contain an incredible amount of resources and support for members. Visit www.wandptraining.co.uk/forums to register.

CURRENT LIVE FORUMS

- Registered Managers Forum
- Level 5 Diploma in Leadership for Health and Social Care Forum
- Health & Social Care level 2 & 3 Forum
- Care Assessors Forum
- Care Chat Forum
- Teaching in the Lifelong Learning Sector, PTLLS, CTLLS, DTLLS Forum



STAY IN TOUCH WITH W&P



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Tel: 01305 767104



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