



Training Report 2010

Practice Solutions have delivered a number of other courses that you might be interested in. Listed below are our four top courses delivered to other Local Authorities. Delegates were asked to rate the courses with the following options:

■ 1 = strongly agree ■ 2 = agree ■ 3 = neutral ■ 4 = disagree ■ 5 = strongly disagree

Care Management and Supported Risk Taking

This workshop is for care managers. It deals with the main principles of data protection and best practice in relation to the protection of privacy, confidentiality and information sharing.

	1	2	3	4	5
Trainer demonstrated knowledge and expertise	73.0%	27.0%	0%	0%	0%
Climate for open, honest and constructive feedback	74.6%	23.8%	1.6%	0%	0%
Appropriateness and relevance of course content	66.7%	31.7%	1.6%	0%	0%
Course objectives met within time available	69.8%	30.2%	0%	0%	0%
Appropriateness and relevance of course materials	69.8%	30.2%	0%	0%	0%

Overall satisfaction: **98.4%**
Delegates who would recommend
this course to their colleagues: **100%**

Mental Capacity Act 2005

This workshop aims to familiarise those working with people with reduced capacity with the requirements of the MCA 2005. It uses presentation, paper-feed exercises and discussion to explore the roles of individual professionals including the assessment of capacity.

	1	2	3	4	5
Course objectives met within time available	55%	40%	5%	0%	0%
Appropriateness and relevance of course content	30%	50%	20%	0%	0%
Level of flexibility to allow for discussion and pace	60%	20%	20%	0%	0%
Trainer demonstrated knowledge and expertise	100%	0%	0%	0%	0%
Style and delivery of training material	95%	5%	0%	0%	0%

Overall satisfaction: **91.0%**
Delegates who would recommend
this course to their colleagues: **100%**

Protection of Vulnerable Adults

This workshop explains the policies and procedures underpinning an interagency approach to assessment and "non-criminal" investigation of abuse. The workshop explores the application of a human rights-based approach to the identification and implementation of a "safeguarding" plan.

	1	2	3	4	5
Usefulness of the course in everyday job role	58.9%	32.3%	8.8%	0%	0%
Course covered what was expected	64.7%	26.5%	8.8%	0%	0%
Appropriateness and relevance of course content	67.6%	26.5%	5.9%	0%	0%
Trainer demonstrated knowledge and expertise	82.3%	17.7%	0%	0%	0%
Appropriateness and relevance of course materials	52.9%	44.2%	2.9%	0%	0%

Overall satisfaction: **94.7%**
Delegates who would recommend
this course to their colleagues: **100%**

Dementia – A Person Centred Approach

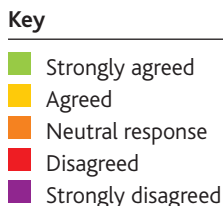
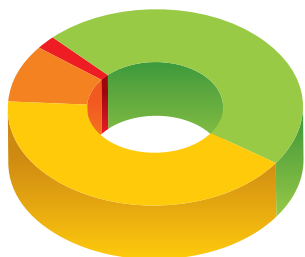
Intended for direct care providers, service managers and front line workers, this workshop provides an insight into the experience of dementia. It is an introduction to person-centred care which explains the value of teamwork in support of dementia sufferers and their carers.

	1	2	3	4	5
Previous knowledge, understanding and skill	41.6%	49.6%	7.2%	1.6%	0%
Course covered what was expected	58.4%	40.0%	1.6%	0%	0%
Appropriateness and relevance of course content	52.2%	48.8%	0%	0%	0%
Appropriateness and relevance of course materials	58.4%	41.6%	0%	0%	0%
Improvement of personal knowledge and skill	64.8%	34.4%	0.8%	0%	0%

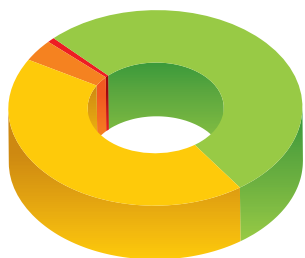
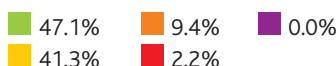
Overall satisfaction: **97.9%**
Delegates who would recommend
this course to their colleagues: **100%**

Overall Results

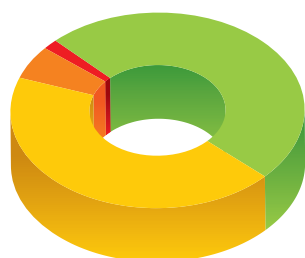
Although the overall results are positive and indicate high levels of satisfaction, it is clear that the true reflection of benefit must be in terms of the subsequent performance of individuals in relation to delivery of quality services. The challenge for the future must be to measure application of knowledge and skill after attendance at the workshops.



Usefulness of course



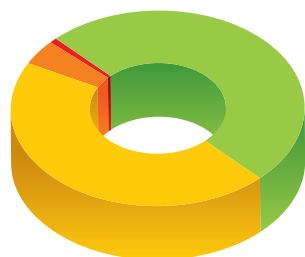
Objectives met



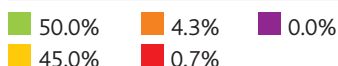
Course content



Trainer's knowledge



Appropriateness of materials



Contact us for more information

For further information on any of our training courses, please don't hesitate to get in touch – either on the telephone number below or via email on beth@practicesolutions-ltd.co.uk.

T: 01443 742384

DELEGATE FEEDBACK

A selection of feedback from a few of our courses that were delivered to a number of local authorities:

"When coming to the course, I thought I knew everything there was for me to do my job. I was wrong. I have learnt a great deal. John was an enthusiastic trainer with clear, vast knowledge. Really enjoyed the course. Thank you".

A Person Centred Approach to working with people who have Dementia, September 2010

"I have attended previous MCA training days and work with the Act in work practice. This course raised my awareness further and was an extremely helpful forum to discuss complex case situations".

MCA 2005, September 2010

"The course has been interesting and topical throughout. The interaction and discussions have been helpful in gaining knowledge and a range of perspectives on training methods, delivery and approach. Excellent course tutor".

POVA TTT, April 2010

"Gabe was enthusiastic and engaging. He handled difficult questions diplomatically and concisely".

Eligibility Criteria & Risk, July 2010

"This course has increased my awareness of the importance of budgets and how everyone is responsible. It has been useful to put financial management in context".

Budgeting for Practitioners, July 2010

"The course gave me a great understanding of risk assessment and will look forward to using this tool within my working role".

Care Management & Supported Risk Taking, March 2010

NEW FOR SPRING 2011

The following courses are being run as part of our Open Access Programme. However they can also be run in-house and tailored to suit your specific requirement:

- Flip camera training for engagement with service users and carers
- The Equality Act 2010
- Results Based Accountability

Please contact us for more details

