

talkinglife training

Adult Social Care



www.talkinglife.co.uk 0151 632 0662 info@talkinglife.co.uk

Our Service

At Talking Life, we don't just deliver training. Our service starts at the development phase and carries right through to end of service impact reports, all delivered with our expert customer care.

Design All Talking Life training is bespoke to your organisation. The content of each session is discussed with you and formally signed off prior to delivery. Once the content is agreed, final course programmes and associated materials are developed and shared with you prior to delivery.

Delivery Our courses are delivered by exceptional, qualified trainers – specialists in their subjects – and feedback from our training is consistently rated 'excellent' or 'very good' by both delegates and those commissioning the courses.

Customer Care Our dedicated, professional customer team manages and carries out all communication between Talking Life and you, the client. They will liaise directly with you and the training will be monitored at every stage to make sure you are satisfied. Our head office team is experienced, enthusiastic and empathetic.

Online All of our courses can be delivered online via Zoom, MS Teams or you online platform of choice. Our training team has substantial experience of delivering successful training online with excellent outcomes. We provide materials to learners in an electronic format.

Booking System Talking Life has in place an established, bespoke, web-based Client relationship Management system, to organise and manage all training bookings, delegate bookings, trainers, materials, evaluations, and record keeping. Within this system is a client booking system which we are able to offer to our customers free of charge on most of our contracts.

Evaluation is a critical part of our process. All delegates complete an online evaluation form, as does our trainer, so that we may feed back to you any relevant issues raised as a result of the training.

Impact Our training doesn't end at evaluation. 3 months post-delivery, we send out a post-training impact survey to monitor the effectiveness that the training has had in your organisation.

Review Through our Service Delivery Management team we meet with our clients regularly to discuss past training and how improvements can be made (if any) and discuss any future training requirements.

Managed Training Service Talking Life has many years of experience managing training contracts of all kinds for various group sizes & across organisations. We recognise the care and attention to detail required to create the perfect training experience and outcomes.

We rigorously adhere to all available corporate training guidelines, local and national policies & requirements. So, whether you are looking for a one-off course or a bespoke programme we are confident we can offer you the right training for you.

Please ask about our volume booking discounts. The details of current offers can be found on our website at **www.talkinglife.co.uk/offers**

About Talking Life

Talking Life is the No. 1 choice for high quality training in the Adult & Childrens Social Care, Corporate and Healthcare sectors. Established for more than 25 years, we offer a portfolio of hundreds of online & in-house courses which we can deliver and tailor to exactly meet the requirements of our customers. We provide high quality training to more than 200 local authorities, social services departments, NHS Trusts and adult social care organisations throughout the United Kingdom. We are experienced in delivering contracts & projects small and large, have the capability to deliver complex training requirements for organisations, if required, across many different topics and are successful on a regular basis in bidding and winning training contracts through tender or competitive quotation.

Adult Social Care Training at Talking Life

Talking Life has one of the most comprehensive portfolios of Adult social care training in the U.K. We have specialist teams able to deliver everything from aspects of The Care Act, Autism, briefings on the Mental Capacity Act and the new Liberty Protection Safeguards to one and two-day courses on topics like Safeguarding Adults and Writing Effective Reports for Court.

Talking Life trainers bring a wealth of experience, both as practitioners and as teachers to the training they deliver to clients in adult social care. We have included many of the more popular and important courses here; however, if there is a topic missing from this extensive list, please feel free to contact us by phone, email or via our website and we would be happy to discuss your requirements with you.



Follow us on Twitter
@TrainingTL

Talking Life Limited 36 Birkenhead Road, Hoylake, Wirral CH47 3BW

Bereavement & Loss Courses

- Bereavement & Loss
- Bereavement & Loss – coping with the loss of service users
- Breaking Bad News
- Dealing with Distressed People
- End of Life Care – Advanced Care Planning
- End of Life/ Palliative Care

Care Act Courses

- Advanced Social Services and Well-being (Wales) Act 2014
- An Introduction to the Care Act (2014)
- Applying the Continuing Healthcare framework in social care practice
- Assessment & Eligibilty Criteria
- Assessment and Eligibility Criteria
- Care Act – Advanced
- Care Act and CQC Compliance Modular Training
- Care Act Awareness
- Care Act Compliant Carers Assessments
- Care Act in Practice Workshop
- Care Act Refresher
- Co-Production for front line staff
- Continuing Healthcare
- Coproduction for Local Authorities
- Developing Professional Curiosity in Practice (Adults)
- Housing and the Care Act
- Informed Decision Making & Risk Management
- Introduction to the Social Services and Well-being (Wales) Act 2014
- Making Safeguarding Personal
- Needs, Outcomes and Care in Support
- Person Centered Care
- Positive Approaches to Risk
- Positive Risk taking in Adult Social Care
- Prevention and Wellbeing
- Reviews
- Safeguarding Adults – Awareness
- Section 42 – Safeguarding Adults Enquiries
- Social Services and Well-being (Wales) Act 2014 Refresher
- Strengths Based Approaches
- Supervision Skills (Adults)
- Support Planning
- The Care Act (2014) for Managers
- The Care Act (2014) Refresher
- The Social Services and Well-being (Wales) Act 2014 for Managers
- Understanding Needs, outcomes and care and support – practice and legal duties (Care Act 2014)

Equality, Diversity and Inclusion Courses

- Intersectionality

Foster Care Courses

- Drug & Alcohol Awareness

General Courses

- AI for Social Workers in Adult Social Care: Safe, Ethical and Effective Use in Practice
- Allergen Awareness
- Allyship in Social Work
- Anti racist, anti discriminatory, and anti oppressive practice
- Building Community Cohesion into Practice: strategies for frontline professionals
- Compassion fatigue, Moral Injury and Supporting Resilience
- Conversational Skills
- Counselling Skills
- CQC Standards and Expectations
- Dealing with Difficult Customers and Situations
- Dementia Awareness
- Dementia Tier 2
- Developing Professional Curiosity in Practice (Adults)
- Dignity & Respect
- Effective Case Recording
- Holistic Dementia Care for Social Workers
- Intersectionality
- Intersectionality Awareness
- Lunchtime Learning – 'Green' Social Work
- Lunchtime Learning – Dementia – Sundowning
- Manual Handling – Half Day
- Mediation Skills for Business Support Staff
- Menopause Awareness
- Neurodiversity
- Personal Care
- Relationship Based Practice
- Time Management for Social Workers
- Trauma Informed Practice (Adults)
- Unconscious Bias
- Understanding Dementia in Social Care Practice
- Writing in a Strengths-Based Way in a Deficit Funding System

Health, Safety and First Aid Courses

- Buccal Midazolam Administration
- Catheter Care
- Continence Awareness/Stoma Care
- Dysphagia
- Enteric Feeding
- Food Hygiene & Hydration
- Infection Control
- Knife Crime
- Ligature Training
- Lunchtime Learning – Health and Safety Law – recognising and controlling hazards
- Manual Handling
- Medication Administration
- Medicines Management
- Mindfulness – Bitesize
- Parkinson's Awareness
- Risk Assessment
- Stroke Awareness
- Suicide First Aid – Understanding Suicide Intervention (SFAUSI) (accredited)

Human Resources Courses

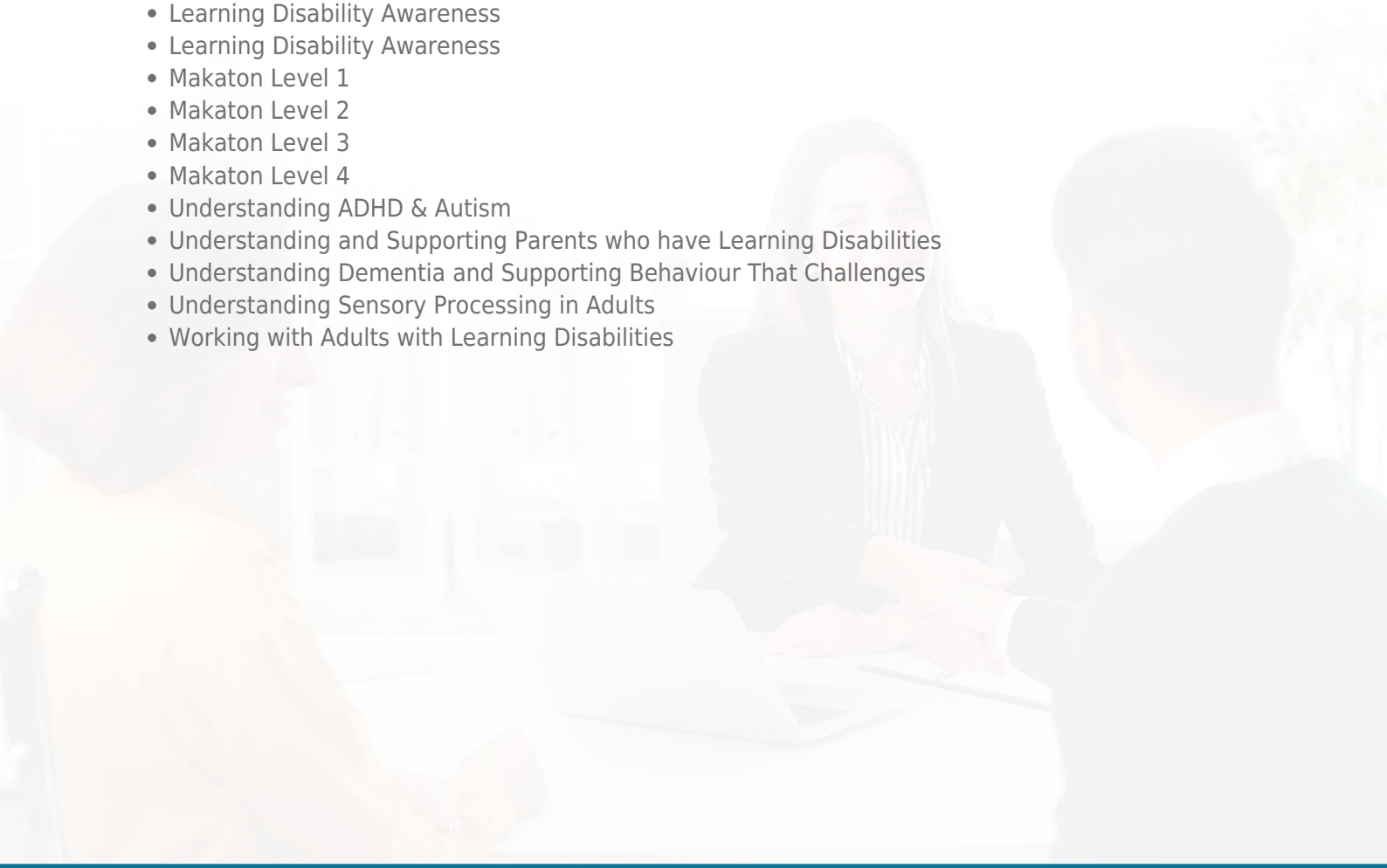
- Bias Training
- Embracing Change
- Managing Change
- Managing Conflict
- Mediation Skills for Business Support Staff
- Sexual Harassment in the Workplace Awareness for Managers

IT Training Courses

- AI for Social Workers in Adult Social Care: Safe, Ethical and Effective Use in Practice

Learning Difficulty / Disability Courses

- Oliver McGowan Tier 2 Training on Learning Disability and Autism
- Oliver McGowan Tier 1 Webinar – Learning Disability and Autism
- Acquired Brain Injury
- Assessing, Care Planning & Safeguarding Autistic Adults & Children
- Autism and Learning Disability Awareness
- Autism Awareness
- Autism for AMHP's
- Autism in Practice
- Autism in Practice – Assessing, Care Planning and Safeguarding with Autistic Adults
- Autism Intermediate
- Communicating Effectively with People with Learning Difficulty
- Communication Strategies for People with Learning Disabilities
- D/deaf Awareness and a brief introduction to British Sign Language
- Dementia & People with Learning Difficulties
- Down Syndrome Awareness
- Introduction to Sexuality & Learning Difficulties
- Learning Difficulty & Challenging Behaviour
- Learning Difficulty Awareness
- Learning Disability & Complex Needs
- Learning Disability Awareness
- Learning Disability Awareness
- Makaton Level 1
- Makaton Level 2
- Makaton Level 3
- Makaton Level 4
- Understanding ADHD & Autism
- Understanding and Supporting Parents who have Learning Disabilities
- Understanding Dementia and Supporting Behaviour That Challenges
- Understanding Sensory Processing in Adults
- Working with Adults with Learning Disabilities



Legal Courses

- Age Assessments
- Achieving Best Evidence (ABE)
- Achieving Best Evidence Refresher
- Adult Sexual Exploitation & Adult Criminal Exploitation
- Advanced Legal Literacy
- Advanced Statement Writing & Court Skills
- Analytical Writing Skills
- Appropriate Adult and PACE 1984
- Best Interests Assessor (Refresher)
- Best Interests Assessors Legal Update
- COPDOL (Court of Protection for a Deprivation of Liberty)
- COPDoL Application
- Coroners Court
- Court Familiarization and Evidence Giving (Court Skills)
- Court of Protection
- Court Skills for Adult Social Workers
- How to Undertake a Human Rights Assessment
- Human Rights
- Human Rights Assessments in Adult Social Care
- Investigative Interviewing
- Lasting Power of Attorney
- Making Safeguarding Personal
- Mental Capacity Act (MCA) & Deprivation of Liberty Safeguards (DoLS)
- Mental Capacity Act MCA & Deprivation of Liberty Safeguards (DoLS) Awareness
- Mental Health Act
- Preparing for the LPS (Liberty Protection Safeguards)
- Sexual Harassment in the Workplace Awareness for Managers
- The Mental Capacity Act – Chairing Best Interest Meetings
- Writing Reports for Court

Management & Leadership Courses

- Adaptive Leadership
- Bias Training
- Building Community Cohesion into Practice: strategies for frontline professionals
- Compassionate Leadership
- Complex Case Management
- Conflict Management
- De-escalation – A Proactive Approach to Conflict
- Embracing Change
- Emotional Intelligence for Managers
- Managing Change
- Managing Conflict
- Managing for the First Time
- Mediation Skills for Business Support Staff
- Motivational Interviewing for Managers
- Multi Skilling the Team
- Multi-Generational Teams
- Sexual Harassment in the Workplace Awareness for Managers
- Stress & Resilience for Managers
- Supervision for Social Workers
- Team Building



Mental Health Courses

- ADHD (Attention Deficit Hyperactivity Disorder)
- Autism – Intermediate Level
- Bereavement & Loss
- Bouncing Back! How to be Resilient in the Workplace
- Dealing with Distressed People
- Dementia – Challenging Behaviour and Communication
- Dementia – Meaningful Activities
- Dementia & People with Learning Difficulties
- Dementia Advanced
- Dementia Champions
- Depression Awareness
- Depression in Older People
- Depression, Anxiety and Personality Disorder
- Embracing Change
- Ligature Training
- Mental Health Act
- Mental Health Awareness
- Mental Health First Aid Refresher
- Mindfulness
- Mindfulness – Bitesize
- Motivational Interviewing and Solution Focused Interventions
- OCD & Hoarding
- Schizophrenia Awareness
- Section 117 Awareness
- Suicide & Self Harm
- Suicide First Aid – Understanding Suicide Intervention (SFAUSI) (accredited)
- The Mindful Manager in Times of Crisis
- Trauma Informed Practice Awareness
- Understanding Dementia and Supporting Behaviour That Challenges

Personal Development Courses

- Bias Training
- Breaking Bad News
- Conflict Management
- Culturally Competent Practice
- Customer Care
- Customer Care on the Telephone
- De-escalation – A Proactive Approach to Conflict
- De-Escalation – A Proactive Approach to Conflict 2-day Course
- Dealing with Difficult Conversations
- Dealing with Difficult Customers and Situations
- Effective Communication for Social Workers
- Embracing Change
- Enhancing skills in Caseload Management
- Enhancing the Development of Newly Qualified Social Workers
- Equality & Diversity
- Holding Difficult Conversations
- Managing Change
- Managing Conflict
- Managing Verbal Conflict
- Mediation Skills for Business Support Staff
- Mindfulness – Bitesize
- Motivational Interviewing Refresher
- Neurodiversity
- Practicing with Professional Authority
- Practising with Confidence & Assertiveness
- Practising with Professional Authority: Confidence & Assertiveness
- Pre Retirement
- Professional Boundaries
- Professional Boundaries in Adult Social Care
- Recording Meeting Outputs
- The Mindful Manager in Times of Crisis
- Time Management
- Working in a Changing Environment
- Working with Distressed & Difficult Clients

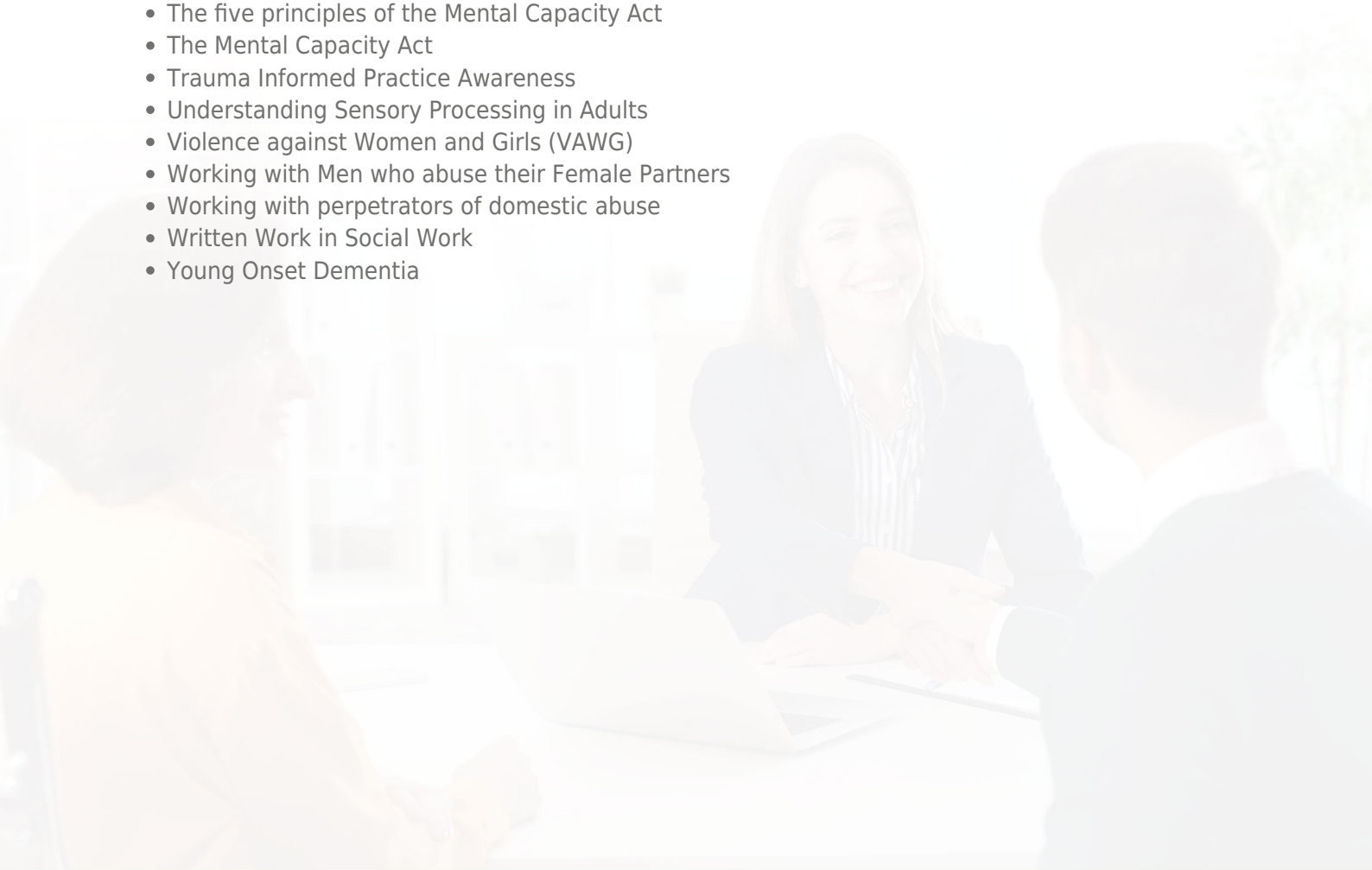
Resilience, Wellbeing & Stress Courses

- Bouncing Back! How to be Resilient in the Workplace
- Compassion fatigue, Moral Injury and Supporting Resilience
- Depression Awareness
- Emotional Intelligence for Managers
- Managing Pressure & Maintaining Resilience at Work
- Mindfulness
- Mindfulness – Bitesize
- Stress & Resilience for Managers
- Stress and Resilience
- The Mindful Manager in Times of Crisis
- The Role of Emotional Wellbeing for Practitioners

Safeguarding Courses

- Age Assessments
- Oliver McGowan Tier 1 Webinar – Learning Disability and Autism
- Achieving Best Evidence (ABE)
- Achieving Best Evidence Refresher
- Adult Sexual Exploitation & Adult Criminal Exploitation
- Best Interests Decision Making
- Chairing Adult Multi Agency Safeguarding Meetings
- Child to Parent Violence
- Cultural religious beliefs within adult safeguarding – Learning Disability, Sexuality, Mental Capacity & Faith
- Deprivation of Liberty Awareness
- Digital Capabilities Training
- Domestic Abuse
- Domestic Abuse including Coercion and Control
- Domestic Abuse, Stalking and Honour-Based Violence Risk Identification (DASH) Checklist
- Enhancing skills in Caseload Management
- Exploitation of Vulnerable Adults: Interventions and Motivations
- Forced Marriage (Adults)
- Honour Based Violence
- How to complete an assessment & understanding and completing the eligibility criteria
- Human Trafficking and Modern Day Slavery
- Inter-agency Communication
- Introduction to Mental Capacity Act
- Knife Crime
- Ligature Training
- LPS – Assessment, Determination and Consultation
- LPS – Independent Mental Capacity Advocacy (IMCA)
- LPS – Pre-authorisation
- LPS Authorisation
- Making Safeguarding Personal
- Mental Capacity Act (MCA) Assessing Capacity & Best Interests
- Mental Capacity Assessments
- Modern Slavery & Human Trafficking
- OCD & Hoarding
- Physical Disengagement Training
- Preparing for the LPS (Liberty Protection Safeguards)
- Professional Boundaries in Adult Social Care
- Professional Curiosity
- Radicalisation & Extremism Awareness
- Reablement for People living with Dementia
- Report Writing and Record Keeping
- Report Writing for Adult Safeguarding
- Risk Assessment Awareness for Social Care Staff

- Safeguarding Adults – Awareness
- Safeguarding Adults – Chairing Meetings
- Safeguarding Adults – Investigation
- Safeguarding Adults – Safer Recruitment
- Safeguarding Adults – Self-Neglect, OCD & Hoarding
- Safeguarding Adults – Identifying and Responding to Home Takeover (formerly Cuckooing)
- Safeguarding Adults and Discriminatory Abuse
- Safeguarding Adults Enquiry Officers
- Safeguarding Adults for Provider Services Managers
- Safeguarding Adults for the Frontline Workforce
- Safeguarding Adults Level 3
- Safeguarding Adults Manager (SAMs) Training (inc chairing meetings)
- Safeguarding Adults Minute Taking
- Safeguarding Adults: Financial & Material Abuse
- Safeguarding and Cultural Sensitivity
- Safeguarding and Homelessness
- Safeguarding for Managers Level 3
- Safeguarding Mental Capacity and Consent
- Safeguarding Minute Taking
- Section 42 – Safeguarding Adults Enquiries
- Section 42 – The Care Act
- Self Neglect & The Mental Capacity Act 2005
- Social Work and Social Media
- The five principles of the Mental Capacity Act
- The Mental Capacity Act
- Trauma Informed Practice Awareness
- Understanding Sensory Processing in Adults
- Violence against Women and Girls (VAWG)
- Working with Men who abuse their Female Partners
- Working with perpetrators of domestic abuse
- Written Work in Social Work
- Young Onset Dementia



Substance Misuse Courses

- Alcohol & Older People
- Drug & Alcohol Awareness
- Introduction to New Psychoactive Substances (NPS) & Substance Misuse
- Motivational Interviewing and Solution Focused Interventions
- Older People and Substance Misuse
- Substance Misuse
- Working with Alcohol & Substance misusing Parents

Supervision Courses

- Reflective Supervision
- Using Supervision Effectively: a one day course for Supervisees
- Authority & Supervision; Difficult and Challenging Conversations – developing frameworks for thinking and action
- Recording Reflective Supervision
- Supervising and assessing the ASYE year

A-Z Course Index for Adult Social Care Courses

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