

Target Audience

Care and Support staff in a variety of settings, and Housing and Housing Support Teams who are providing direct care and support. Services are changing and people using those services require different support which is based on both using a Strength-Based and a Person-Centred approach.

To support people to stay at home, whether this is in their own home in the community or in a supported living environment or care home, care and support staff are now essential in helping to reduce the need for people to be admitted into hospital, especially where effective care can be given at home.

This course has been designed to give staff the skills and to support their confidence in knowing how to recognise and respond to Service User Deterioration.

This course is delivered using a range of methods and resources including:

- ◆ Face to Face tutor facilitation, questionnaires, videos and scenarios for breakout groups, questioning and participation and an end of session assessment.

This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:

- ◆ NICE Guidelines - Improving the detection and response to patient deterioration
- ◆ The Care Act 2014

Course Content

- ◆ Observations required to be monitored consistently to improve outcomes for the people we support
- ◆ Recognising the signs and symptoms of deterioration including physical changes, mental state and delirium
- ◆ Utilising formal systematic approaches to assessment
- ◆ Benefits of early recognition and treatment and employee confidence
- ◆ Providing a consistent hand over approach that improves communication between care staff, health professionals and external organisations to facilitate better outcomes for people being supported
- ◆ Introduction to the uses of assessment tools such as SBAR; Stop and Watch and Restore 2 Mini

Learning Outcomes

After attending this course, learners will be able to:

- ◆ List the observations required to be monitored consistently to improve outcomes for the people we support
- ◆ Describe the signs and symptoms of deterioration including physical changes, mental state and delirium
- ◆ Give an example of how to utilise formal systematic approaches to assessment
- ◆ List the benefits of early recognition and treatment and employee confidence
- ◆ Give an overview of how to provide a consistent hand over approach that will improve communication between care staff, health professionals and external organisations to facilitate better outcomes for people being supported
- ◆ State what assessment tools are available