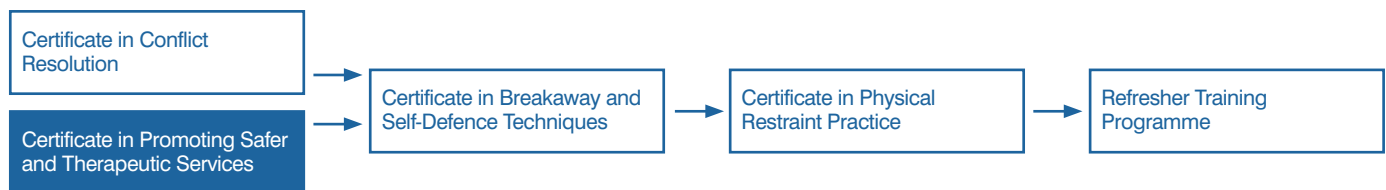




“Working in the NHS, I need to be able to respond to conflict within the NHS national syllabus guidelines.”

Certificate in Promoting Safer and Therapeutic services (training program for mental health/learning disability services) (2 days).

Training Progression:



Overview: The Certificate in Promoting Safer and Therapeutic services (training program for mental health/learning disability services) is an introductory level programme for anyone working in this service sector who may find themselves in potential situations of conflict. This programme meets the NHS national syllabus.

The Course: The Certificate in Promoting Safer and Therapeutic services (training program for mental health/learning disability services) is specifically for those working in the mental health and learning disabilities services. Delegates will learn to recognise many aspects of conflict and to explore and understand different methods and techniques to effectively manage and resolve conflict situations.

The Certificate in Promoting Safer and Therapeutic services is a two day duration course and on completion all delegates receive a Certificate in Promoting Safer and Therapeutic services Certification by GoodSense Training.



Course objectives:

By the end of the course, delegates will be able to:

- > Describe the theoretical, pathological and environmental explanations for aggression in mental health and learning disability settings
- > Identify and demonstrate aspects of non-verbal de-escalation, verbal strategies and conflict resolution styles
- > Identify and reflect on the effect of functional and dysfunctional coping strategies on people's lives and behaviour and be able to relate this to mental health or learning disability settings
- > Consider prevention strategies, including an awareness of how issues relating to culture, race, disability, sexuality and gender can enhance this process
- > Demonstrate an understanding of the positive contributions
- > Describe individual and organisational responsibilities in relation to legal, ethical and moral frame works regarding the use of force
- > Demonstrate an understanding of the application of risk management interventions and the requirements for the effective assessment of dangerousness with reference to prevention planning
- > Demonstrate an understanding of restraint-related risks, with a view to incorporating risk reduction strategies into practice
- > Demonstrates commitment to services user involvement in the development, implementation and evaluation of training

Further information:

This Certificate can be customised to match your requirements. To find out more about our courses or to discuss a bespoke course please call us on **0113 258 0035** or email **info@good-sense.co.uk**

This course meets the key principles as laid out by the NHS Security Management Service, in that it:

- > promotes an explicit values base that is compatible with the ethos of a caring service and relevant professional ethics
- > demonstrates a focus on issues of diversity compatible with the principles of an anti-oppressive practice
- > integrates Primary, Secondary and Tertiary prevention strategies and doesn't just teach crisis management skills
- > identifies the dimensions and practice of staff support before and after incidents of violence
- > identifies the dimensions and practice of service user support before and after incidents of violence

Suitability:

Those employees considered being at risk of physical or verbal aggression whilst at work.