

Connected Care

Learning Disability training course guide



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Why choose Tunstall training?

Tunstall's training courses have been designed to help you acquire relevant skills and knowledge quickly and professionally. On return to the workplace you will be able to apply these new skills and techniques to your role straight away, enabling your organisation to benefit from your knowledge with immediate effect.

Professional trainers

Training is delivered by a team of professional trainers who are all accredited following successful completion of Tunstall's robust trainer training and assessment programme. All trainers have a structured on-going programme of development, including the award winning Training Accreditation Programme (TAP), widely used by the NHS and CIPD. The quality of the training is continuously monitored, to ensure it meets our very high standards. The training team is an experienced group of training professionals. All members of the team have a wide range of skills and all are accredited Telehealth Trainers for Tunstall Healthcare (UK) Ltd.

Assessment and evaluation

All Tunstall courses are assessed at the end of the training, to ensure there has been an effective transfer of learning, and a certificate is issued upon successful assessment. Evaluation is a key part of all training. The Tunstall training team uses best practice Kirkpatrick methodology to ensure robust evaluation. These anonymised results are then analysed and returned to the customer. Delegates are also encouraged to contact Tunstall trainers and Tunstall's Help Desk to provide ongoing support.

Our aim

Common to all our training and development is our emphasis on practical learning, interactivity, enjoyment and quality.

Benefits of training

People are the greatest asset of any organisation and, like any other asset they need investment and maintenance. Tunstall training can support you in making the most of your resources to provide efficient and effective services; from training new staff to running refresher courses.

Tunstall Training can support you by:

- Increasing and/or maintaining your staff's level of understanding about products and services
- Measuring and unifying standards, and reinforcing organisational aims
- Helping staff to appreciate their professional role, increasing motivation
- Reassuring staff of the support available to them and identifying those requiring further support
- Providing an opportunity for feedback
- Providing an addition to professional training records

For further details of any training requirements, please contact:

Sue O'Connor

Tunstall Consultancy and Training Services

e: trainingGrp@tunstall.com

t: 01977 661234

Tunstall Consultancy and Training Service

Our Tunstall Consultancy and Training team are able to provide one to one support to guide you through building the appropriate telehealthcare training package with emphasis on staff roles and meeting your own service objectives. Tailor made training courses mean that staff are trained in exactly the process and system elements they require and valuable time is not wasted.

Cost of training	£525 per full day
Cost of training	£270 per half day
Cost of webinar	£95 per hour
Bespoke course planning	£270 per half day

This includes personalisation of the course to suit your exact needs and requirements. Usually at least ½ day planning and a further one day to develop your personalised course.

Cancellation policy

Please note that although we understand you may come across unforeseen circumstances that lead to the need to cancel your training, Tunstall group now has the following cancellation policy in place:

18-28 days' notice	25% of the total cost
8-14 days' notice	50% of the total cost
0-7 days' notice	100% of the total cost

All cancellations should be made in writing to trainingGrp@tunstall.com

Consultancy | Co assessments of Connected Care

Tunstall can provide support, guidance and advice (consultancy) to ensure connected care solutions are deployed in the most effective, efficient ways to create the best outcomes for the people you support and your organisation.

We can make telecare recommendations only where appropriate and highlight where telecare can have an effective impact on care packages and carers. Effective telecare' is referred to as telecare that can reduce a care package, avoid an increase to the care package or avoid residential care.

If telecare is non effective, i.e. is not going to achieve the desired outcomes then we can help to identify this.

How can we do this?

We can provide this service to you using various methods to suit your requirements.

You will determine how and when this support is received by completing, with us, a planned time schedule for when we come to your teams.

What can we do?

- Recommendations session – this is an informal session where we can look at individuals that are currently being supported, and focus on if or where the support might be reduced through effective telecare
- Face to face co assessments with workers
- Post assessment desk top reviews
- Post assessment face to face with workers

Duration Customer specific

Cost of consultancy £525 per day

Connected Care | Awareness of enabling technologies

Explorer level

Who should attend?

This course is suitable for social workers, care staff, occupational therapists, liaison officers, installers, housing support staff, care agency providers, monitoring centre staff and anyone who requires knowledge of the different solutions available. This is an awareness and is not suitable for those that will be responsible for assessing for or installing connected care solutions.

Aim

To develop an understanding of individual risks and how Connected Care (telecare equipment) can help to manage the risks and promote independence, choice and control.

Objectives

At the end of the training, with reference to the training materials, delegates will be able to:

- State the rationale and benefits of using Connected Care
- Identify risks where Connected Care solutions can be applied
- Correctly explain key features and benefits of Connected Care products
- Have an understanding of the assessment and referral process

Duration 2.5 hours

Cost of training £270 half day

Connected Care | Assessor for enabling technologies

Practitioner level

Who should attend?

This course is suitable for social workers, care staff, occupational therapists, liaison officers, installers, housing support staff, care agency providers, monitoring centre staff and anyone who is involved in the assessment and referral of connected care solutions. This course covers the local referral process from start to finish as well as the full range of connected care solutions to ensure that the delegate leaves the course fully capable of assessing and referring for the service.

Aim

To develop an understanding of individual risks and how Connected Care (telecare equipment) can help to manage the risks and promote independence, choice and control.

Objectives

At the end of the training, with reference to the training materials, delegates will be able to:

- State the rationale and benefits of using Connected Care
- Identify risks where connected care solutions can be applied
- Correctly explain key features and benefits of Connected Care products
- Fully understand the assessment and referral process and be able to accurately complete a referral form

Duration ½ day

Cost of training £270 half day

Connected Care | Champion of enabling technologies

Pioneer level

Who should attend?

This course is suitable for social workers, care staff, occupational therapists, liaison officers, installers, housing support staff, care agency providers, monitoring centre staff and anyone who wants to be an advocate for their local telecare service and / or team. This course covers the same content as the assessor course above but incorporates additional information to ensure that the delegate is capable to assess and refer into the service, as well as offer a supportive role to their colleagues through their enhanced knowledge and understanding of connected care solutions.

Aim

To develop an understanding of individual risks and how Connected Care (telecare equipment) can help to manage the risks and promote independence, choice and control.

Objectives

At the end of the training, with reference to the training materials, delegates will be able to:

- State the rationale and benefits of using Connected Care
- Identify risks where connected care solutions can be applied
- Correctly explain key features and benefits of Connected Care products
- Fully understand the assessment and referral process and be able to accurately complete a referral form
- Understand your role as a Champion
- Using the given materials, accurately review the scenario and make recommendations to your colleague
- Support your colleagues to ensure that the referral process is followed correctly
- Suggest solutions to overcome potential barriers

Duration 1 day

Cost of training £525 full day

Programming and installation training | Basic module

Who should attend?

This course is suitable for all health, housing and social care staff that require a basic understanding of how to program and install standard Telecare peripherals using the simple programming methods.

Aim

To develop a basic working knowledge of the Lifeline Vi/Vi+ features and programming methods and have an understanding of the basic telecare peripherals that are available.

Objectives

At the end of the training, with reference to the training materials, delegates will be able to:

- Understand the basic features, programming and installation of the Lifeline Vi/Vi+
- Be able to identify the different programming methods and which features can be programmed using these various methods
- Recognise the basic telecare peripherals, their main features and benefits and be able to correctly install and program these sensors

Duration	1 day
No. of delegates	12 maximum
Cost of training	£650

Programming and installation training | Intermediate module

Who should attend?

This course is suitable for all health housing and social care staff that require more in-depth training on the more complex telecare peripheral set up and programming methods.

Aim

To develop a working knowledge of some of the more complex telecare peripherals and Lifeline Vi/Vi+ features and how to programme these using the Telecare Interface Module (TIM) method of programming.

Objectives

At the end of the training, with reference to the training materials, delegates will be able to:

- Understand the more complex peripherals and what methods can be used to program
- Identify, use and program the pager solutions that are available and have an understanding of when these are an appropriate alternative to using the Lifeline Vi/Vi+
- Apply this knowledge gained and ensure to keep up to date with any changes

Duration	1 day
No. of delegates	12 maximum
Cost of training	£650

Programming and installation training | Advanced module

Who should attend?

All those that will be required to carry out complex programming and installation using the PC Connect software.

Aim

To develop a working knowledge of PC Connect software to enable the user to access and program the more advanced features of the Lifeline Vi+.

Objectives

At the end of the training, with reference to the training materials, delegates will be able to:

- Understand the PC Connect Software and its function
- Understand the role of PC connect software in accessing the advanced features of the Lifeline Vi+
- Program the Lifeline Vi+ using the PC Connect software

Requirements

Access to PC or Laptop with PC Connect software downloaded onto the device before the training and USB Tapit (at least one between 3 delegates).

Duration:	1 day
No. of delegates:	12 maximum
Cost of training:	£650

The above are guidelines on the individual modules; customer requirements will be taken in to consideration and then a bespoke programme of training can be created using a combination of the above three modules.

Programming and installation training | CareAssist

Who should attend?

Social workers, care staff, occupational therapists, liaison officers, support workers, installers, and anyone who may be involved with the care assist as part of their role.

Aim

To develop an understanding of the key features and benefits of the care assist and how to use it in your role.

Objectives

At the end of the training, with reference to the training materials, delegates will be able to:

- Understand the rationale and benefits of using the CareAssist
- Accurately identify the main features and functionality of the CareAssist
- Understand how to view and acknowledge alarm calls
- Understand how to access the alarm history record both on the PC and locally
- Set up service users, program sensors and assign locations
- Relate the relevant features to end user

Duration	½ day
No. of delegates	12 maximum
Cost of training	£270

Programming and installation training | Nursecall

Who should attend?

Social workers, care staff, occupational therapists, liaison officers, support workers, installers, and anyone who may be involved with the Nursecall as part of their role.

Aim

To develop an understanding of the key features and benefits of the Nursecall system.

Objectives

At the end of the training, with reference to the training materials, delegates will be able to:

- Understand the rationale and benefits of using the Nursecall system
- Accurately identify the main features and functionality of the Nursecall system
- Understand how to view and acknowledge alarm calls
- Understand how to access the alarm history both on the PC and locally
- Set up service users, program sensors and assign locations
- Relate the relevant features to end user

Duration	½ day
No. of delegates	12 maximum
Cost of training	£270

Canary Care Training

Awareness

Who should attend?

This course can be delivered as a separate session to the full range of Connected Care. Anyone who requires an awareness of the Canary Care system.

Aim

To develop your knowledge and understanding of the Canary Care system.

Objectives

At the end of the training, with reference to the training materials, delegates will be able to:

- State the rationale and benefits of using Canary Care
- Be able to talk through the features of the Canary Care system

Duration 1.5 hours

Cost of training £270 half day

Operational Training

Who should attend?

This course can be delivered as a separate session to the full range of Connected Care. Anyone who is responsible for assessing, deploying and supporting the Canary Care system.

Aim

To develop your knowledge and understanding of the Canary Care system

Objectives

At the end of the training, with reference to the training materials, delegates will be able to:

- State the rationale and benefits of using Canary Care
- Be able to accurately state how Canary Care works
- Be able to install the Canary Care system
- Navigate around My Canary monitoring dashboard relevant to your role

Duration ½ day

Cost of training £270 half day

Technologies to support with travel training

Who should attend?

Providers, carers, family member, anyone that is responsible for supporting those that may be vulnerable when out in the community.

Aim

To develop an understanding of individual risks and how technology can promote independence, choice and control

Objectives

By the end of this training, with reference to the training materials, delegates will be able to

- State the rationale and benefits of using GPS solutions
- Identify risks where the GPS solutions can be applied
- Correctly explain key features and benefits of the GPS solutions

Duration ½ day / full day

Cost of training £270 half day / £525 full day

Webinars

These courses are delivered remotely via a webinar and thus we recommend that the length of this does not exceed 1.5 hours as it's designed to be more of a taster.

Who should attend?

This course is delivered for teams of people who work remotely.

Aim

The Webinar is designed to communicate an overview of a service process, solution or subject matter of your choice

Objectives

These are defined once content has been decided.

There are two types of webinars that we can deliver:

- Connected Care - An overview of enabling technologies
- 'Your' Technology solutions - This is a bespoke course tailored to the exact requirements of your organisation

Duration:	1.5 hour
Bespoke course design:	£270
Cost of training:	£95 per hour
No. of delegates:	20 maximum

'Your' technology solutions

Who should attend?

This is dependent on what you include in the course and is based on your TNA and your training plan.

Aim and objectives

This is a bespoke course to suit the needs and requirements of your organisation and your people, hence aims and objectives are defined during the planning stage.

The course includes only the Connected Care solutions you use or want to use.

Your course will be designed by experienced training consultants, who will match up the skills you want to acquire with the content you wish to cover.

You decide how you want this delivered to you, having the choice between face to face learning or via a combination of face to face and webinars in order to increase efficiency of your people's time out on training courses.

The process to develop this bespoke course also includes specifically designed documentation and training materials for you.

Duration Subject to requirements - The length is subject to the content to be covered and the type of delivery

Cost of training £525 per full day

**Please complete the training needs analysis at the end of this document, we will then work together to complete the Training Plan.*

Training needs analysis

Introduction

Analysing what the training needs are is a vital prerequisite for any effective training programme. TNA enables organisations to channel resources into the areas where they will contribute the most to employee development, enhancing morale and organisational performance.

Effective TNA involves systematic planning, analysis and coordination across the organisation, to ensure that organisational priorities are taken into account, that duplication of effort is avoided and economies of scale are achieved. All potential trainees should be included in the process, rather than rely on the subjective evaluation of managers.

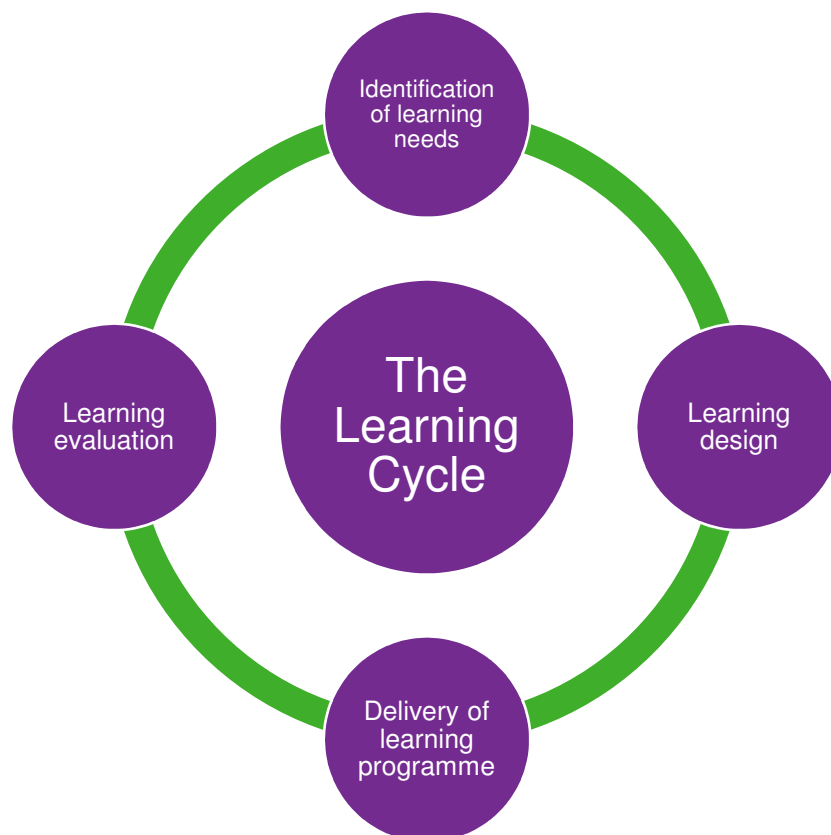
Definition

A training need is a shortage of skills or abilities, which could be reduced or eliminated by means of training and development. Training needs hinder employees in the fulfilment of their job responsibilities or prevent an organisation from achieving its objectives. They may be caused by a lack of skills, knowledge or understanding, or arise from a change in the workplace.

Training needs analysis identifies training needs at employee, departmental or organisational level in order to help the organisation to perform effectively. The aim of training needs analysis is to ensure that training addresses existing problems, is tailored to organisational objectives, and is delivered in an effective and cost-efficient manner.

Training needs analysis involves:

- Identifying the type and level of training required and analysing how this can best be provided.





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