

Cambridgeshire and Peterborough Training Hub have compiled the below list of available training courses and programmes to create a Personalised Care Roles Training Matrix & Personal Development document.

Personalised Care Roles Training Matrix & Personal Development for Care Coordinators				
Area of competency	Requirement	Details/Links	Cost	Completion
NHS England Mandatory Training	Primary	Personalised Care Institute: <ol style="list-style-type: none"> 1. Core Skills 2. Shared decision making 3. Personalised Care & Support Planning https://www.personalisedcareinstitute.org.uk/	Free	Online 1 hour 30 mins 45 mins
HEE E-learning for healthcare	Primary	Mandatory and Statutory Training <ul style="list-style-type: none"> • Conflict Resolution – Level 1 • Data Security Awareness – Level 1 • Equality and Diversity and Human Rights – Level 1 • Fire Safety – Level 1 • Health, Safety and Welfare – Level 1 • Infection Prevention and Control – Level 1 • Moving and Handling – Level 1 • Preventing Radicalisation – Basic Prevent Awareness • Resuscitation – Level 1 • Safeguarding Children – Level 1 • Safeguarding Adults – Level 1 Statutory and Mandatory Training - elearning for healthcare (e-lfh.org.uk)	Free	Online 30 mins each topic
NHS England recommended training	Primary	Where a PCN employs or engages a Social Prescriber under the Additional Roles Reimbursement Scheme, the PCN must ensure that the SPLW completes; <ol style="list-style-type: none"> 1. Appropriate PCI accredited course/s 2. In considering which course would be most appropriate for their social prescribers, PCN managers are encouraged to consult the PCI website which provides details of accredited suppliers and courses available. See https://www.personalisedcareinstitute.org.uk/accredited-training/ 	£ Variable	Variable

Introduction to the Care Coordinator	Primary	1. NHSE Welcome Pack - care-coordinator-welcome-pack.pdf (england.nhs.uk)	Free	Reading
	Additional	2. Leaflet - CC-in-primary-care-2107 FULL.pdf (cptraininghub.nhs.uk)	Free	Reading
	Primary	3. Online learning community – Care Coordinators - FutureNHS Collaboration Platform	Free	Ongoing (webinars included)
	Primary	4. Introduction into Primary Care (CPTH Training Hub) Induction Programme for Staff New to Primary Care - Training Hub (cptraininghub.nhs.uk)	Free	Online (2 days) Attendance Cert
	Primary	5. Introduction into the Voluntary Sector (Care Network) Introduction to the Voluntary Sector for Personalised Care Roles - Training Hub (cptraininghub.nhs.uk)	Free	Online (4 days) Attendance Cert
	Primary	3. Introduction to the link worker role (NHSE e-learning for healthcare) – https://portal.e-lfh.org.uk/Component/Details/594933	Free	Online Completion Cert
	Additional	6. Leadership for Personalised Care: Masterclass https://www.youtube.com/channel/UC72lq_JcbdvsCB5D5K1DoQw	Free	Online (4.5 hours) Video Series
		7. Personalised Care Peer Leadership Foundation: Step 1 & 2 (Future Learn) https://www.futurelearn.com/courses/peer-leadership-foundation-step-1 https://www.futurelearn.com/courses/peer-leadership-foundation-step-2	£ Variable	Online (8 hours each)
Competencies to engage and connect with people	Primary	1. Introduction to the link worker role (NHSE e-learning for healthcare) – https://portal.e-lfh.org.uk/Component/Details/594933	Free	Online (20 mins) Completion Cert
	Primary	2. Shared Decision Making (Personalised Care Institute) https://www.personalisedcareinstitute.org.uk/your-learning-options/	Free	Online (30 mins)
	Additional	3. Communicating with empathy in end of life care https://www.e-lfh.org.uk/programmes/communicating-with-empathy/	Free	Online (2-3hours) Completion Cert
	Primary	4. Conflict Resolution Level 1 (NHSE e-learning for health) https://portal.e-lfh.org.uk/Component/Details/459128	Free	Online (40 mins) Completion Cert
	Primary	5. Remote Consultation e-learning (Personalised Care Institute) https://www.personalisedcareinstitute.org.uk/your-learning-options/	Free	Online (30 mins) Completion Cert
		6. Person Centered Approaches (NHSE e-learning for healthcare) https://www.e-lfh.org.uk/programmes/person-centred-approaches/	Free	Online (5 hours) Completion Cert

Competences to enable and support people	Primary	1. Developing Personalised Care and Support plans with people (NHSE e-learning for health) https://portal.e-lfh.org.uk/Component/Details/599835	Free	Online (20 mins) Completion Cert
	Primary	2. Supporting people with their mental health through social prescribing (NHSE e-learning for health) https://portal.e-lfh.org.uk/Component/Details/686508	Free	Online (45 mins) Completion Cert
	Primary	3. Personalised Care and Support Planning (PCSP) (Personalised Care Institute) https://www.personalisedcareinstitute.org.uk/your-learning-options/	Free	Online (45 mins) Completion Cert
	Primary	4. Personalised Care and Support Plans -Maternity (Personalised Care Institute) https://www.personalisedcareinstitute.org.uk/your-learning-options/	Free	Online (45 mins) Completion Cert
	Additional	5. Supporting Change Behaviour (RCN and Citizens Advice Bureau) https://www.rcn.org.uk/clinical-topics/supporting-behaviour-change http://asauk.org.uk/wp-content/uploads/2013/09/Partnerships-introduction-to-collaborative-working.pdf	Free	Reading
	Primary	6. Personal Health Budgets (Personalised Care Institute) https://www.personalisedcareinstitute.org.uk/your-learning-options/	Free	Online (2 hours) Completion Cert
	Primary	7. Keeping records and measuring impact (NHSE e-learning for healthcare) https://portal.e-lfh.org.uk/Component/Details/608408	Free	Online (25 mins) Completion Cert
	Primary	8. Safeguarding Vulnerable people (NHSE e-learning for healthcare) https://portal.e-lfh.org.uk/Component/Details/603643	Free	Online (25 mins) Completion Cert
	Primary	9. Safeguarding Adults Level 1 & 2 (NHSE e-learning for healthcare) https://www.e-lfh.org.uk/programmes/safeguarding-adults/	Free	Online (40 mins each) Completion Cert
	Primary	10. Safeguarding Children & Young people Levels 1 & 2 (NHSE e-learning for healthcare) https://www.e-lfh.org.uk/programmes/safeguarding-children/	Free	Online (30 + 35 mins) Completion Cert
	Primary	11. Preventing Radicalisation – Basic Prevent Awareness https://portal.e-lfh.org.uk/Component/Details/544242	Free	Online (35 mins) Completion Cert
		12. Universal Personalised Care: Making Personalised Care Happen Easy Read https://www.england.nhs.uk/publication/universal-personalised-care-implementing-the-comprehensive-model-easy-read/	Free	Reading
		13. Make Every Contact Count (MECC) https://www.makeeverycontactcount.co.uk/	Free	Reading

Community Development	Primary	1. Introducing people to community groups and VCSE organisations (NHSE e-learning for healthcare) https://portal.e-lfh.org.uk/Component/Details/603640	Free	Online (20 ins) Completion Cert
	Additional	2. Collaboration and partnership working https://www.local.gov.uk/sites/default/files/documents/partnering-and-multi-agen-ee0.pdf	Free	Reading
	Additional	3. Asset based community development https://www.nurtureddevelopment.org/asset-based-community-development/	Free	Reading
	Additional	4. Developing Partnerships (NHSE e-learning for healthcare) https://portal.e-lfh.org.uk/Component/Details/603637	Free	Online (25 mins) Completion Cert
Health Coaching training accredited with the PCI	Primary	Dedicated health coaching training accredited with the PCI. They follow similar themes of developing staff who are capable and confident to tailor coaching to people's self-management capability. The 2 day course is aimed at Care Coordinators For more information on the courses please click here	£ Variable	Online (2 day) Certificate on Completion

FutureNHS COLLABORATION PLATFORM & NHSE WEBINARS

Online Learning Community – Peer Support, Forums, Resources
& National Webinar Series

NHSE invite SPLWs to a themed, live webinar every fortnight, and upload the recording and the slides with links to the resources discussed during the session.
Sign up or login to the FutureNHS Collaboration platform via this link: <https://future.nhs.uk/system/home>

COMMUNICATION AND PERSONABLE SKILLS OF THE LINK WORKER

Effective Communication	Secondary	http://www.social-care.tv/courses/course-details/3	£1.49 plus VAT	Completion Certificate (50 mins)
Health Literacy	Secondary	https://www.e-lfh.org.uk/programmes/healthliteracy/	Free	Completion Certificate
Communicating with Empathy	Secondary	https://www.e-lfh.org.uk/programmes/communicating-with-empathy/	Free	Completion Certificate
Dignity and Respect	Secondary	https://www.dignityincare.org.uk/Resources/Training_resources/	Free	Reading
Presentation Skills	Secondary	https://www.mindtools.com/pages/article/newCS_96.htm	Free	Reading (3 mins)
Listening Skills	Secondary	https://www.mindtools.com/CommSkill/ActiveListening.htm	Free	Reading (5 mins)
Conflict resolution	Secondary	https://www.mindtools.com/pages/article/newLDR_81.htm	Free	Reading (9 mins)
Challenging Behaviour	Additional	http://www.social-care.tv/courses/course-details/2	£1.49 plus VAT	Completion Certificate (45 mins)
Self-Management	Primary	<ol style="list-style-type: none"> https://www.health.org.uk/sites/default/files/RtVSupportingSelfManagement.pdf https://reader.health.org.uk/practical-guide-to-self-management-support/introduction 	Free	Reading
Behaviour change	Primary	<ol style="list-style-type: none"> https://www.nice.org.uk/guidance/ph6/chapter/1-Public-health-need-and-practice https://www.eufic.org/en/healthy-living/article/motivating-behaviour-change 	Free	Reading

Conversations with Vulnerable People	Secondary	https://www.samaritans.org/how-we-can-help/workplace/workplace-staff-training/course-conversations-vulnerable-people/	Enquire	Completion Certificate
Supporting vulnerable people over the phone	Additional	https://www.bbbc.org.uk/news-and-resources-social-prescribing-training-supporting-vulnerable-people-over-the-phone/	Free	Pre recorded training session
Person Centered Coaching	Primary	https://www.open.edu/openlearn/ocw/mod/oucontent/view.php?id=74755&section=2	Free	Completion Certificate
GROW coaching model	Additional	Useful, quick video on the GROW model in coaching The GROW Model - Bing video	Free	Video
Workload Management	Additional	https://career-advice.jobs.ac.uk/career-development/tips-for-time-management-and-balancing-a-busy-workload/	Free	Reading
Mental Health in the workplace	Additional	<ol style="list-style-type: none"> 1. ACAS resources 2. https://mhfaengland.org/mhfa-centre/webinars/ 	Free	Reading
Lone Working	Additional	https://www.hse.gov.uk/pubns/indg73.pdf	Free	Reading
IT Tools & Data Protection				
Handling data and information	Primary	https://www.e-lfh.org.uk/programmes/data-security-awareness/	Free	Completion Certificate
JOY App	Primary	Cambridgeshire and Peterborough ICB https://cptraininghub.nhs.uk/event/joy-app-update/	Free	Online
Clinical Systems	Primary	EMIS Support: https://cptraininghub.nhs.uk/resource/emis-training-resource/ Clinical Systems training: https://cptraininghub.nhs.uk/resource/clinical-systems-training-systmone-and-emis/	Free	Online
Ardens	Secondary	Ardens Training Resources - Training Hub (cptraininghub.nhs.uk)	Free	Online

CPTH invite CCs to sign up to the newsletter and register on the website to receive information on training, updates, support and funding opportunities

Sign up [Join our mailing list - Training Hub \(cptraininghub.nhs.uk\)](https://cptraininghub.nhs.uk)



Find more training here:

[Events – Training Hub \(cptraininghub.nhs.uk\)](https://cptraininghub.nhs.uk)

MANAGEMENT SKILLS				
		Personalised Plan Wellbeing Template (<i>National Academy for Social Prescribing</i>): http://www.socialprescribingacademy.org.uk/helpful-new-covid-19-resource-personalised-wellbeing-plan-template/	Free	Reading / Resource
Volunteering training (Managing a Group of Volunteers)	Secondary	https://knowhow.ncvo.org.uk/your-team/volunteers/keeping/supporting-volunteers	Free	Reading
Community Development (building groups)	Secondary	https://www.gov.uk/government/publications/community-development-handbook/community-development-handbook	Free	Reading
Grants & Funding Applications	Secondary	https://mycommunity.org.uk/funding-options/raising-finance-options/grants/	Free	Reading
Support & Supervision	Primary	https://nhs473655559.files.wordpress.com/2020/07/splw-support-matrix-incl-supervision-07.20.pdf	Free	Reading / Resource
Coaching others how to coach	Secondary	https://www.open.edu/openlearn/health-sports-psychology/coaching-others-coach/content-section-overview?active-tab=content-tab	Free	Completion Confirmation
Collaborative working in a remote team	Additional	https://www.futurelearn.com/courses/collaborative-working-in-a-remote-team	Free	Completion certificate

LOOKING AFTER YOURSELF				
<i>Often in receiving support ourselves, we learn the importance of the services we are linking people into, and techniques for supporting our clients – some of these options are not strictly training, but will be fertile ground for learning.</i>				
Free coaching support for SPLW	To sign up: https://people.nhs.uk/lookingafteryoutoo/		Free	Service
Resilience chats	https://www.wisdomandwellbeing.co.uk/the-listening-space		Free	Service
NHS staff support line	From 7:00am – 11:00pm, seven days a week, operated by Samaritans: Call 0800 089622		Free	Service

NHS staff bereavement support line	From 8:00am – 8:00pm, seven days a week, operated by Hospice UK: Call 0300 3034434	Free	Service
NHS staff counselling support	A free service developed and funded by the Association of Christian Counsellors, who are offering up to 10 online or telephone counselling sessions to people working within the NHS who are directly impacted by COVID-19 https://www.acc-uk.org/news/hidden-holding-pages/covid-19-crisis-counselling-support-service.html The confidential service is open to people of all beliefs and none, and you can ask to be matched on ethnicity.	Free	Service
Techniques for stress reduction	NHS England » Finding calm amongst the chaos	Free	Videos

Knowledge and Awareness of Health (For clinical advice, please contact GP or for more information around additional help & support contact your local voluntary organisation), Also search a range of conditions here: <https://healthandcarevideos.uk/>

Covid-19	Secondary	Psychological first aid for Covid-19: https://www.futurelearn.com/courses/psychological-first-aid-covid-19/1	Free	Completion Certificate
	Secondary	https://www.e-lfh.org.uk/programmes/covid-19-recovery-and-rehabilitation/	Free	Completion Certificate
Dementia	Secondary	https://www.dementiafriends.org.uk/WEBArticle?page=what-is-dementia#.Xk076ElvI2w	Free	Reading
	Additional	https://www.dementiafriends.org.uk/WEBArticle?page=join-options	Free	Video / Face to face
Cancer	Secondary	https://www.cancerresearchuk.org/health-professional/awareness-and-prevention/talk-cancer-cancer-awareness-training-programme/how-to-participate	Free (with some conditions)	Completion Confirmation
End of Life	Secondary	https://www.mariecurie.org.uk/help/support/diagnosed/recent-diagnosis/palliative-care-end-of-life-care	Free	Reading
Learning Disabilities Awareness	Secondary	https://www.skillsplatform.org/courses/2753-learning-disabilities-awareness?_ga=2.72112474.859182633.1582120390-1683584990.1582120390	£12	Completion Certificate

Mental Health	Secondary	List of Mental Health Training on E-learning: https://future.nhs.uk/socialprescribing/view?objectId=82287141	Free	Completion Certificate
	Secondary	1. Mental Health First Aid https://cptraininghub.nhs.uk/ 2. MHFA England - https://mhfaengland.org/	Free via Training Hub	Completion Certificate
	Secondary	5 steps to mental wellbeing: https://www.nhs.uk/mental-health/self-help/guides-tools-and-activities/five-steps-to-mental-wellbeing/	Free	Reading
Suicide Awareness	Additional	https://www.e-lfh.org.uk/programmes/suicide-prevention/	Free	Completion Certificate
	Additional	https://www.zerosuicidealliance.com/training	Free	Completion Confirmation
Personality Disorders	Additional	http://www.social-care.tv/courses/course-details/1016	£1.49	Reading
Self-Harm	Additional	http://www.social-care.tv/courses/course-details/1002	£1.49	Reading
Eating Disorder	Additional	http://www.social-care.tv/courses/course-details/1020	£1.49	Reading
Addiction				
Alcoholism	Secondary	https://www.nhs.uk/live-well/alcohol-support/	Free	Reading
Substance Misuse	Secondary	https://www.nhs.uk/live-well/healthy-body/drug-addiction-getting-help/	Free	Reading
Gambling	Additional	https://www.nhs.uk/live-well/healthy-body/gambling-addiction/	Free	Reading
Smoking	Secondary	https://www.nhs.uk/smokefree/help-and-advice	Free	Reading
	Additional	https://elearning.ncsct.co.uk/vba-launch	Free	Completion Confirmation
Smoking in Pregnancy	Additional	https://www.nhs.uk/start4life/pregnancy/smoking/	Free	Reading

Children / Young people				
Child oral health	Additional	https://portal.e-lfh.org.uk/Component/Details/587510	Free	Completion Certificate
Childhood obesity	Additional	https://portal.e-lfh.org.uk/Catalogue/Index?HierarchyId=0_41737_42670&programmeld=41737	Free	Completion Certificate
Introductions to Adverse Childhood Experiences	Additional	https://www.acesonlinelearning.com/	Free	Completion Certificate
Equalities				
Vulnerable People	Additional	https://www.e-lfh.org.uk/programmes/social-prescribing/	Free	Completion Certificate
Modern Slavery	Additional	https://www.open.edu/openlearn/society-politics-law/modern-slavery/content-section-0?active-tab=description-tab	Free	Completion Certificate
Awareness & Inclusivity	Additional	https://thecpsu.org.uk/im-involved-e-learning-course/	Free	Completion Confirmation
LGBT	Additional	http://lgbt.foundation/piptrainingacademy?fbclid=IwAR2HO5emze0Cug9D7nb_Q7-IQ12RyuQvCUAhDqKE50cRqVxREM7zhX6QaiU	Free	Completion Certificate
Carers	Additional	https://www.carersweek.org/about-us/about-caring	Free	Reading
BAME	Additional	BAME Health Matters United Kingdom bamehealth.com	Free	Reading
Veterans	Additional	Veterans seeking support with physical health - GOV.UK (www.gov.uk)	Free	Reading
Hate Crime	Additional	Understanding Hate Crime: https://www.reporthatenow.com/elearning	Free	Completion Confirmation
	Additional	Stop Hate UK Training services (range of training available for different organisations): https://www.stophateuk.org/stop-hate-uk-training-services/	Enquire for costs	Completion Certificate
Lifestyle				
Healthy Eating & Nutrition	Additional	https://www.nhs.uk/live-well/eat-well/	Free	Reading
Weight Management	Additional	https://www.nhs.uk/live-well/healthy-weight/start-the-nhs-weight-loss-plan/	Free	Reading
Physical activity	Additional	https://portal.e-lfh.org.uk/Catalogue/Index?HierarchyId=0_43667_43679&programmeld=43667	Free	Completion Certificate

Safety & Wider Determinants of Health				
Domestic Violence	Additional	https://domesticviolenceuk.org/about/	Free	Reading
	Additional	https://www.e-lfh.org.uk/programmes/domestic-violence-and-abuse-elearning-for-health-visitors-and-nurses/	Free	Completion Certificate
	Additional	Course catalogue - Women's Aid Training Portal (womensaid.org.uk)	£variable	Completion Certificate
Safeguarding	Primary	https://www.e-lfh.org.uk/programmes/safeguarding-adults/	Free	Completion Certificate
	Additional	https://portal.e-lfh.org.uk/Component/Details/603643	Free	Completion certificate
	Additional	https://www.england.nhs.uk/safeguarding/nhs-england-safeguarding-app/	Free	Service / App
	Additional	https://www.basw.co.uk/guidance-safeguarding-adults-during-covid-19	Free	Reading
Benefits	Additional	https://www.gov.uk/browse/benefits Contact local council for more information about welfare and eligibility	Free	Reading
Debt	Additional	https://www.citizensadvice.org.uk/debt-and-money/	Free	Reading, & Resources
Housing	Additional	Range of modules advertised on NHAS training portal (face to face and online) <ul style="list-style-type: none"> Awareness Level courses are for non-housing professionals working with people presenting with housing or homelessness issues. Level 1 is useful for anyone whose role involves proactive support and assistance to those with a housing or homelessness problem You will need to sign up to training portal (accessplanit): https://www.nhas.org.uk/training/nhas-free-training	Free to SPLWs	Completion Certificate
	Additional	https://www.health.org.uk/infographic/how-does-housing-influence-our-health Contact your local council housing officer or housing provider to find support for someone	Free	Reading
Hoarding	Additional	https://www.nhs.uk/conditions/hoarding-disorder/	Free	Reading
Homelessness	Additional	https://portal.e-lfh.org.uk/Catalogue/Index?HierarchyId=0_41737_42670&programmId=41737	Free	Completion Certificate