

Personalised Care Roles Training and Development Matrix



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.

Area of competency	Requirement	Details/Links	Cost	Completion
NHS England Mandatory Training	Primary	Personalised Care Institute: 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 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-Ifh.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; 1. 4 day health coaching to meet the competencies on the framework 2. adheres to a code of ethics and conduct in line with the NHS England and NHS Improvement Health coaching Implementation and Quality Summary Guide Microsoft Word - Health Coaching Summary Guide.docx (england.nhs.uk) In considering which course would be most appropriate for their Health & Wellbeing Coaches, 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/	Free	Online Reading

	Primary	1.	NHSE Welcome Pack -	Free	Reading
Introduction to the Social			https://www.england.nhs.uk/publication/health-coaching-and-care-		
Prescribing Link Worker role			coordination-welcome-packs/	_	
	Primary	2.	Online learning community -	Free	Ongoing (webinars
			https://future.nhs.uk/HealthandWellbeingCoaches		included)
	Primary	3.	Introduction into Primary Care (CPTH Training Hub)	Free	Online (2 days)
	,		Induction Programme for Staff New to Primary Care - Training Hub		Attendance Cert
			(cptraininghub.nhs.uk)		
	Primary	4.	Introduction into the Voluntary Sector (Care Network)	Free	Online (4 days)
			Introduction to the Voluntary Sector for Personalised Care Roles - Training		Attendance Cert
	Determina	_	Hub (cptraininghub.nhs.uk)		0.11(6.0.1
	Primary	5.	Understanding the Link Worker role (NHSE e-learning for healthcare) Social Prescribing - elearning for healthcare (e-lfh.org.uk)	Free	Online (6-8 hours) Completion Cert
	Additional		Social Frescribing - elearning for fleatificate (e-inflorg.uk)		Completion cert
	Madicional	6.	Leadership for Personalised Care: Masterclass	Free	Online (4.5 hours)
			https://www.youtube.com/channel/UC72lq_JcbdvsCB5D5K1DoQw		Video Series
		7.	Personalised Care Peer Leadership Foundation: Step 1 & 2 (Future Learn)	£ Variable	Online (8 hours
			https://www.futurelearn.com/courses/peer-leadership-foundation-step-1		each)
			https://www.futurelearn.com/courses/peer-leadership-foundation-step-2		
	Primary	1.	Introduction to the link worker role (NHSE e-learning for healthcare) –	Free	Online (20 mins)
Competencies to engage and	·		https://portal.e-lfh.org.uk/Component/Details/594933		Completion Cert
connect with people					
	Primary	2.	Shared Decision Making (Personalised Care Institute)	Free	Online (30 mins)
	A 1 1:00 1	_	https://www.personalisedcareinstitute.org.uk/your-learning-options/	_	0 1: (0 0)
	Additional	3.	Communicating with empathy in end of life care	Free	Online (2-3hours)
	Primary	4	https://www.e-lfh.org.uk/programmes/communicating-with-empathy/ Conflict Resolution Level 1 (NHSE e-learning for health)		Completion Cert
	rilliary	4.	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
	Primary	1.	Developing Personalised Care and Support plans with people (NHSE e-	Free	Online (20 mins)
Competences to enable and			learning for health)		Completion Cert
support people			https://portal.e-lfh.org.uk/Component/Details/599835		

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.		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
Additiona	5.	Supporting Change Behaviour (RCN and Citizens Advice Bureau) https://www.rcn.org.uk/clinical-topics/supporting-behaviour-change https://asauk.org.uk/wp-content/uploads/2013/09/Partnerships-introduction-to-collaborative-working.pdf	Free	Reading
Primary	6.		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 Safeguarding Vulnerable people (NHSE e-learning for healthcare)	Free	Online (25 mins) Completion Cert
Primary	8.	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)
	10	. Safeguarding Children & Young people Levels 1 & 2 (NHSE e-learning for healthcare)	_	Completion Cert
Primary	11	https://www.e-lfh.org.uk/programmes/safeguarding-children/ Preventing Radicalisation – Basic Prevent Awareness	Free	Online (30 + 35 mins) Completion Cert
Primary		https://portal.e-lfh.org.uk/Component/Details/544242	Free	Online (35 mins)
	12	. Universal Personalised Care: Making Personalised Care Happen Easy Read https://www.england.nhs.uk/publication/universal-	Free	Completion Cert Reading
	13	<u>personalised-care-implementing-the-comprehensive-model-easy-read/</u> . Make Every Contact Count (MECC)	1100	incading
		https://www.makingeverycontactcount.co.uk/	Free	Reading

Community Development	Primary	Introducing people to community groups and VCSE organisations	Free	Online (20 ins)
, , , , , , , ,	,	(NHSE e-learning for healthcare)		Completion Cert
		https://portal.e-lfh.org.uk/Component/Details/603640		
	Additional	2. Collaboration and partnership working	Free	Reading
		https://www.local.gov.uk/sites/default/files/documents/partnering-		
		and-multi-agen-ee0.pdf		
	Additional	Asset based community development	_	
		https://www.nurturedevelopment.org/asset-based-community-	Free	Reading
	Additional	development/		
	Additional	 Developing Partnerships (NHSE e-learning for healthcare) https://portal.e-lfh.org.uk/Component/Details/603637 	Free	Online (25 mins)
		ittps://portal.e-iii.org.uk/component/Details/605657	1166	Completion Cert
		Dedicated health coaching training accredited with the PCI. They	_	
Haalth Caashina tusining	Duinean	follow similar themes of developing staff who are capable and	Free	Online (4 day)
Health Coaching training accredited with the PCI	Primary	confident to tailor coaching to people's self-management capability.	(currently funded)	Certificate on Completion
desicated with the re-		The 4 day course is aimed at Link workers.	Tanaca	Completion
		For more information on the courses please click here		
		• —		
		If you would like to apply for a funded place, please email Jackie Brisbane		
		jackie.brisbane@nhs.net		

FutureNHS COLLBORATION PLATFORM & NHSE WEBINARS

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

NHSE invite HWBCs 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 PER	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/CommSkll/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	 https://www.health.org.uk/sites/default/files/RtVSupportingSelfManage m ent.pdf https://reader.health.org.uk/practical-guide-to-self-management-support/introduction 	Free	Reading			
Behaviour change	Primary	 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/ ouconten t/view.php?id=74755§ion=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	 ACAS resources 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 HWBCs 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)

Find more training here:

<u>Events – Training Hub (cptraininghub.nhs.uk)</u>

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

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.

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 ortelephone 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 stressreduction	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
COVIG-19	Secondary	https://www.e-lfh.org.uk/programmes/covid-19-recovery-and-rehabilitation/	Free	Completion Certificate
	Secondary	https://www.dementiafriends.org.uk/WEBArticle?page=what-is-dementia#.Xk076Elvl2w	Free	Reading
Dementia	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	 Mental Health First Aid https://cptraininghub.nhs.uk/ 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
Cuicida Aurona	Additional	https://www.e-lfh.org.uk/programmes/suicide-prevention/	Free	Completion Certificate
Suicide Awareness	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	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?Hierarchyld=0_41737_42670&programmeId=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=lwAR2HO5emze0Cuq9D7nbQ7-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		
	Additional	Understanding Hate Crime: https://www.reporthatenow.com/elearning	Free	Completion Confirmation		
Hate Crime	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?Hierarchyld=0_43667_43679&programmeId=43667_	Free	Completion Certificate		

Safety & Wider Determinants	of Health			
	Additional	https://domesticviolenceuk.org/about/	Free	Reading
Domestic Violence	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-Ifh.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) Awareness Level courses are for non-housing professionals working with people presenting with housing or homelessness issues. Level 1 is useful for anyone whoserole 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?Hierarchyld=0 41737 42670&programmeld=41737	Free	Completion Certificate