

# Healthcare Conferences UK In-Person & Virtual In-House CPD Training

Held in-person or virtually for up to 25 delegates, our bespoke in-house training is a cost effective option for CPD group education led by experienced and highly rated trainers.



For full details of training events contact [katym@hc-uk.org.uk](mailto:katym@hc-uk.org.uk)  
or call 01932 429933 for a quote

**H** HEALTHCARE  
CONFERENCES UK

**S** SOCIALCARE  
CONFERENCES UK

CONFERENCE & EVENTS AWARDS 2022  
Event of the Year

FINALIST

CPD  
CERTIFIED  
The CPD Certification  
Service

ABPCO EVENTS  
BEST CONFERENCE  
2019  
WINNER

SME  
SOUTHWEST  
AWARDS 2020  
Healthcare  
Conferences UK Ltd  
Best Healthcare CPD  
Event Organiser 2020

WE'VE BEEN SHORTLISTED  
THAMES VALLEY AWARDS  
BUSINESS & COMMUNITY  
SME of  
the Year

SME  
NATIONAL  
Business Awards  
2021  
GOLD WINNER  
BUSINESS OF THE YEAR  
LESS THAN 50 EMPLOYEES

ABPCO EVENTS  
EXCELLENCE AWARDS

BEST CONFERENCE 2020  
BY AN IN-HOUSE CONFERENCE ORGANISER  
FINALIST

GLOBAL  
BUSINESS AWARDS 2021  
Healthcare Conferences Ltd  
Outstanding Healthcare CPD Event Organisers 2021

FINANCIAL  
BRILLIANCE  
AWARDS 2021  
SHORTLISTED

AEO  
EXCELLENCE  
AWARDS 2022  
FINALIST

M&IT  
AWARDS 2022  
FINALIST

**We organise in-person & virtual in-house NHS, Social Care and Private Healthcare training tailored to suit your organisation and the CPD needs of your staff.**

**By working to your brief we can tailor training by:**

- Developing a training programme to meet your specific requirements
- Sourcing experienced facilitators who are leaders in their field to deliver the training
- Providing training material
- Ensuring CPD Accreditation, provide CPD certificates
- Providing a full evaluation report of the training

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Visit our website for full details of our all conferences & masterclasses [www.healthcareconferencesuk.co.uk](http://www.healthcareconferencesuk.co.uk)

**If you cannot find the training you are looking for, please get in touch as we may be able to source this for you from our wide range of facilitators.**

### **Why choose in-house training?**

**In-House training will save time and expense by reducing the length of time staff are away from their workplace.**

**Benefits of In-House Training:**

- High quality programmes and content developed and delivered by experienced facilitators
- Cost-effective; cheaper fees and no travel or accommodation costs for virtual training
- Small groups to ensure effective networking and interaction
- Online training materials and resources available for 3 months
- Trainers can meet with you in advance of the training to customise the course to meet your local requirements
- Opportunity to speak with facilitators one-to-one during or post event
- A shorter day, session breaks and time for lunch
- CPD certified; delegates will be provided with a framework for reflection and a certificate on completing the training

## **In-House Training Topics**

*Click on your interested topic to take you to the list of masterclasses*

**Adult and Child Safeguarding**

**Children and Young People**

**Clinical Audit**

**Clinical Leadership and Personal Development**

**Healthcare Information Governance and Management**

**Mental Health**

**Nursing and Midwifery**

**Patient Experience, Duty of Candour and Complaints**

**Patient Safety, Human Factors and Medico-Legal**



## **SAFEGUARDING ADULTS AND CHILDREN MASTERCLASSES**

These CPD masterclass series of events are designed for those working in social care involved in delivering a strengths based approach to improving outcomes with a particular focus on safeguarding adults at risk and children.

- Safeguarding Adults at Risk Level 3 - NHS Level 4
- Safeguarding Children at Risk – Level 3 NHS Level 4
- Designated Safeguarding Officer Training
- Adult Safeguarding Investigation Training
- Promoting Safeguarding and a Safeguarding Culture



## **CHILDREN'S SAFEGUARDING: LEARNING FROM INQUIRIES, SERIOUS CASE REVIEWS AND INSPECTIONS**

This masterclass brings together the findings of recent inquiries and reviews into child death and serious harm. It looks at the implications for practitioners from all sectors and the implication for agency policy and procedures. It will provide delegates an opportunity to meet with colleagues from different disciplines and review their practise and make plans for future changes, both at strategic and operational levels. Staff at all levels from agencies involved in children's safeguarding should attend.



## **FROM DOLS TO LPS - MANAGING THE INTERIM**

This half day masterclass will look at how to operate DoLS at present, when and how to make applications for community deprivation of liberty, and how to incorporate 'LPS thinking' ahead of the coming into force of the scheme.

# CHILDREN AND YOUNG PEOPLE



## REDUCING THE HARMFUL EFFECTS OF EXPOSURE TO DOMESTIC VIOLENCE & ABUSE ON CHILDREN AND YOUNG PEOPLE

This CPD certified masterclass will consider the role of toxic stress and trauma in the pathway to interpersonal violence between parents, and the climate of violence which harms the mental health and development of children and young people. A trauma-informed model of identification, risk assessment, protection and modular intervention will be outlined to reduce the harmful effects of Domestic Violence and Abuse.



## THERAPEUTIC INTERVENTIONS TO ADDRESS CHILDREN & YOUNG PEOPLE'S ANXIETY, DEPRESSION, TRAUMA & DISRUPTIVE BEHAVIOUR

*A modular, multi-focal, trauma-informed solution*

This masterclass will help practitioners working in social care, health, education and youth justice address the complex needs of an increasing number of children and young people presenting with symptoms of anxiety, mood disturbance, trauma and disruptive behaviour. The stressful and traumatic impact on children and young people's lives of Covid-19 has increased this need. Both practical and appropriate training for new and developing Information Governance professionals in a wide range of organisations.



## THERAPEUTIC INTERVENTIONS TO REDUCE THE HARMFUL EFFECTS OF ADVERSE CHILDHOOD EXPERIENCES

A modular, multi-focal, trauma-informed solution. The programme will outline the increasing evidence of the impact of Adverse Experiences of Childhood (ACEs) on the health and well-being of children and young people extending into adult life. There is a growing demand for interventions to prevent their harmful effects.

# CLINICAL AUDIT



## CLINICAL AUDIT

We offer a range of clinical audit training from half-day courses providing an overview and beginners guide to the subject through to a one-day masterclass focusing on how to deliver clinical audit to an advanced level. All training courses focus on how to make clinical audit a beneficial and effective process with accreditation available to learners who wish to complete post-course assignments. We can review and critique local clinical audit arrangements and offer advice on how improvements can be implemented.

## EMPATHY

### A JOURNEY THROUGH EMPATHY AND EMOTIONAL AWARENESS IN COMMUNICATION

This unique one-day session of experiential learning not only identifies what empathy is and the impact that personal wellbeing and emotional awareness plays in this, but what it is not. It enables those attending to 'feel' empathy, analyse it, and understand it on a deeper level, to understand why it should be incorporated into practice, rather than just what it is. Supporting health and social care professionals to create psychologically safe communication, whilst exploring realistically what can get in the way, to support long term, authentic training, development, and support.



### CIVILITY, CONFLICT AND WELLBEING OF STAFF

We have the below list of masterclass titles which cover civility, conflict and wellbeing of staff.

- Conflict Management Masterclass 3-day series; How to deal with difficult conversations, How to deal with difficult people, Conflict management
- Dealing with Workplace Bullying and Harassment
- Developing Civility in Teams Masterclass
- Compassionate Leadership in Healthcare
- Well-Being and Mental Health of Healthcare Staff
- Stress Management for Health and Social Care Professionals



### LEADERSHIP & MANAGEMENT

We have the below list of masterclass titles which we can offer on leadership and management.

- Clinical Leadership Masterclass
- Clinical Supervision: How to become a confident Clinical Supervisor
- Coaching and Mentoring Masterclass
- Compassionate Leadership in Healthcare
- Developing Influence, Persuasion & Negotiating Skills
- Emotional Intelligence
- Creating High Performance Team Masterclass
- How to Write an Effective Business Case Masterclass
- Leading Teams and Leading Change Masterclass
- Learning from the Best Hospitals in the World
- Motivating Staff to Change Behaviour to improve Patient Safety
- Outstanding Staff Engagement Masterclass
- Strengths Based Leadership



## **PROFESSIONAL AND ACADEMIC WRITING FOR PUBLICATION**

This masterclass is aimed at publishing novices but is open to anyone who has work they would like to publish, regardless of their experience or stage of writing. The masterclass offers delegates pragmatic support to enable them to navigate the writing, publishing and editing process, and to publish their work, both professional and academic.



## **PRESENTATION SKILLS: FOR CLINICIANS & MANAGERS IN HEALTH AND SOCIAL CARE**

As a clinician or manager you may be working in a role that requires you to perform presentations and would like to improve your delivery? Do you find presentations anxiety provoking and would like to develop coping strategies? Or do you want your presentations to be more exciting and better understood? If so this masterclass is for you.

The masterclass is designed to provide an increased understanding of the skills and techniques required to deliver dynamic presentations. The course will provide an opportunity for participants to practice and review their presentation skills and techniques and receive constructive feedback. Delegates will be encouraged to develop a creative approach to creating a presentation and consider how best to engage an audience. They will also consider the impact of non verbal and verbal communication and the use of visual aids. As well as participating in a vocal workshop in which they will practice breathing, resonating, articulation and projection exercises.



## ACHIEVING GDPR COMPLIANCE IN HEALTHCARE

Since the introduction of the EU General Data Protection Regulation (GDPR) in May 2018, and its more recent morphing into the UK GDPR more recently, all organisations have been required to demonstrate compliance or “accountability” to the law’s six principles, as the Regulation defines it. This course will help key players in healthcare organisations understand what this means for them and how to achieve it.



## CALDICOTT GUARDIAN TRAINING MASTERCLASS AND REFRESHER

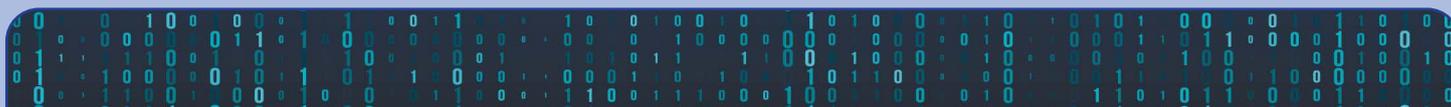
These one day masterclass can be aimed at beginner or as a refresher course for Caldicott Guardians and Information Governance Leads. Including and update on the Caldicott principles the course will cover the foundations of the Caldicott role and include case studies to demonstrate Caldicott decision making in practice.



## CALDICOTT PRINCIPLES

We can offer a variety of Caldicott principles and information masterclasses on the below topics

- Information Sharing in End of Life Care
- Information Sharing and the Police
- The Caldicott Guardian & Ethical Decision Making
- Information Sharing: Children & Young People



## WORKING TOGETHER: COMBINED COURSE FOR SENIOR INFORMATION RISK OWNERS, CALDICOTT GUARDIANS AND DATA PROTECTION OFFICERS

Learn how the SIRO, CG and DPO should work together to ensure that organisational and technical measures are in place to protect the privacy of patient and service user data. Data Protection and Information Security measures and associated risk are considered risks mitigated where appropriate and reasonable.



## DATA PROTECTION IMPACT ASSESSMENT

This masterclass focuses on GDPR Article 35 requirements for data controllers and processors to implement technical and organisational measures, this is ‘data privacy by design and default’.



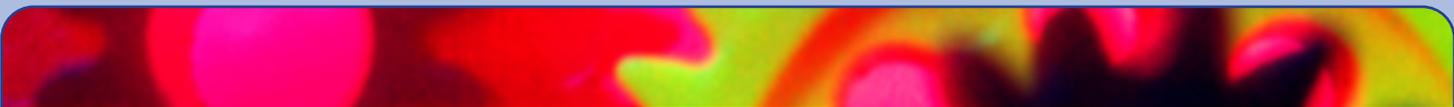
## **DATA PROTECTION OFFICERS**

This practical workshop will cover the essential aspects of the requirement for health and social care bodies to have a Data Protection Officer as outlined in the General Data Protection Regulation and associated legislation and guidance. It will concentrate on the tasks the Data Protection Officer must discharge.



## **DEVELOPING YOUR ROLE AS A SENIOR INFORMATION RISK OWNER SIRO**

This virtual masterclass will focus on developing your role as a SIRO (Senior Information Risk Owner) in health and social care. The day will include a combination of live webcam presentations, training materials, pre-recorded sessions and interactive exercises.



## **INFORMATION GOVERNANCE IN PRACTICE**

*Learning the principles of Information Governance Running an IG Department and Team*

This one-day masterclass concentrates on the core principles of Information Governance, and has been developed to provide both practical and appropriate training for new and developing Information Governance professionals in a wide range of organisations.



## **RESPONDING TO SUBJECT ACCESS REQUESTS FOR HEALTH & SOCIAL CARE**

This practical workshop will look at managing Subject Access Requests and what you need to consider to comply with legislation and uphold individuals' rights to access personal and sensitive information held about them. This will enable delegates to look at case studies and have the confidence to respond to requests.



## **NURSING LEADERSHIP**

How nurse leaders can build optimism within their teams, improve communications, and encourage self-awareness of health and wellbeing

This one-day virtual masterclass will provide networking opportunities with fellow nursing professionals as you share insights and lived experiences on this interactive, conversational approach to learning and developing, whilst growing your knowledge to better support your teams with compassion, understanding and optimistic leadership skills. Together with providing tools and techniques for you to take back to your teams to raise awareness and open up conversations around health and wellbeing and how important it is for everyone to put their own self-care back in the frame. Encouraging first steps together can help improve team spirit, lift morale, and give a ripple effect to everyone around.



## **IMPROVING FLOW THROUGH OUTPATIENTS AND DIAGNOSTICS SERVICES**

This series of five half-day virtual workshops is designed to introduce delegates to the skills for improving flow through outpatient clinics and diagnostic services post-Covid. These interactive, and practical workshops are designed for outpatient and diagnostic service managers and their data analysts. Use data to diagnose actual problems (not supposition or guess work) and understand flow constraints.

Delegates will leave with a combination of theory, practical exercises and examples so that they can 'give it a go' in their own service. Delegates will also be guided to further learning resources, support and other colleagues' case studies in the on-line journal of Improvement Science (JOIS).



## **SAVING BABIES LIVES**

The one day masterclass will look at Stillbirth the Context, Causes and Risk Factors, it will discuss smoking cessation, fetal growth, movements and monitoring and you will consider strategies to prevent stillbirth. It will look at providing good quality of care after a baby dies and investigating stillbirths from both the professionals perspective and Parents perspective.

# PATIENT EXPERIENCE, DUTY OF CANDOUR AND COMPLAINTS



## IMPLEMENTING THE DUTY OF CANDOUR WITH EMPATHY

This masterclass will provide participants with an in-depth knowledge of what needs to be done to comply with the duty of candour; clarify 'grey areas' and provide guidance on dealing with difficult situations which may arise. It will provide participants with an understanding of good practice in implementing the duty and, in particular doing so in a meaningful way with empathy, to not only comply, but to work with patients and loved ones in a way that puts the emotional experience at the heart of communication.

## MENTAL HEALTH



## ASSESSMENT, DIAGNOSIS, TREATMENT & MANAGEMENT OF EATING DISORDERS

This one day masterclass will provide you with an overall understanding of the assessment, diagnosis, treatment and overall management of the eating disorders you are likely to see in practice.

Delegates will leave the day with more confidence and skills in managing this complex and risky group of patients, including how to help their families.

## PATIENT SAFETY, HUMAN FACTORS AND MEDICO-LEGAL



## MANAGING COMPLAINTS, CLAIMS AND SERIOUS INCIDENTS

This course provides a practical guide to managing serious incidents, complaints, and clinical negligence claims. Also covering Duty of Candour, the course explores the similarities and differences between these processes, in order to ensure effective results.



## HUMAN FACTORS IN YOUR WORK AND YOUR TEAM

Leadership in healthcare is the responsibility of all staff. Understanding human factors will allow healthcare to enhance performance, culture, and organisation. It can be used to assess why things go wrong and how to implement change to prevent it from happening again or mitigate the risks.



## HUMAN FACTORS IN OPERATING THEATRES

Understanding human factors will allow healthcare to enhance performance, culture, and organisation. This one day masterclass will concentrate on human factors within the operating room. This is aimed at all theatre staff. We will look at why things go wrong and how to implement change to prevent it from happening again or mitigate the risks.

This masterclass will focus on systems to improve patient safety as well as looking at never events and how to learn from them using a human factors approach.



## PATIENT SAFETY

A series of masterclasses focusing on how to use Human Factors in your workplace and is aligned with the new Patient Safety Syllabus 2021.

The new Patient Safety Strategy advises that organisations must adopt a new and broader approach to stimulate learning from patient safety incidents. This course is designed to assist healthcare professionals involved in this important work.

### Masterclass titles include:

- Improving Psychological Safety to Improve Patient Safety Masterclass
- What is Quality and how to perform Quality Improvement in Healthcare
- Leading Teams and Leading Change Masterclass
- Learning from Never Events
- Improving Maternity Services Masterclass
- Improving Patient Safety using Induction and Mandatory Training
- Patient Safety Nudge Theory Masterclass
- Pursuit of Safety Culture Excellence
- Quality Improvement Methods & Tools - PDSA Cycles
- Red Teams to Improve Patient Safety
- Motivating Staff to Change Behaviour to improve Patient Safety
- Unlocking Healthcare Culture to Improve Patient Safety and Staff Psychological Safety
- Patient Safety Series: Creating Safe Systems; Learning from Patient Safety Incidents; Systems Approach to Patient Safety; Error & Systems Based Solution to Patient Safety; Patient Safety Management



## HUMAN FACTORS AND EFFECTIVE PATIENT SAFETY INVESTIGATIONS - 2 DAY

**DAY 1 - EFFECTIVE PATIENT SAFETY INVESTIGATIONS** - Day one will be fast-paced and provide learners with a full understanding of the various approaches that can now be used to conduct patient safety incident investigation (PSIIs). The focus is now on appropriate proportionality in response to incidents that occur in their organisation.

**DAY 2 - HUMAN FACTORS** - We will look at why things go wrong and how to implement change to prevent it from happening again or mitigate the risks. This Masterclass will focus on systems to improve patient safety as well as looking at never events and how to learn from them using a human factors approach.



## RESOLVING CHALLENGING CASES AND COMPLEX HOSPITAL DISCHARGES

A summary of the legal and practical solutions in handling complex and challenging patient cases including delayed or complex discharges into the community.

Delegates will be introduced to the key constitutional, legal and policy principles in the following areas and they will be guided through some practical guidance and case studies to assist them in handling these issues effectively and in a joined up approach with other partner agencies:

1. Handling malicious or vexatious complaints
2. Managing challenging behaviour
3. Delayed or complex discharges
4. Vulnerable patients (with capacity)



## ROOT CAUSE ANALYSIS TRAINING 1 OR 2 DAY

Our most popular in house title, the Root Cause Analysis intensive masterclass which can be delivered over one or two days will provide in-house Root Cause Analysis training in line with The NHS Patient Safety Strategy (July 2019).

The course will offer a practical guide to RCA with a focus on systems-based patient safety investigation as proposed by the forthcoming National Patient Safety Incident Response Framework which emphasises the requirement for investigations to be led by those with safety investigation training/expertise and with dedicated time and resource to complete the work. This course will include an opportunity for learners to gain a Level 3 qualification in RCA skills.

This two-day course is designed to provide delegates with the key skills and knowledge that they will require to conduct RCA effectively. The course content walks learners through the seven-key stages to conducting a high-quality RCA investigation. We pay particular attention to planning and managing investigations, interviewing staff, mapping information, using appropriate analysis tools to establish contributory factors and creating fit-for-purpose action plans and final reports. We advocate RCA as a team-based approach and agree with NHS Improvement's 2018 statement 'investigations must be led by trained investigators with the support of an appropriately resourced investigation team'.

The course also focuses on the reality of conducting RCA. Indeed, recent publications such as The future of NHS patient safety investigations (2018) highlighted a number of potential weakness and flaws that can occur when healthcare teams conduct RCA. We explore these potential pitfalls and advise on how best practice can be delivered in RCA.

Delivery is fast-paced and interactive with lots of practical guidance for learners. Attendees will receive many additional new practical resources. All learners will receive a certificate of attendance. However, please note that this is a Level 3 accredited course and all learners are eligible to gain a Root Cause Analysis qualification on the successful completion of a short-written assignment. This qualification may be valuable at a personal level but will also demonstrate to commissioners and regulators that staff have reached an academic-level of attainment in relation to RCA.



## GIVING EVIDENCE AT CORONER'S COURT

### *For Health and Social Care Professionals*

This one-day virtual or in-person course is designed to provide delegates with the key skills and knowledge required to be a confident and capable witness at a coroner's inquest, or to support colleagues who are required to do so.

The course will cover topics such as the role of the coroner, the purpose of an inquest, how to prepare witness statements, how to prepare for the inquest hearing itself, and how to give factual witness evidence in court. The emphasis will be on practical understanding, aided by exercises in statement writing and giving evidence, delivered in a safe and supportive environment. Reports in recent years (CQC, NHS Improvement, NHS Resolution) have repeatedly called for additional support for staff involved in serious incidents, which may often include involvement in coronial processes. This course provides such support in an interactive setting, with ample opportunities for questions and practical learning.