

- **30 essential training courses**, buy just one or as many titles as you need
- Available as **trainer-led workshops** or **distance learning workbooks**
- Introduce core topics to new workers or great refresher courses for CPD
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## Why study these courses?

The new **CQC** Fundamental Standards state:

“The provider of your care must have enough **suitably qualified, competent** and experienced staff to make sure they can meet these standards.”

“**Their staff must be given the support, training and supervision** they need to help them do their job”



**Satisfy CQC standards**



**Fill knowledge gaps**



**Choose delivery method to suit your budget**

### Health and Safety

- COSHH
- Falls Awareness
- Fire Safety
- Food Safety
- HACCP for Catering
- Health and Safety
- Infection Control
- Legionella Awareness

### Mental Health

- Dementia Awareness
- DoLS
- MCA

### Behaviour

- Behaviour that Challenges
- Learning Disability Awareness and Behaviour that Challenges
- Conflict Management

### Health and Wellbeing

- Autism Awareness
- Diabetes Awareness
- Epilepsy Awareness
- Medication Management
- Pressure Sores Awareness
- Dignity in Care
- End of Life Care

### Administration and Inclusion

- Data Protection and Record Keeping
- Equality, Diversity and Inclusion
- Effective Communication and Record Keeping
- Person Centred Care Planning
- Principles of Confidentiality in Care
- Professional Boundaries

### Safeguarding

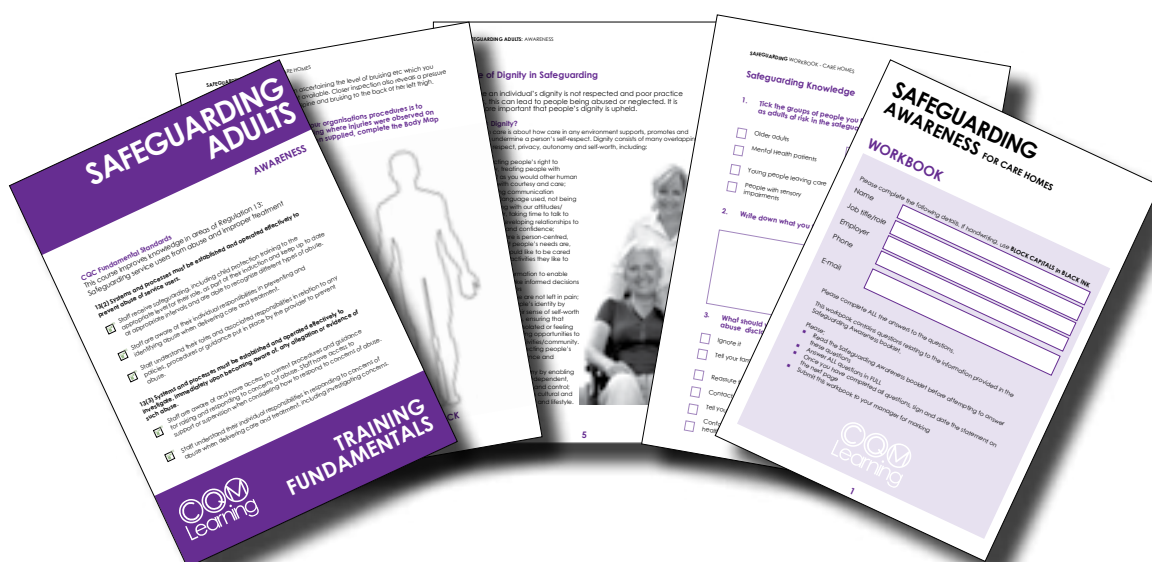
- Safeguarding Adults (Residential Homes, Domiciliary Care or Health)
- Safeguarding Children in an Adult Setting
- Lone Working



## Why study with CQM?

- ✓ Since 2009 we've trained over 65,000 workers in various health and social care topics
- ✓ Our courses are developed by subject experts, who all have experience of working within the health and social care sector
- ✓ We deliver training on behalf of many local authorities throughout the country

***"Equality and Diversity issues are set to have a major, positive impact on the way our culture as a charity moves forward. CQM's training was thorough, well prepared and carefully delivered. I bought into it, and so did my colleagues."***  
- Manager, Not For Profit sector



CQM's Fundamentals courses feature case studies and links to policies, cases and news relevant to your sector, updated annually or whenever major changes in best practice guidance occur.

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# AUTISM AWARENESS

**Autism is a spectrum condition. This means that while all people share certain difficulties, their condition will affect them in different ways.**

**Some people with autism are able to live relatively independent lives but others may also have learning disabilities and need a lifetime of specialist support.**

By completing this course you will be able to:

- Describe the autistic spectrum
- Explain the Triad/Dyad of Impairment
- Describe sensory differences and strategies to support a person with an autistic spectrum condition
- Appreciate difficulties with change and transition and to support a person with an autistic spectrum condition



Supports knowledge elements of Standards 1, 3, 4, 5, 6, 9 and 10

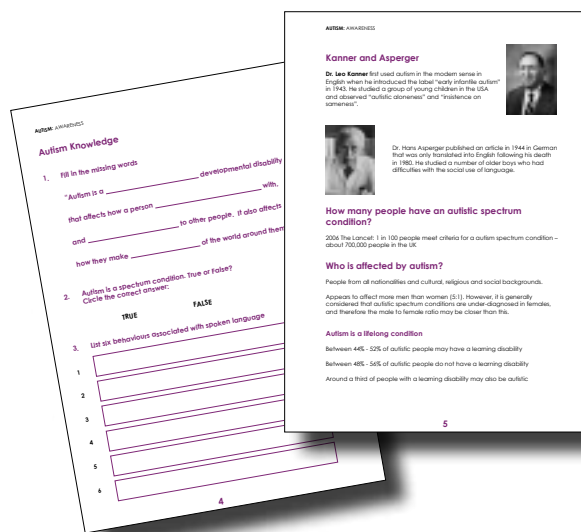
## CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 9: Person-centred care**

**Regulation 10: Dignity and respect**

**Regulation 12: Safe care and treatment**



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# BEHAVIOUR THAT CHALLENGES AWARENESS

**Behaviour that challenges is a means of communication. 'Challenging behaviour' is a term used to describe behaviour that other people find challenging or difficult. Behaviour that challenges is not a diagnosis or condition – anyone could become 'challenging' in the right (or wrong) circumstances.**

By completing this course you will be able to:

- Define the term "challenging behaviour"
- Explain why some behaviours may be seen as challenging
- Describe a range of underlying causes for behaviour that is considered as challenging and the function of these for the individual
- Identify potential triggers for behaviour that challenges
- Explain what is meant by positive behavioural support
- Describe the context and use of proactive and reactive strategies



Supports knowledge elements of Standards 1, 3, 4, 5, 6 and 10

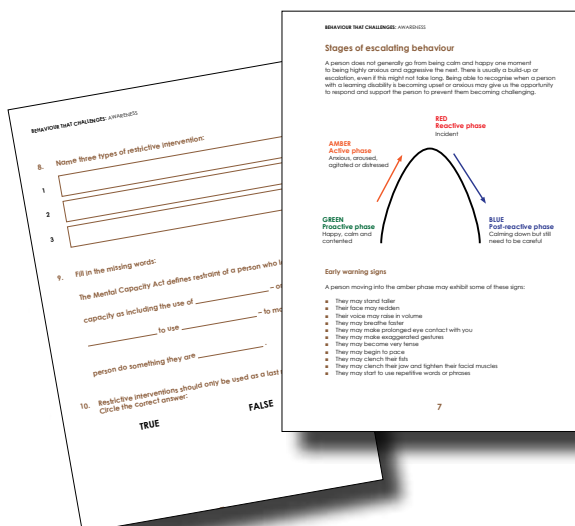
## CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 12: Safe care and treatment**

**Regulation 13: Safeguarding**

**Regulation 17: Good governance**



Delivery Method	Price ex. VAT
Learner Pack: Resource booklet, workbook and certificate	£10 per person
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# CONFIDENTIALITY IN CARE AWARENESS

In health and social care, as well as in every other area of society, there has been an explosion of information produced by the increase in internet use, social media and electronic information systems.

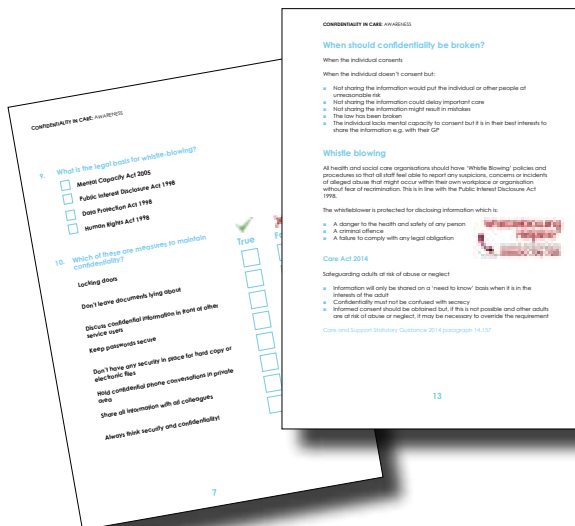
Protecting confidential information is vital, if people and professionals are to feel confident about the security and appropriateness of information sharing.

By completing this course you will be able to:

- Describe the term confidentiality
- Consider the principles of confidentiality
- List ways in which confidentiality may be broken
- Explain measures to take to ensure the safety and security of health and social care records



Supports knowledge elements of Standards 1, 3, 6, 8 and 14



## CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 10: Dignity and respect**

**Regulation 12: Safe care and treatment**

**Regulation 17: Good governance**

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Learner Pack: Resource booklet, workbook and certificate	£10 per person
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# CONFLICT MANAGEMENT AWARENESS

**Conflict in itself is neither good nor bad - the key is how we understand and respond to the conflict.**

**Factors that can lead to conflict or violence include differences of opinion, conflict of ideas and poor communication.**

By completing this course you will be able to:

- Understand what work related violence is
- Discuss how we communicate, and how this affects peoples reactions
- Recognise the warning signs and danger signs that can lead to aggression and violence
- Appreciate the risks and hazards
- Develop strategies to enable management of situations on a day to day basis
- Appreciate the importance of recording and reporting



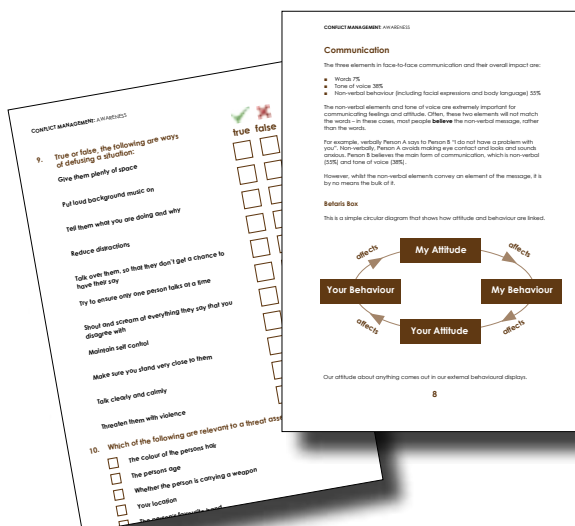
Supports knowledge elements of Standards 1, 3, 4, 6 and 14

## **CQC Fundamental Standards**

Improves knowledge in areas of:

**Regulation 12: Safe care and treatment**

**Regulation 17: Good governance**



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# COSHH AWARENESS

**Control of Substances Hazardous to Health; employers must assess the risks to which employees are exposed at work, prevent or control exposure to hazardous substances and comply with all health and safety laws and regulations.**

**Employees must understand hazard identification symbols, the use of personal protective clothing and how to follow control systems to ensure good health and safety practice in the workplace.**

By completing this course you will be able to:

- State employer/employee responsibilities
- Understand the costs of poor; and benefits of good health and safety



Supports knowledge elements of Standards 1, 3 and 13

## CQC Fundamental Standards

Improves knowledge in areas of:  
**Regulation 12: Safe care and treatment**



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# DATA PROTECTION & RECORD KEEPING AWARENESS

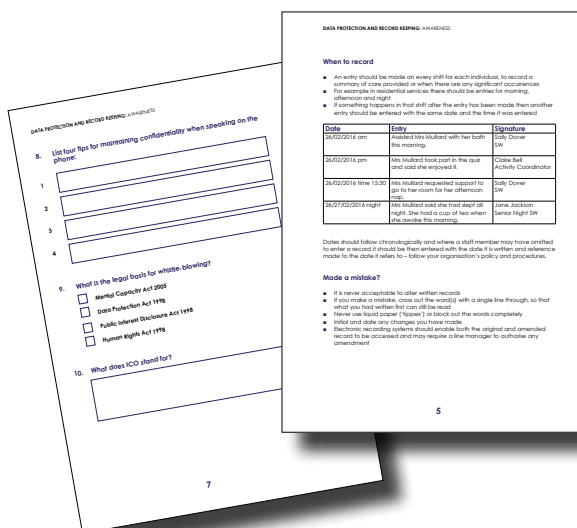
Record keeping is an essential part of health and social care practice that should help the care and treatment of people; it is not separate from this process and it is not an optional extra to be fitted in if time allows.

By completing this course you will be able to:

- Consider the purposes for recording information
- Appreciate how to record information effectively
- Identify records kept within the health and social care setting and their purpose
- Explain the importance of accurately maintaining such records
- Explain the legal requirements for record keeping
- Describe the term confidentiality
- Consider the implications of the Data Protection Act 1998
- Explain measures to take to ensure the safety and security of records



Supports knowledge elements of Standards 1, 3, 6, 8 and 14



## CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 10: Dignity and respect**

**Regulation 12: Safe care and treatment**

**Regulation 17: Good governance**

Delivery Method	Price ex. VAT
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# DEMENTIA AWARENESS

**800,000 people currently have dementia in the UK; this figure is expected to double by 2040. Dementia is an umbrella term for a collection of symptoms, caused by disorders that affect the brain. It impairs intellectual functioning as well as interferes with normal activities and relationships.**

By completing this course you will be able to:

- List the common types of dementia
- Explain the nature and causes of some of the common types of dementia
- List some concerns and difficulties that a person with dementia will experience
- Describe the treatments and person centred support approaches for dementia
- Identify the importance of effective, and referential communication
- Describe the importance of enabling the person to "live well" with dementia, including meaningful occupation
- Identify how the Dementia Strategy has influenced practice

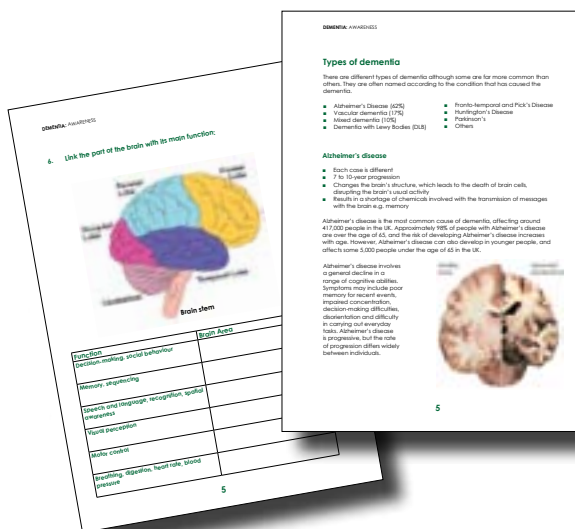


Supports knowledge elements of Standards 1, 3, 5, 7, 9 and 10

## CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 9: Person-centred care**  
**Regulation 17: Good governance**



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# DIABETES AWARENESS

**Diabetes is a collection of conditions involving problems the body has with the hormone insulin.**

**There are approximately 3.9million diabetic people in the UK, and around 500,000 people who are currently undiagnosed.**

**There is no cure for diabetes, and people with it need to manage their condition to stay healthy.**

By completing this course you will be able to:

- Describe the signs and symptoms of diabetes and how it is treated
- Describe how to maintain the health of a client with a diagnosis of diabetes



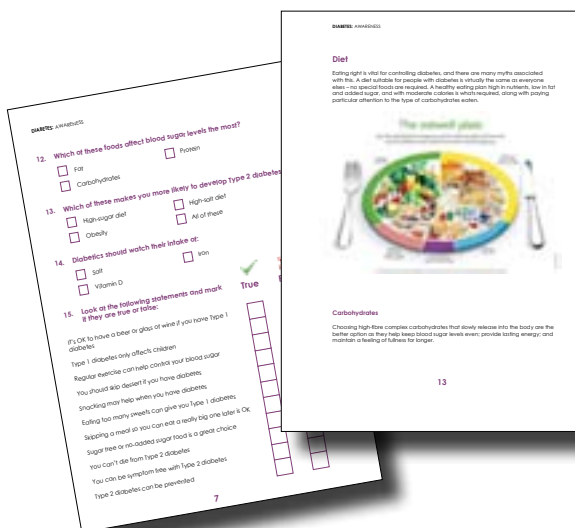
Supports knowledge elements of Standards 1, 3, 5, 8, 10, 14 and 15

## CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 9: Person-centred care**

**Regulation 12: Safe care and treatment**



Delivery Method	Price ex. VAT
Learner Pack: Resource booklet, workbook and certificate	£10 per person
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# DIGNITY IN CARE

## AWARENESS

Dignity in care means the kind of care, in any setting, which supports and promotes, and does not undermine, a person's self-respect.

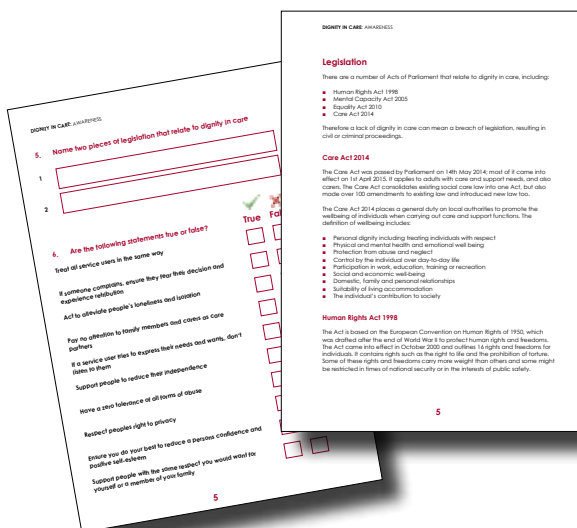
While dignity may be difficult to define, what is clear is that people know when they have not been treated with dignity and respect.

By completing this course you will be able to:

- Define key terms
- Identify current legislation that promotes dignity in care
- Consider the Dignity Challenge and ways to apply this to the workplace
- List the barriers to providing dignified care



Supports knowledge elements of Standards 5, 7 and 10



### CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 10: Dignity and respect**

**Regulation 13: Safeguarding service users from abuse and improper treatment**

Delivery Method	Price ex. VAT
Learner Pack: Resource booklet, workbook and certificate	£10 per person
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# DEPRIVATION OF LIBERTY SAFEGUARDS

## AWARENESS

The Deprivation of Liberty Safeguards (DoLS) apply to people who lack capacity to make decisions about whether or not to be accommodated in a hospital or care home for treatment, but who have to be cared for or treated in such a way that this deprives them of their liberty.

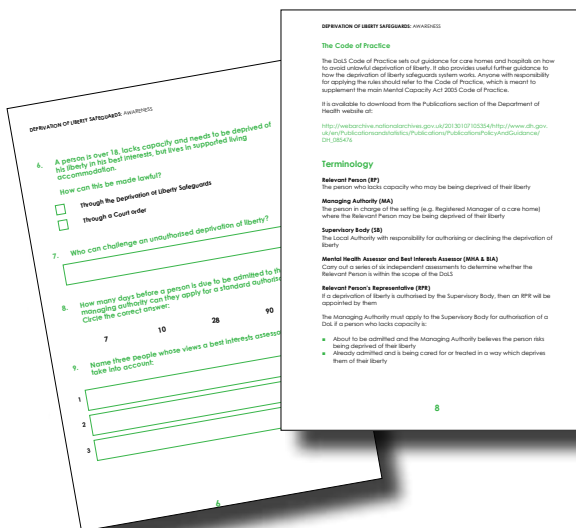
This must be in the person's best interests.

By completing this course you will be able to:

- Define liberty and identify restrictions to it
- Understand the purpose of the Deprivation of Liberty Safeguards
- Appreciate the terminology used
- Understand the importance of assessment, the different types and who carries them out



Supports knowledge elements of Standards 1, 3, 5, 7, 8, 9, 10 and 14



### CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 9: Person-centred care**

**Regulation 11: Need for consent**

**Regulation 12: Safe care and treatment**

**Regulation 13: Safeguarding**

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# EFFECTIVE COMMUNICATION & RECORD KEEPING AWARENESS

Poor record-keeping is essentially poor communication and can put both staff and individuals at risk.

It is an essential part of health and social care practice that helps with the care and treatment of people.

By completing this course you will be able to:

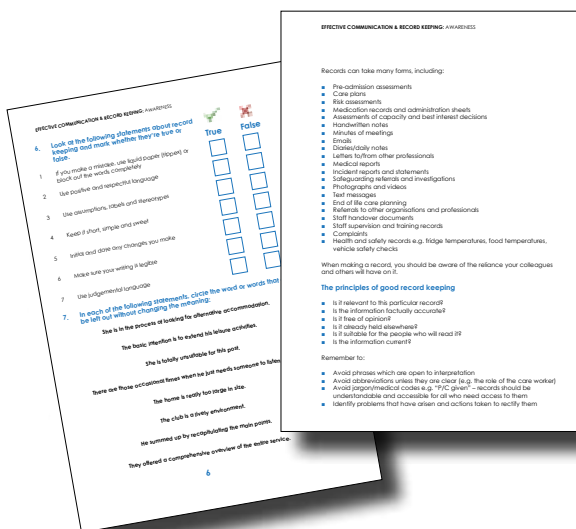
- Consider the purposes for recording information
- Appreciate how to record information effectively
- Identify records kept within the health and social care setting and their purpose
- Explain the importance of accurately maintaining such records
- Explain the legal requirements for record keeping
- Describe the term confidentiality
- Explain measures to ensure the safety and security of records



Supports knowledge elements of Standards 1, 3, 6, 8 and 14

## CQC Fundamental Standards

Improves knowledge in areas of:  
**Regulation 10: Dignity and respect**  
**Regulation 17: Good governance**



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# END OF LIFE CARE

## AWARENESS

End of life care is an important part of palliative care and is for people who are considered to be in the last year of life (though this timeframe can be difficult to predict).

By completing this course you will be able to:

- Consider different attitudes towards death and dying
- Explain the aims of end of life care
- Describe advance care planning and the holistic approach to end of life care
- Consider the impact of symptoms in relation to end of life care and the range of therapeutic options available
- Appreciate the principles of pain management
- Support a person's spiritual, religious, cultural, psychological and emotional needs
- Describe people's responses to dying
- State how to care for the deceased person
- Explain the process of grief and loss and how to support people

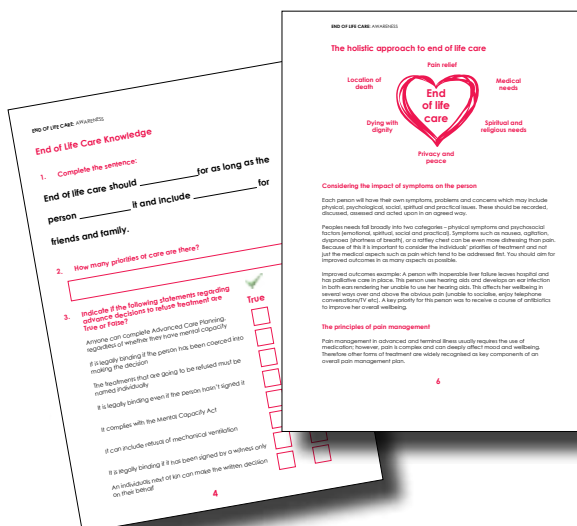


Supports knowledge elements of Standards 5 and 7

### CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 9: Person-centred care**  
**Regulation 10: Dignity and respect**



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# EPILEPSY AWARENESS

**Epilepsy is a neurological condition that covers a group of conditions. There are thought to be about 600,000 people in the UK with epilepsy, which is equivalent to 1 in 103 people.**

By completing this course you will be able to:

- Define epilepsy
- Describe different types of seizure and how these can be managed
- Consider the triggers that may precipitate a seizure
- Describe the treatments used to manage epilepsy
- Identify how the risks associated with epilepsy can be effectively managed and plans recorded
- Describe how to support a person during a seizure
- Explain how to complete accurate documentation
- Consider the psychosocial impact of epilepsy on the individual and family



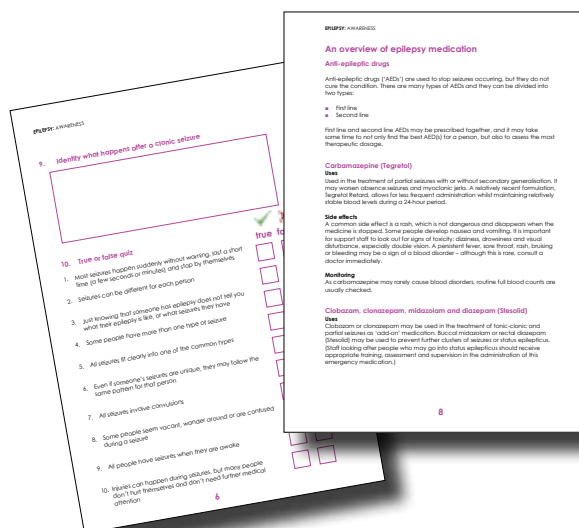
Supports knowledge elements of Standards 1, 3, 5, 10 and 14

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# EQUALITY, DIVERSITY & INCLUSION AWARENESS

This booklet looks at the Equality Act 2010 which streamlines and strengthens existing laws which were put in place over the last 40 years to enhance people's rights to fair treatment in society.

It covers the same groups that were protected by existing equality legislation – age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity. These are now called 'protected characteristics'.

By completing this course you will be able to:

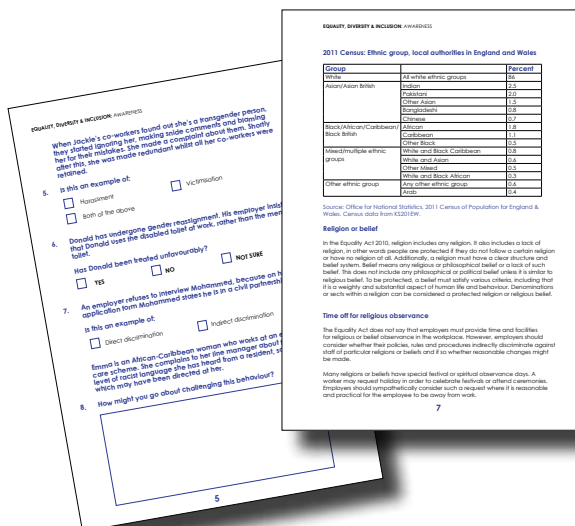
- Appreciate the impact of equality and diversity legislation on your practice
- Define important terminology
- Consider the benefits of developing and improving a culture of inclusion



Supports knowledge elements of Standards 1, 3, 4, 5 and 8

## CQC Fundamental Standards

Improves knowledge in areas of:  
**Regulation 9: Person-centred care**  
**Regulation 10: Dignity and respect**



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# FALLS AWARENESS

Falls represent the most frequent and serious type of accident in people aged 65 and over.

Each year, fractures in patients aged 60 and over account for over 1.5 million hospital bed days in the UK.

40% of care home admissions are as a consequence of a fall within the persons own home.

By completing this course you will be able to:

- Explore risk factors linked to falls
- State the potential consequences when falls occur
- Identify falls risk reduction measures
- List the benefits of assistive devices



Supports knowledge elements of Standards 1, 3, 5 and 13

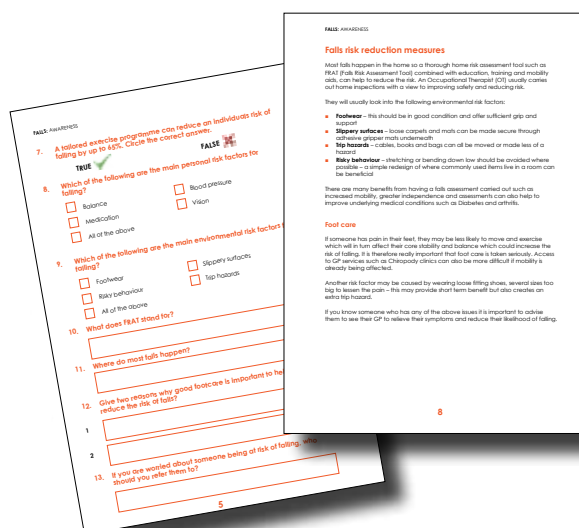
## CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 9: Person-centred care**

**Regulation 11: Need for consent**

**Regulation 12: Safe care and treatment**



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# FIRE SAFETY AWARENESS

Each year in Great Britain there are around 700 deaths as a direct result of fire and a further 14,000 are injured. PEEPs (Personal Emergency Evacuation Plan) are needed for individuals who may not be able to reach a place of safety unaided, quickly enough in the event of any emergency, such as a fire.

By completing this course you will be able to:

- State the importance of relevant fire regulations
- Analyse fire statistics
- Explore the role of the Fire Marshal
- Describe fire prevention and containment measures
- Discuss fire drills and the safe evacuation of people from the workplace
- Identify classes of fires
- State the stages of safe operation of fire extinguishers



Supports knowledge elements of Standards 1, 3 and 13

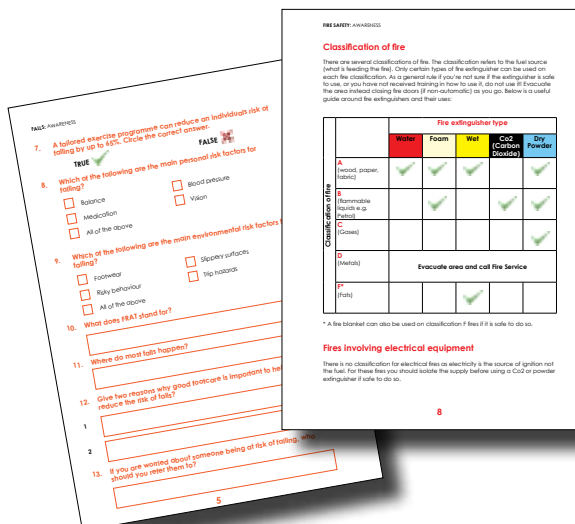
## CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 12: Safe care and treatment**

**Regulation 15: Premises and equipment**

**Regulation 17: Good governance**



Delivery Method	Price ex. VAT
Learner Pack: Resource booklet, workbook and certificate	£10 per person
Assessor Pack: Answer booklet and instructions for marking	£5 per title
License materials	£POA
Half day tutor-led workshop, max 20 learners	from £295

Discounts are available when ordering more than one title or multiple learner packs, please call for a quotation. 30 different courses covering Health and Safety, Mental Health, Health and Wellbeing, Safeguarding, Behaviour, Inclusion and Administration topics are available.



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[claire.eley@cqmlearning.co.uk](mailto:claire.eley@cqmlearning.co.uk)



# FOOD SAFETY AWARENESS

Think about the last time you went out for lunch or dinner somewhere, what did you base your decision on? Did you go into their kitchen and inspect the cleanliness of their food preparation environment – probably not! Sometimes food may look good, smell good and taste good but it could already be contaminated with food poisoning bacteria. Because of this it is important that correct food hygiene practices are followed at all times.

By completing this course you will be able to:

- Identify the key factors of food safety legislation
- State employer/employee responsibilities under food regulations
- Define HACCP
- Explore risk reduction measures in relation to food safety
- Highlight effective handwashing practices
- List pest control measures

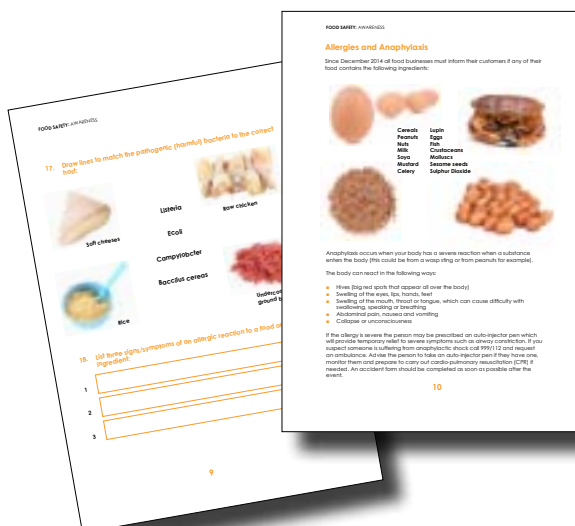


Supports knowledge elements of Standards 1, 3 and 13

## CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 15: Premises and equipment**



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# HACCP FOR CATERING AWARENESS

The Food Hygiene (England) Regulations 2013 states that food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles. HACCP provides employers with an auditable record of checks that have been carried out to keep food safe on site.

By completing this course you will be able to:

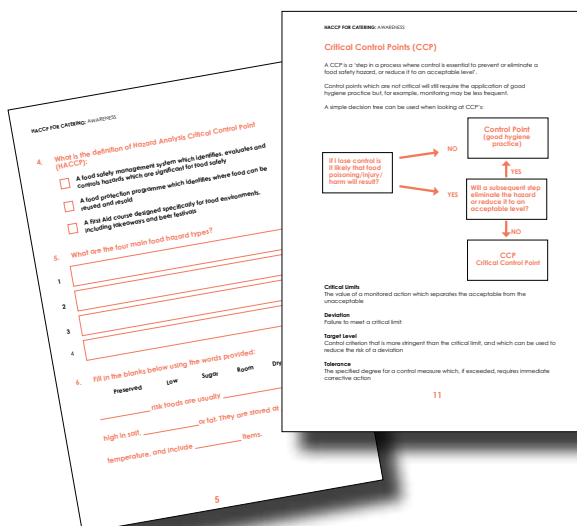
- Explain the need for HACCP systems
- Appreciate the legal requirements for HACCP
- Describe the seven principles of HACCP
- Describe the implementation and management of HACCP
- Identify Critical Control Points
- Describe HACCP verification procedures
- Identify the types of documentation required



Supports knowledge elements of Standards 1, 3 and 13

## CQC Fundamental Standards

Improves knowledge in areas of:  
**Regulation 15: Premises and equipment**



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# HEALTH AND SAFETY AWARENESS

Having correct health and safety procedures in place should help to prevent people from being harmed or ill at work. Health and safety laws apply to all businesses, employees and the self-employed and, in order for health and safety procedures to be effective, we all need to be responsible, vigilant and willing to play our part.

By completing this course you will be able to:

- Identify the key factors of Health and Safety regulations
- State employer/employee responsibilities under Health and Safety regulations
- Discuss hazards specific to your workplace
- Explore risk reduction measures
- Describe correct reporting procedures
- Define safe practice when moving and handling
- Understand responsibilities under COSHH, electrical safety and noise levels

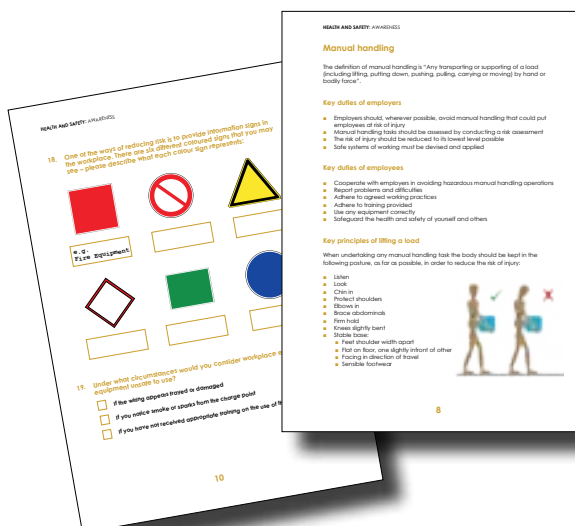


Supports knowledge elements of Standards 1, 3 and 13

## CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 12: Safe care and treatment**  
**Regulation 15: Premises and equipment**



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# INFECTION CONTROL AWARENESS

Protecting service users and staff from infection is a crucial element in the quality of care. Particularly as some infections have the capacity to spread within environments where service users more vulnerable to infection share eating and living accommodation. It is also important to be aware of the possibility of infection, and for care workers to identify these promptly.

By completing this course you will be able to:

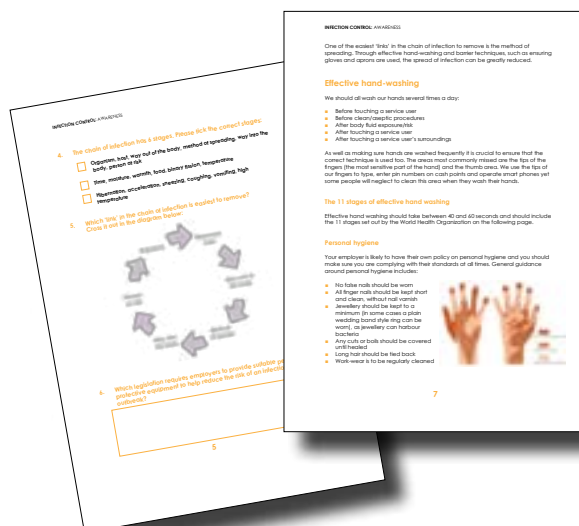
- Identify relevant legislation within the workplace
- Define an infection outbreak
- Explore employer and employee responsibilities around infection control
- Describe the six stages of the chain of infection
- Discuss effective handwashing techniques
- List good personal hygiene standards
- State how spillages and sharps should be dealt with



Supports knowledge elements of Standards 1, 3 and 15

## CQC Fundamental Standards

Improves knowledge in areas of:  
**Regulation 12: Safe care and treatment**



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# LEARNING DISABILITY AND BEHAVIOUR THAT CHALLENGES AWARENESS

**It is essential when supporting a person with a learning disability that you see beyond the label to the person as a whole. A learning disability may be diagnosed at any time. For some people, it may be well into adulthood. For others, they may never receive a diagnosis at all.**

By completing this course you will be able to:

- Define what is meant by "learning disability"
- Consider some of the common causes of learning disability
- Define the term "challenging behaviour"
- Explain why some behaviours may be seen as challenging
- Describe a range of underlying causes for behaviour that is considered as challenging and the function of these for the individual
- Identify potential triggers for behaviour that challenges
- Describe the context and use of proactive and reactive strategies
- Respond appropriately to incidents of behaviour that challenges

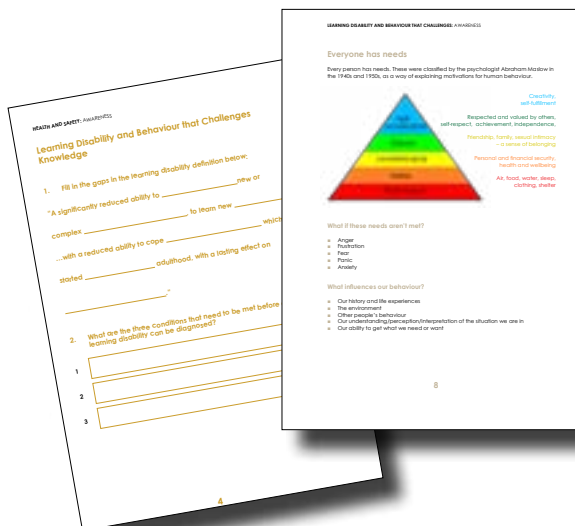


Supports knowledge elements of Standards 1, 3, 4, 5, 6, 9 and 10

## CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 9: Person-centred care**  
**Regulation 10: Dignity and Respect**  
**Regulation 13: Safeguarding**  
**Regulation 17: Good governance**



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# LEGIONELLA

## AWARENESS

**Legionnaires' disease is a potentially fatal form of pneumonia. If conditions are favourable, bacteria may grow, increasing the risks of the disease. It is therefore important to understand and control the risks by introducing appropriate measures.**

By completing this course you will be able to:

- Understand what Legionnaires Disease is
- Detail how the Legionella bacteria grows and spreads
- Know where Legionella is found
- Understand the effects of Legionella on the body
- Control the risk of Legionnaires Disease

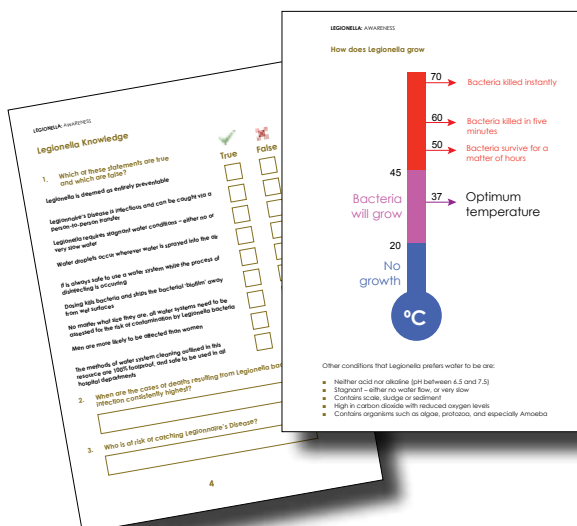


Supports knowledge elements of Standard 12

### CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 12: Safe care and treatment**  
**Regulation 15: Premises and equipment**



Delivery Method	Price ex. VAT
Learner Pack: Resource booklet, workbook and certificate	£10 per person
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# LONE WORKING AWARENESS

Lone workers should not be put at more risk than other employees and establishing a healthy and safe working environment for lone workers can be different from organising the health and safety of other employees.

Some tasks may be too difficult or dangerous to be carried out by an unaccompanied worker.

By completing this course you will be able to:

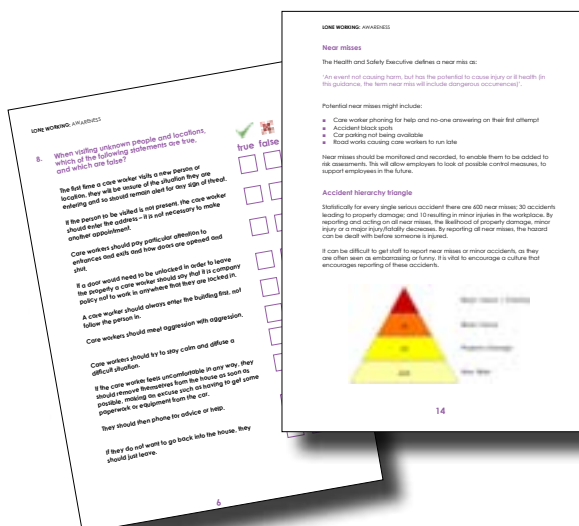
- Define 'lone worker'
- Describe relevant health and safety legislation
- List possible risks to safety
- Explain what can be done to reduce these risks
- Appreciate the importance of good record keeping



Supports knowledge elements of Standards 1, 3, 5, 6 and 13

## CQC Fundamental Standards

Improves knowledge in areas of:  
**Regulation 18: Staffing**



Delivery Method	Price ex. VAT
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Assessor Pack: Answer booklet and instructions for marking	£5 per title
License materials	£POA
Half day tutor-led workshop, max 20 learners	from £295

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# MENTAL CAPACITY ACT 2005

## AWARENESS

**Mental capacity is a person's ability to make a specific decision at the time it needs to be made. That decision could be anything.**

**It could be everyday, such as whether or not to get up, what clothes to put on, what to eat for breakfast or what to do for the day. It might not be everyday but very significant, such as where to live, whether or not to have an injection or who to have contact with.**

By completing this course you will be able to:

- Appreciate the importance of the Code of Practice
- Define mental capacity
- State how to assess a person's mental capacity
- Identify the factors to be taken into account when making a best interests decision
- Define restraint and appreciate the circumstances when this is justifiable



Supports knowledge elements of Standards 1, 3, 5, 7, 9, 10 and 14

### CQC Fundamental Standards

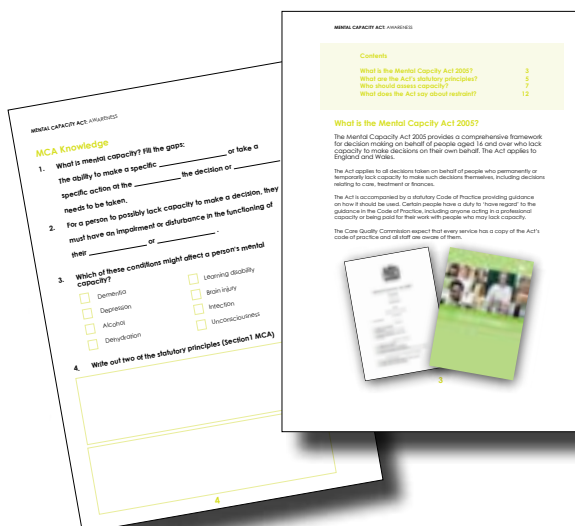
Improves knowledge in areas of:

**Regulation 9: Person-centred care**

**Regulation 10: Dignity and respect**

**Regulation 11: Need for Consent**

**Regulation 12: Safe care and treatment**



Delivery Method	Price ex. VAT
Learner Pack: Resource booklet, workbook and certificate	£10 per person
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# MEDICATION MANAGEMENT AWARENESS

Anyone may administer a prescription only medicine (except injections) providing it is in accordance with the directions of a doctor. Doses of prescribed medicines may NOT be varied without the doctor's consent.

The purpose of a system for administering medication is to ensure: right person, right medicine, right dose, right route and right time.

By completing this course you will be able to:

- Outline key legislation surrounding medication
- Define key terminology
- List different routes for the administration of medication
- Describe how to respond to a medication error

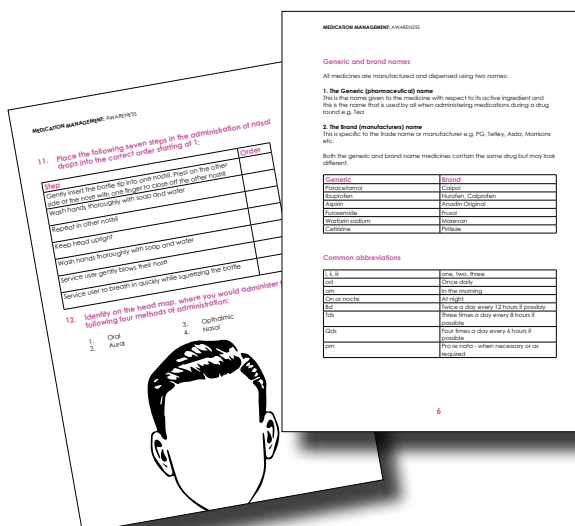


Supports knowledge elements of Standards 1, 3, 5, 10, 13, 14 and 15

## CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 12: Safe care and treatment**  
**Regulation 17: Good governance**



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# PERSON-CENTRED CARE PLANNING AWARENESS

Being person-centred is about providing care and support that is focused on the individual and their needs. It is a 'whole-person' approach, recognising that a person's condition or medical needs probably only represent a small part of their lives. We are all individual and just because two people might have the same condition, for example, a learning disability or dementia, it does not follow that they require the same care and support.

By completing this course you will be able to:

- Define 'person-centred care'
- List person-centred values
- Consider the implications of the Mental Capacity Act 2005 and the Care Act 2014 on care planning
- Explain the stages of the care and support planning process
- Describe the key elements of a good person-centred care planning process
- List the contents of a Life Story



Supports knowledge elements of Standards 1, 3, 4, 5, 8, 9, 10 and 14

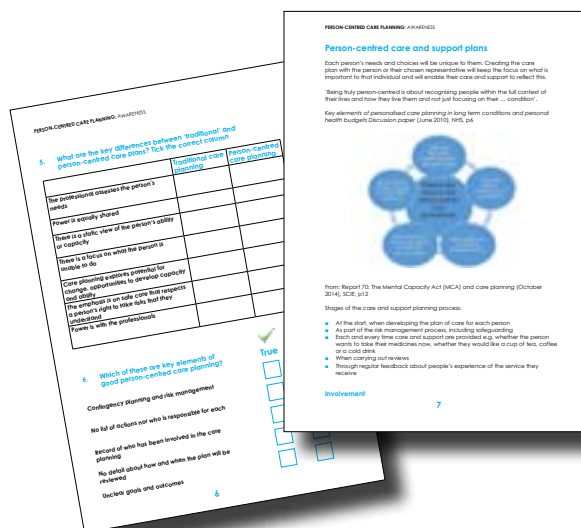
## CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 9: Person-centred care**

**Regulation 11: Need for consent**

**Regulation 12: Safe care and treatment**



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# PRESSURE SORES

## AWARENESS

In the UK about 500,000 people will develop at least one pressure sore each year. Around 1 in 20 people admitted to hospital because of a sudden illness will develop a pressure sore.

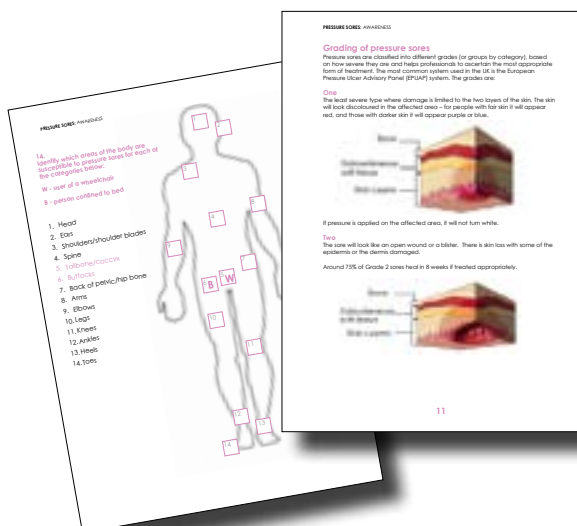
Although pressure sores can be treated with dressings and creams, in some people they can be more severe and lead to life-threatening complications.

By completing this course you will be able to:

- Recognise the risk factors in the development of pressure sores
- Take preventative measures against the development of pressure sores
- Manage pressure sores and promote healing



Supports knowledge elements of Standards 1, 3, 5, 10, 13, 14 and 15



### CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 9: Person-centred care**

**Regulation 11: Need for consent**

**Regulation 12: Safe care and treatment**

**Regulation 13: Safeguarding**

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# PROFESSIONAL BOUNDARIES AWARENESS

Professional boundaries separate therapeutic behaviour from any behaviour which, well-intentioned or not, could reduce the benefit of services to an individual. Professional boundaries are guidelines for maintaining a positive and helpful relationship with individuals.

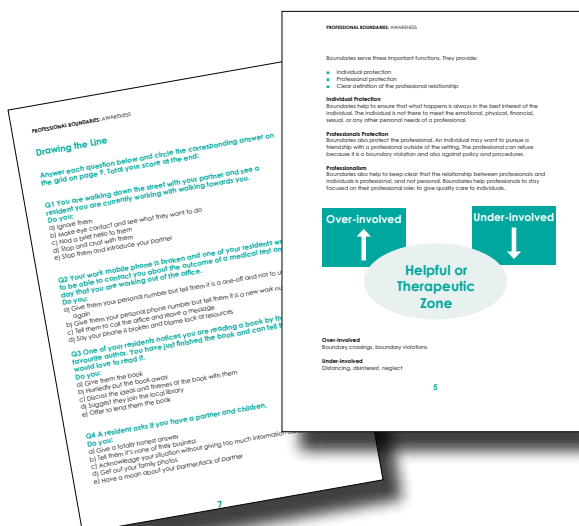
A central reason for requiring professionals to manage their relationships with individuals and the individual's family and friends is the existence of a power imbalance in this relationship.

By completing this course you will be able to:

- Define what is meant by 'professional boundaries'
- Appreciate the importance of observing professional boundaries
- Apply professional boundaries to a number of scenarios



Supports knowledge elements of Standards 1, 3, 6, 8 and 14



## CQC Fundamental Standards

Improves knowledge in areas of:

**Regulation 10: Dignity and respect**

**Regulation 12: Safe care and treatment**

**Regulation 17: Good governance**

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# SAFEGUARDING ADULTS AWARENESS

Where an individual's dignity is not respected and poor practice results, this can lead to people being abused or neglected. It is therefore important that people's dignity is upheld.

Versions of this course are available for workers in Care Homes, Domiciliary Care and Healthcare.

By completing this course you will be able to:

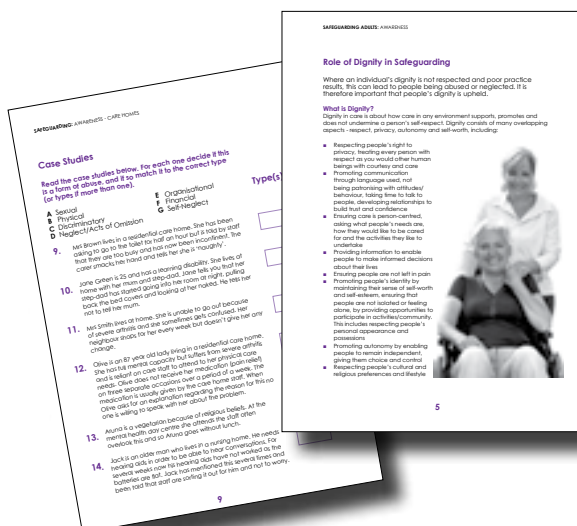
- Understand the concept and definitions of abuse
- Identify the types, forms and indicators of abuse
- Understand what action to take if you become aware of abuse
- Demonstrate the essential link between preservation of dignity, safeguarding and the prevention of abuse



Supports knowledge elements of Standards 1, 3, 5 and 10

## CQC Fundamental Standards

Improves knowledge in areas of:  
**Regulation 13: Safeguarding**



Delivery Method	Price ex. VAT
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Assessor Pack: Answer booklet and instructions for marking	£5 per title
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# of Learner Packs: £10    # of Assessor Packs: £5



## Health and Safety

COSHH  
Falls Awareness  
Fire Safety  
Food Safety  
HACCP for Catering  
Health and Safety  
Infection Control  
Legionella Awareness



## Mental Health

Dementia Awareness  
DoLS  
MCA



## Health and Wellbeing

Autism Awareness  
Diabetes Awareness  
Epilepsy Awareness  
Medication Management  
Pressure Sores Awareness  
Dignity in Care  
End of Life Care



## Safeguarding

Safeguarding Adults  
Residential Homes  
Domiciliary Care  
Health  
Safeguarding Children in an Adult Setting  
Lone Working



## Behaviour

Behaviour that Challenges  
Learning Disability Awareness and Behaviour that Challenges  
Conflict Management



## Administration and Inclusion

Data Protection and Record Keeping  
Equality, Diversity and Inclusion  
Effective Communication and Record Keeping  
Person Centred Care Planning  
Principles of Confidentiality in Care  
Professional Boundaries

Name	<input type="text"/>
Organisation	<input type="text"/>
Phone	<input type="text"/>
E-mail	<input type="text"/>

**Return to:**  
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**fax: 0114 281 5785**  
**tel: Claire Eley 0114 281 5761**



## 1. Terms

1.1 By ordering a CQM Distance Learning Course (the Goods) you accept these terms and conditions. Terms and conditions are subject to change at any time, and it is your responsibility to check these before ordering products.

## 2. Who we are

CQM Learning Ltd can be contacted directly by any of the means below:

2.1 Mail CQM Learning Ltd, 3 Westbrook Court, Sharrow Vale Road, Sheffield, S11 8YZ

2.2 Telephone 0114 2815761

2.3 E-mail [info@cqmlearning.co.uk](mailto:info@cqmlearning.co.uk)

## 3. Order Process

3.1 Our data protection policy sets out how we process any personal data we collect from you or that you provide to us. By placing an order with CQM you consent to such processing and you warrant that all data provided by you is accurate, and that you are authorised to place such orders on behalf of your organisation.

3.2 Each order or acceptance of a quotation for Goods by you from CQM shall be deemed to be an offer by you to buy Goods subject to these conditions.

3.3 No order placed by you shall be deemed to be accepted by CQM until a written acknowledgement of the order is issued by CQM through the raising of an invoice, or (if earlier) the delivery of said ordered Goods to you.

3.4 You shall ensure that the terms of your order and any applicable specification are complete and accurate.

3.5 Any quotation supplied to you by CQM is given on the basis that the Contract shall come into existence upon dispatch by CQM of the acknowledgement of order or, if earlier, dispatch of the Goods to you. Any quotation is valid for a period of 30 days from its date, provided that CQM has not previously withdrawn it.

## 4. Invoice, Payment and Delivery

Unless a specific agreement has been made the following will apply:

4.1 For orders within mainland UK received before 17:00, the Goods will normally be invoiced the following Working Day.

4.2 All prices quoted are subject to VAT at the prevailing rate.

4.3 You shall pay for the Goods within the 30 day timescale indicated on your invoice. If you fail to make any payment due to CQM under the Contract by the due date for payment, CQM may charge interest at 3% above base rate or the rate as set out in the Late Payments of Commercial Debts Regulations. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amounts, whether before or after judgment. You will pay the interest together with the overdue amount

4.4 Within 7 days of CQM confirming your order and raising an invoice, you have the right to cancel your order without payment or prejudice. Cancellation of Goods must be made in writing to the address given in Section 2. If products have already been dispatched to you, you must return said items upon receipt.

4.5 Accepted payment methods are bank transfer or cheque.

4.6 Orders will normally be dispatched within 2 Working Days of payment being received. It should normally take no longer than 4 Working Days to receive the Goods. If you have not received the Goods within 4 Working Days please contact CQM;

4.7 If delivery arrangements differ from the above, you will be informed at the point of ordering, or by e-mail as close as possible to the time of ordering.

4.8 Please note that Goods may be sent to you in instalments.

## 5. The Goods

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5.2 It is your responsibility to ensure the suitability of the Goods offered for any particular purpose prior to purchasing the Goods.

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