

## Mandatory Learning in Mental Health Services

### Induction training

Course	Medium	Timeframe	Refresher requirements
Safeguarding Adults	Virtual (Zoom)	Before starting work in a service	Annual e-learning
Medication Administration	Virtual (Zoom)	Week 1, usually before starting in a service	Annual e-learning
Emergency First Aid at Work	Face to face	Week 1 or 2	Face to face training, every 3 years
Staff in <b>Floating Support</b> services must also complete <b>Child Protection</b> training in their first week.			

### CQC registered services

Staff working in CQC services must complete these courses in addition to the training listed above. During the pandemic, we are organising these courses directly with services instead of running them on a rolling basis for new starters.

Course	Medium	Timeframe for completion	Refresher requirements
Personal Care	Face to face	Month 1	Training, every 3 years
Moving and Handling of People	Face to face		Training, every 3 years

**Please note there are a lot of induction e-learning courses to complete; see page 3.**

## Team Leaders and Contract Managers

In addition to the induction courses above, Team Leaders, Contract Managers and Heads of Operations must also complete:

Course	Medium	Timeframe	Refresher requirement
Safeguarding for Managers	Virtual (Zoom)	New starters must complete the safeguarding training within their first week, and then complete the managers training within 3 months of start date.	Zoom or face to face training every 3 years

A new managers induction programme will be launched in spring 2021, and we also run various levels of leadership and coaching programmes, accredited by the Institute of Leadership and Management (ILM).

Other training courses are available for managers, however these are not mandatory and are advertised when they are run. Topics may include:

- HR Business Partner workshops on managing sickness absence, performance, capability.
- Sessions on specific topics such as safer recruitment.

## Induction e-learning

Introduction to Health & Safety	E-learning	Week 1	E-learning: 3 years
Fire Safety	E-learning		E-learning: 3 years
Care Certificate - Standard 15: Infection Control	E-learning		E-learning: 3 years
Personal Protective Equipment	E-learning		E-learning: 3 years
Covid-19 Testing for Self and Others	E-learning		Review

Safeguarding Children	E-learning	Week 2	E-learning: 3 years
Control of Substances Hazardous to Health	E-learning		E-learning: 3 years
Manual Handling	E-learning		E-learning: 3 years
Understanding Medication & Healthcare tasks	E-learning		E-learning: 3 years

Fluids and Nutrition	E-learning	Week 2	E-learning: 3 years
Fraud Prevention	E-learning		E-learning: 3 years
Bribery Act	E-learning		E-learning: 3 years
Data Handling	E-learning		E-learning: 3 years
Whistleblowing with Confidence	E-learning		E-learning: 3 years

Asbestos Safety *TLs/CMs & senior Ops staff complete Asbestos Safety Responsibilities instead	E-learning	Week 3	E-learning: 3 years
Water Safety *TLs/CMs & senior Ops staff complete Water Safety Responsibilities instead	E-learning		E-learning: 3 years
Electrical Safety *TLs/CMs & senior Ops staff complete Electrical Safety Responsibilities instead	E-learning		E-learning: 3 years
Diversity & Inclusion in the Workplace	E-learning		E-learning: 3 years
Needlestick and Sharps Injuries	E-learning		E-learning: 3 years

Lift Safety *TLs/CMs & senior Ops staff complete Lift Safety Responsibilities instead	E-learning	Week 4	E-learning: 3 years
Gas Safety *TLs/CMs & senior Ops staff complete Asbestos Safety Responsibilities instead	E-learning		E-learning: 3 years
Cyber Crime	E-learning		E-learning: 3 years
Cyber Security	E-learning		E-learning: 3 years
Domestic Abuse	E-learning		E-learning: 3 years

## Further mandatory training

- All courses to be completed within 6 months of start date; [staff to book themselves via Iris](#).
- All refresher learning is completed by e-learning on [My Learning](#).
- If staff are unclear about which Tier their service is in, please check with either your Team Leader, Contract Manager or L&D.

Service Tier	Course	Medium
Tiers 1, 2 and 3	Positive Pathways	Virtual (Zoom)
Tiers 1 and 2 – e-learning and training Tier 3 – e-learning only	Mental Health Awareness	E-learning and virtual session (Zoom)
Tiers 1, 2, and 3	Behaviours that Challenge	Virtual (Zoom)
Tiers 1 and 2 – training (Zoom) Tier 3 – e-learning only	Suicide Prevention	Virtual (Zoom)
Tiers 1 and 2	Self Harm	Virtual (Zoom)
Tiers 1 and 2	Personality Disorders	Virtual (Zoom)
Tiers 1, 2 and 3	Drug and Alcohol Awareness	E-learning
Tiers 1 and 2	Substance Misuse	Virtual (Zoom)
Tiers 1 and 2	Physical Health & Wellbeing	Virtual (Zoom)
Tiers 1, 2 and 3	Introduction to Hoarding	E-learning

## **Recommended non-mandatory learning**

### **Training**

We run a Mental Health First Aid course, however at present the accrediting organisation has decided this training can only be run face-to-face and we feel the risk of running the training outweighs the benefits of doing so, as we run a variety of other mental health courses virtually.

### **Experts by Experience programme**

Look Ahead has a long history of running training that is designed and facilitated by those with lived experience, both customers and staff. Current courses include:

- Mental health
- Personality disorders
- LGBTQ\*
- Asperger's.

Other courses include domestic abuse and substance use; these are being reviewed.

### **Additional e-learning**

There are a wide range of e-learning topics [available on My Learning](#), across the following categories:

- Health and Safety
- Diversity and Inclusion
- Good Practice in Supporting Customers – including specialist safeguarding topics, risk management, support planning, recording skills, professional boundaries, customer service.
- Health and Care/Support topics – including mental health needs, substance use, specific health topics and healthy lifestyles.
- Personal Development
- HR and Management.

### **Local training opportunities**

It is strongly recommended that services identify local training opportunities, for instance through the local authority and colleagues in other agencies. This may include:

- Advertised training opportunities
- Contacting people in specific roles, inviting them to present in team meetings or asking if they are able to run any workshops with the team.

Both have the advantage of exposing staff to the remit of other local agencies, building the service's network in the community, and offering learning opportunities based on specifically local knowledge.

Staff can update their own training records with external training or workshops; please email [L&D@lookahead.org.uk](mailto:L&D@lookahead.org.uk) if you need help.