

**NCO Carer Training**

**Course descriptors**

**Caring with Confidence**

Learning outcomes

By the end of the session participants should have been able to spend some time thinking and talking about some of the issues which affect them as carers. Participants should also be able to identify potential ways of coping with the pressures that they face. Participants will have had the opportunity to take part in an informal and social event.

Topics covered:-

- The potential causes of stress
- The potential negative effects of stress on general health
- Ways of reducing stress
- Potential coping strategies
- Relaxation techniques
- Assertive communication
- Managing changing relationships

**Navigating the System**

Learning outcomes

By the end of the session participants should have an understanding of the various providers of social care and social support across Highland and at a national level, where appropriate. Course participants should be able to identify providers and support networks which are appropriate to their own situations. Participant's knowledge of the 'system' as it applies to them should be improved.

Topics covered:-

- NHS provision including SSUs and CHP services
- Local authority provision including Social Work Services, Education and Housing
- Other providers including Housing Associations and commercial sector care providers
- Voluntary sector providers

- Support networks

## **Planning for the future**

### Learning outcomes

Planning for the future will be delivered in 2 sessions. The first session will be for younger carers, the second session will be for older carers. This will enable each session to be tailored to the specific needs of each age grouping.

By the end of the sessions participants should have an understanding of the provision of social care services and options available to the cared for person; the purpose of powers of attorney and guardianship, both welfare and financial; benefits available to both the carer and cared for person; education options for the carer and cared for person; employment options for the carer and cared for person; housing options; the use of testamentary provisions to provide for the future of the cared for person.

### Topics covered:-

- Welfare and financial Guardianship
- Power of attorney
- Benefits
- Wills and trusts
- Independent living options
- Housing options
- Education options
- Employment options
- Social care options
- Paying for care

## **Moving and Handling**

### Learning outcomes

By the end of the session participants should have an understanding of how to protect themselves by using the principles of safe movement to move themselves, an object or to assist someone else to move.

### Topics covered:-

- The causes of aches, pains and injuries
- The principles of moving safely
- How to apply the principles to everyday situations

- Assisting someone to move safely
- Assessing the risks of moving and handling tasks

## **7 tips to Manage Your Stress**

Learning outcomes

By the end of the session participants should be able to spot the warning signs of stress in themselves and practice coping strategies which should help them to manage their stress levels.

Topics covered:-

- Spotting the warning signs of stress
- Controlling negative thoughts
- Adopting a realistic approach to caring
- Relaxation techniques
- Positive thinking
- Coping strategies
- The benefits of exercise
- Healthy eating

## **7 tips for Building Confidence**

Learning outcomes

At the end of the session participants should have an understanding of the techniques to use to develop an assertive communication style and to develop confidence when dealing with others.

Topics covered:-

- Recognising your own needs and rights
- Defining your own communication style
- Techniques for communicating with different communication styles
- Visualisation techniques
- Negotiation skills
- Understanding body language
- Problem solving techniques