



Supporting Better Care

RCN development programme
Free to RCN members

For all nursing and care assistants,
HCSWs and assistant practitioners



Royal College
of Nursing
Scotland



“I have really enjoyed this course and it has opened my eyes to good practice”

Supporting Better Care attendee

“An excellent programme delivered in a way that encouraged participation from those who had concerns about attending training and also those seeking further development”

Barbara Hutchison,
Educational Support
Co-ordinator, NHS Orkney

Foreword



Supporting Better Care is a Royal College of Nursing accredited training programme which is designed to build on the knowledge, skills and confidence of those who provide direct care to patients/clients in any care setting.

The programme has been running since 2008 and continues to meet the needs of care staff working in any setting across Scotland - within the NHS, independent care sector, charities and private care and voluntary organisations. Wherever you work, we can deliver the programme in a way that meets the needs of both employer and staff.

Feedback to date by participants and employers on **Supporting Better Care** has been excellent. Personally, I am delighted with the breadth of topics covered within the programme, which will help those attending to give safe and effective care.

I encourage everyone from nursing health care support workers and care assistants to managers to benefit from this exciting programme.

Theresa Fyffe
RCN Scotland Director



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Who should attend this programme?

- **Supporting Better Care** is suitable for those new to their role or experienced workers
- No formal qualifications are required, but it is recommended that those attending are working in a care setting

The programme is suitable for

- Health care support workers
- Health care assistants
- Nursing assistants
- Nursing auxiliaries
- Clinical support workers
- Assistant practitioners
- Care assistants
- and many others

Throughout the programme, individual learning needs will be recognised and supported.

To meet the team who deliver and support the programme please visit www.rcn.org.uk/aboutus/scotland



About the programme

Supporting Better Care aims to:

- enhance your knowledge and practice
- extend your competence and confidence in the delivery of direct care

As a result of attending this programme, you will be able to:

- ✓ develop an understanding of reflective practice and use it to reflect on the value of your role and the difference you make to patient/client care
- ✓ identify issues relating to patient safety and infection control
- ✓ understand your preferred learning style to inform your continuing development
- ✓ have an increased awareness of sensory impairment in patient care
- ✓ have an increased understanding of your personal accountability in relation to health and social care
- ✓ explain your role in the management of patients with diabetes
- ✓ practise the values of dignity in care
- ✓ recognise the signs and symptoms of dementia and the importance of person-centred care in its management
- ✓ have an increased understanding of the importance of nutrition and hydration

As an employer or manager, Supporting Better Care will help you and your staff by:

- increasing your staff's knowledge, understanding and confidence in delivering care; and
- investing in the personal development of employees, which can increase their job satisfaction

How is the programme quality assured?



The programme has been internally accredited by the Royal College of Nursing. This means that it is regularly evaluated to make sure it is up to date and relevant and that it meets the needs of those attending. Each session is appraised and these results can be made available to the host organisation.

Programme delivery method

Supporting Better Care is designed to support all learning styles:

- there is a mixture of presentations, interactive workshops and group discussions to enhance the learning experience;
- personal reflection on learning is encouraged;
- participants are given the opportunity to engage in interactive practical sessions, including:
 - group work to explore scenarios supported by educational DVDs; and
 - the use of specialist resources to experience the patient perspective

All sessions are supported by a range of quality assured handout materials. A personal portfolio will be collated and certificates showing hours of study for each session will be awarded to all who participate.

About the programme

The programme consists of either four full-day sessions or one full-day session + six half-day sessions.

These sessions can be delivered to meet your needs and your employer's. Any of the sessions can be delivered as individual events.

Timings between sessions to be mutually agreed. A typical one-day session will run from 10am–4pm. Timing for a typical half-day session will run from 10am–4pm or 1pm–4pm.



Day one essentials

- Welcome and introduction to the programme
- Accountability and you – regulation, delegation and codes of conduct
- Learning process – identify learning needs and preferred learning style
- Access to RCN library and information support and materials
- Introduction to dignity
- Interpersonal skills – communication skills and customer care
- Personal reflection and diaries
- Evaluation

Session One: Nutrition and hydration	Session Two: Dignity	Session Three: Patient safety
<ul style="list-style-type: none"> • Welcome and introduction • Aim and outcomes of the session • Diaries and reflection • Nutrition • Hydration • Action planning and reflection • Evaluation 	<ul style="list-style-type: none"> • Welcome and introduction • Aim and outcomes of the session • Diaries and reflection • Dignity • Action planning and reflection • Evaluation 	<ul style="list-style-type: none"> • Welcome and introduction • Aim and outcomes of the session • Diaries and reflection • RCN infection control – including environment, systems and responsibilities • Risk assessment – <ul style="list-style-type: none"> • Learning from incidents and near misses • Safety and wellbeing • Action planning and reflection • Evaluation
Session Four: Sensory impairment	Session Five: Diabetes	Session Six: Dementia awareness
<ul style="list-style-type: none"> • Welcome and introduction • Aim and outcomes of the session • Diaries and reflection • Sensory impairment – ‘All the senses’ • Hearing impairment • Safety – <ul style="list-style-type: none"> • risk assessment • environment • Visual impairment • Safety – <ul style="list-style-type: none"> • risk assessment • environment practical exercises • Action planning and reflection • Evaluation 	<ul style="list-style-type: none"> • Welcome and introduction • Aim and outcomes of the session • Diaries and reflection • What is diabetes? • Diagnosis, screening and treatments • The complications • Available support for persons with diabetes • Action planning and reflection • Evaluation 	<ul style="list-style-type: none"> • Welcome and introduction • Aim and outcomes of the session • Diaries and reflection • What is dementia? • Person-centred care • Ways to improve communication • Support for patients and carers • Action planning and reflection • Evaluation

Cost of the programme

To book your place on a programme delivered at RCN Scotland HQ or to discuss delivery of the programme within your organisation call: **0131 662 6152** or email: **sbc@rcn.org.uk**

Supporting Better Care is free to all RCN members

	RCN Member	Cost for self-funded participant	Cost per participant supported by an organisation
Day 1 Essentials (Full-day)	FREE	£35	£50
Per Session (Half-day)	FREE	£25	£35
Full programme cost	FREE	£185	£260
Discounted price for full programme (Day 1 & all six sessions)	FREE	£150	£200

Please note:

- Organisations will not be charged for individual participants should they join the RCN within two weeks of attending the programme
- RCN Membership costs less than the cost of the programme
- In some instances help with funding for self-funded participants may be available through the RCN or the Individual Learning Account (ILA)



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We offer an introductory rate for your first year of membership, so you can join as a HCSW member for just £4.06* per month (or just £3.25 after tax relief).

After one year, full HCSW membership is just £8.12* per month (£6.50 after tax relief).

You can join if your routine health or social care work is delegated to you by a registered nurse/midwife or you have a qualification in health and social care at level four of the Scottish Credit and Qualifications Framework in Scotland or level one of the National Qualifications Framework in England, Wales and Northern Ireland.

To join, call RCN Direct on: **0345 772 6100** or visit
www.rcn.org.uk/myrcn/joining

**Prices based on 2012 membership rates*

May 2013

Published by
The Royal College of Nursing Scotland
42 South Oswald Road
Edinburgh EH9 2HH

www.rcn.org.uk/scotland

