

Care Excellence Masterclass



AIM

To address the lack of consistency of care experienced by residents with a view to improving standards within the home

DURATION

Full day (6 hours)

LEARNING OUTCOMES

By the end of this course, you will:

- Understand the importance of Person-Centred approaches to care
- Be able to support residents effectively when assisting with personal care
- Be able to support residents effectively when assisting with eating and drinking
- Understand the importance of privacy and dignity
- Know the importance of reporting errors and near misses
- Know what is meant by Duty of Candour
- Understand that there are many aspects to care that can make a difference

LESSONS AND TOPICS

Person-Centred Care

- What is Person-Centred Care?
- Best Practice Person-Centred Care Approaches
- The Importance of Consent

The 'Little Things' Matter

- Attitude and Approach
- Communication
- Cleanliness
- Organisation
- Positivity

Personal Care

- Promoting Independence
- Choice
- Capacity
- Assistance
- Using a Toilet including Practical
- Washing including Practical
- Bed Baths including Practical
- Oral Health including Practical
- Dressing including Practical

Eating and Drinking

- Promoting Independence
- Choice
- Capacity
- Assisting with Eating and Drinking including Practical

Privacy and Dignity

- What is Privacy?
- What is Dignity?
- Terms of Endearment
- Appropriate Language

Errors and Incidents

- Errors
- Near Misses
- Reporting
- Duty of Candour