**Important supporting information for this training matrix**

**Personalised Care Roles Training Matrix**

The following document has been designed as a template for practices to amend accordingly to meet the needs of their practice and patient population. Ultimately, the practice is responsible for determining what mandatory and additional training staff need and how this is delivered.

**Disclaimer**: Please note that we have made suggestions as to where to obtain training, other training providers are available and individual practices may choose to source training from alternative providers. Some training for example Fire Safety will require an element of F2F training in addition to eLearning to ensure that staff are orientated with local fire policies & procedures.

**CQC Compliance:** All providers are required, under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, to meet Regulation 18 in relation to staffing. This requires providers to have ‘sufficient numbers of suitably qualified, competent, skilled, and experienced staff to meet the needs of the people using the service at all times. The Care Quality Commission (CQC) regulates health and social care providers, including general practice, through monitoring and inspection. They also offer advice and guidance on requirements. <https://www.cqc.org.uk/guidance-providers/gps>

Practices must demonstrate how they have assured the competence of staff employed in clinical practice, including pharmacists, nurses, paramedics, physiotherapists, and physician associates. Practices must also demonstrate to CQC that “staff have the skills, knowledge and experience to deliver effective care and treatment” (CQC Key Line of Enquiry (KLOE) E3).

Evidence for this may include HR & recruitment records; induction plans & records; training and development plans & records; arrangements for protected learning time; access to regular one-on-ones and appraisals for all staff; and provision for appropriate continuing professional development (CPD), coaching or mentoring. Clinicians must make effective arrangements for clinical supervision and support to meet the requirements of professional revalidation.

This list is not exhaustive; all BNSSG practices have access to the Practice Index learning hub, which provides a wide range of training: <https://hub.practiceindex.co.uk/courses>.

**Training matrix references**

NHS England: Core Skills Training Framework: <https://skillsforhealth.org.uk/wp-content/uploads/2021/07/CSTF-Eng-Subject-Guide-v1.1.pdf>

Please note that all information on this matrix was correct at time of writing (01/10/24) but could change subsequently.

|  |  |
| --- | --- |
| **Date** | **Change** |
| **01/10/24** | * **Sections now split into Induction, Recommended and Further training** * **Locations of Training Hub webinars previously only on the Teams Channels now they are also available on the website** * **Previously PCI accredited training was mandatory for all roles, now it is only mandatory for Health and Wellbeing Coaches and only recommended for Care Coordinators and Social Prescribing Link Workers** * **Addition of 5 modules of Trauma informed care training** |

**Part 1 – Core Training Matrix**

We have made suggestions in this section as to what course may be considered Mandatory but please note the Practice/PCN is responsible for determining what Mandatory and Additional Training Staff need & how it is delivered.

**Part 2 – Further Training Matrix**

The courses/training in this section are for staff wishing to develop their knowledge beyond the induction training. Please note that the Practice/PCN is responsible for determining what Additional Training Staff need & how it is delivered.

**Induction Training matrix for Personalised Care Staff**

**The following Training is outlined in the** [**Core Skills Training Framework**](https://www.skillsforhealth.org.uk/core-skills-training-framework/?gad_source=1&gclid=CjwKCAjw34qzBhBmEiwAOUQcF0bHVpQP3MW5HxPLmP7ygBCNPBVfJarMXZGAI35fS6JGUkS3pa37tBoCQTUQAvD_BwE) **except for Oliver McGowan.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Training** | **Who** | **How often** | **Where to obtain training** | **Mandatory** |
| Chaperone awareness | All staff should understand the role of the chaperone. | Initial & updates as require | [eLearning for Health](https://portal.e-lfh.org.uk/component/details/52459)  [Practice Index](https://hub.practiceindex.co.uk/courses#collapse_1018) | [CQC](https://www.cqc.org.uk/guidance-providers/gps/gp-mythbusters/gp-mythbuster-15-chaperones) |
| Conflict Resolution | All Practice Staff | 3 Yearly | [eLearning for Health](https://portal.e-lfh.org.uk/Component/Details/544087)  [Practice Index](https://hub.practiceindex.co.uk/courses?limit=50&sort=name_asc&name=conflict&showpublished=1&shownotpublished=1&mandatory=&pdf=&search=1&tableview=0#collapse_1020) | [NHS England](https://www.skillsforhealth.org.uk/wp-content/uploads/2021/07/CSTF-Eng-Subject-Guide-v1.1.pdf) |
| Data Security Awareness (Information Governance) | All Practice Staff | Annually | [eLearning for Health](https://portal.e-lfh.org.uk/Component/Details/544107)  [Practice Index](https://hub.practiceindex.co.uk/courses?limit=50&sort=name_asc&name=data+security&showpublished=1&shownotpublished=1&mandatory=&pdf=&search=1&tableview=0#collapse_1067) | [NHS England](https://www.skillsforhealth.org.uk/wp-content/uploads/2021/07/CSTF-Eng-Subject-Guide-v1.1.pdf) |
| Equality, Diversity  and Human Rights | All Practice Staff | 3 Yearly | [eLearning for Health](https://portal.e-lfh.org.uk/Component/Details/544214)  [Practice Index](https://hub.practiceindex.co.uk/courses?limit=50&sort=name_asc&name=equality&showpublished=1&shownotpublished=1&mandatory=&pdf=&search=1&tableview=0#collapse_1024) | [NHS England](https://www.skillsforhealth.org.uk/wp-content/uploads/2021/07/CSTF-Eng-Subject-Guide-v1.1.pdf) |
| Fire safety training | All Practice Staff | 2 Yearly | [eLearning for Health](https://portal.e-lfh.org.uk/Component/Details/544121)  [Practice Index](https://hub.practiceindex.co.uk/courses?limit=50&sort=name_asc&name=fire&showpublished=1&shownotpublished=1&mandatory=&pdf=&search=1&tableview=0#collapse_2047) | [NHS England](https://www.skillsforhealth.org.uk/wp-content/uploads/2021/07/CSTF-Eng-Subject-Guide-v1.1.pdf) |
| **Please note that the Practice Index course for Fire Safety & Health, Safety & Welfare is a combined course that covers both training requirements.** | | | | |
| Health, Safety and  Welfare | All Practice Staff | 3 Yearly | [eLearning for Health](https://portal.e-lfh.org.uk/Component/Details/544307)  [Practice Index](https://hub.practiceindex.co.uk/courses?limit=50&sort=name_asc&name=fire&showpublished=1&shownotpublished=1&mandatory=&pdf=&search=1&tableview=0#collapse_2047) | [NHS England](https://www.skillsforhealth.org.uk/wp-content/uploads/2021/07/CSTF-Eng-Subject-Guide-v1.1.pdf) |
| Infection Prevention & Control Level 1 | All non-clinical Staff | Annually | [eLearning for Health](https://portal.e-lfh.org.uk/Component/Details/544176)  [Practice Index](https://hub.practiceindex.co.uk/courses?limit=50&sort=name_asc&name=&showpublished=1&shownotpublished=1&mandatory=&pdf=&search=1&tableview=0&offset=50" \l "collapse_1047) | [NHS England](https://www.skillsforhealth.org.uk/wp-content/uploads/2021/07/CSTF-Eng-Subject-Guide-v1.1.pdf) |
| **Mental Capacity and Deprivation of Liberty:** Safeguarding training should include information about the use/misuse of physical restraint, liberty protection safeguards, the Mental Capacity Act, and the Care Act. If in doubt this should be completed separately: [eLearning for Health](https://www.e-lfh.org.uk/programmes/mental-capacity-act/)  [Practice Index](https://hub.practiceindex.co.uk/courses?limit=50&sort=name_asc&name=&showpublished=1&shownotpublished=1&mandatory=1&pdf=&search=1&tableview=0#collapse_1069) | | | | |
| Moving and Handling Level 1 | All Practice Staff | 3 Yearly | [eLearning for Health](https://portal.e-lfh.org.uk/Component/Details/544200)  [Practice Index](https://hub.practiceindex.co.uk/courses?limit=50&sort=name_asc&name=&showpublished=1&shownotpublished=1&packages%5B%5D=2&mandatory=&pdf=&search=1&tableview=0#collapse_1041) | [NHS England](https://www.skillsforhealth.org.uk/wp-content/uploads/2021/07/CSTF-Eng-Subject-Guide-v1.1.pdf) |
| Prevent Awareness | All staff who could potentially contribute to assessing, planning, intervening, and evaluating the needs of an adult or child where there are safeguarding concerns. | 3 Yearly | [eLearning for Health](https://portal.e-lfh.org.uk/Component/Details/544137)  [Practice Index](https://hub.practiceindex.co.uk/courses?limit=50&sort=name_asc&name=&showpublished=1&shownotpublished=1&packages%5B%5D=2&mandatory=&pdf=&search=1&tableview=0&offset=50#collapse_1059) | [NHS England](https://www.skillsforhealth.org.uk/wp-content/uploads/2021/07/CSTF-Eng-Subject-Guide-v1.1.pdf) |
| Resuscitation (Adult & Paediatric) | Non-Clinical Practice Staff | Non-clinical staff should also generally have annual updates. However, a local risk assessment may be undertaken to assess the likelihood of them encountering a patient requiring resuscitation ([Resus Council](https://www.resus.org.uk/library/quality-standards-cpr/primary-care#3-training-of-staff)) | As a minimum, non-clinical staff must be trained to:   * recognise cardiorespiratory arrest, * summon help, * start CPR using chest compressions.   For all staff, various methods to acquire, maintain and assess resuscitation skills and knowledge can be used for updates (e.g. life support courses, manikin/simulation training, mock drills, ‘rolling refreshers’, e-learning, video-based training/self-instruction). The choice should be determined locally.  [eLearning for Health Adults](https://portal.e-lfh.org.uk/Component/Details/544338)  [eLearning for Health Paediatric](https://portal.e-lfh.org.uk/Component/Details/544266)  [Practice Index Adult](https://hub.practiceindex.co.uk/courses?limit=50&sort=name_asc&name=&showpublished=1&shownotpublished=1&packages%5B%5D=2&mandatory=&pdf=&search=1&tableview=0&offset=50#collapse_1017)  [Practice Index Paediatric](https://hub.practiceindex.co.uk/courses?limit=50&sort=name_asc&name=&showpublished=1&shownotpublished=1&packages%5B%5D=2&mandatory=&pdf=&search=1&tableview=0&offset=50#collapse_1295) | [Resus Council Quality Standards Primary Care](https://www.resus.org.uk/library/quality-standards-cpr/primary-care#3-training-of-staff)  [NHS England](https://www.skillsforhealth.org.uk/wp-content/uploads/2021/07/CSTF-Eng-Subject-Guide-v1.1.pdf) |
| Safeguarding Adults – Level 1 | All Practice Staff | Minimum of 2 hours over a 3-year period | [eLearning for Health](https://portal.e-lfh.org.uk/Component/Details/544210)  [Practice Index](https://hub.practiceindex.co.uk/courses?limit=50&sort=name_asc&name=&showpublished=1&shownotpublished=1&mandatory=&pdf=&search=1&tableview=0&offset=100#collapse_1008) | [NHS England](https://www.skillsforhealth.org.uk/wp-content/uploads/2021/07/CSTF-Eng-Subject-Guide-v1.1.pdf)  [Adult Safeguarding: Roles and Competencies for Health Care Staff](https://www.rcn.org.uk/Professional-Development/publications/adult-safeguarding-roles-and-competencies-for-health-care-staff-uk-pub-007-069)  [RCGP supplementary guide to safeguarding training](https://www.gpappraisals.uk/uploads/4/5/8/5/4585426/safeguarding_training_requirements_for_primary_care_rcgp.pdf)  [requirements for all primary care staff](https://www.gpappraisals.uk/uploads/4/5/8/5/4585426/safeguarding_training_requirements_for_primary_care_rcgp.pdf) |
| Safeguarding Adults – Level 2 | GP reception managers, GP practice safeguarding administrators, GP practice managers, clinic reception managers. | Minimum of 3-4 hours over a 3-year period | [eLearning for Health](https://portal.e-lfh.org.uk/Component/Details/544279)  [Practice Index](https://hub.practiceindex.co.uk/courses?limit=50&sort=name_asc&name=&showpublished=1&shownotpublished=1&packages%5B%5D=2&mandatory=&pdf=&search=1&tableview=0&offset=50#collapse_1061)  Training available from local authority:  [South Gloucestershire](https://learning.southglos.gov.uk/cpd/portal.asp?ccid=11)  [Bristol](https://bristolsafeguarding.org/training/)  [North Somerset](https://www.n-somerset.gov.uk/my-services/children-young-people-families/childrens-safeguarding/safeguarding-children-partnership/learning-development) |
| Safeguarding Children – Level 1 | All practice staff | Minimum of 2 hours over a 3-year period | [eLearning for Health](https://portal.e-lfh.org.uk/Component/Details/390924)  [Practice Index](https://hub.practiceindex.co.uk/courses?limit=50&sort=name_asc&name=&showpublished=1&shownotpublished=1&mandatory=&pdf=&search=1&tableview=0&offset=100#collapse_1030) | [NHS England](https://www.skillsforhealth.org.uk/wp-content/uploads/2021/07/CSTF-Eng-Subject-Guide-v1.1.pdf)  [Safeguarding Children and Young People: Roles and Competencies for Healthcare Staff](https://www.rcn.org.uk/Professional-Development/publications/pub-007366)  [RCGP supplementary guide to safeguarding training](https://www.gpappraisals.uk/uploads/4/5/8/5/4585426/safeguarding_training_requirements_for_primary_care_rcgp.pdf)  [requirements for all primary care staff](https://www.gpappraisals.uk/uploads/4/5/8/5/4585426/safeguarding_training_requirements_for_primary_care_rcgp.pdf) |
| Safeguarding Children – Level 2 | GP reception managers, GP practice safeguarding administrators, GP practice managers, clinic reception managers. | Minimum of 4 hours over a 3-year period | [eLearning for Health](https://portal.e-lfh.org.uk/Component/Details/478968)  [Practice Index](https://hub.practiceindex.co.uk/courses?limit=50&sort=name_asc&name=&showpublished=1&shownotpublished=1&packages%5B%5D=2&mandatory=&pdf=&search=1&tableview=0&offset=50#collapse_1034)  Training available from local authority:  [South Gloucestershire](https://learning.southglos.gov.uk/cpd/portal.asp?ccid=11)  [Bristol](https://bristolsafeguarding.org/training/)  [North Somerset](https://www.n-somerset.gov.uk/my-services/children-young-people-families/childrens-safeguarding/safeguarding-children-partnership/learning-development) |
| The Oliver McGowan Mandatory Training in Learning Disability and Autism | All Practice staff | 3 yearly | The training is standardised and to complete it individuals must:  Complete part 1 the [eLearning for Health package](http://portal.e-lfh.org.uk/Component/Details/781389) and:  Tier 1 (not patient-facing, e.g. back-office staff) is the 1-hour online interactive session co-delivered by experts by experience and a subject matter expert facilitator or  Tier 2 (patient facing e.g. receptionists) is the 1-day face-to-face training co-delivered by experts by experience and a subject matter expert facilitator.  Tier 1 Training will be published in the [One Care Bulletin](https://forms.office.com/Pages/ResponsePage.aspx?id=wNPuk9USzUCJN4stSJ4ib2a42RxbtTZGvG9ImFoX4h5UNlNGUENRMkRSNEpKR0I4MUI1WjdGUTFQNC4u)  Tier 2 Training can be booked here: <https://buytickets.at/nhsbnssg> | **Mandatory:** NHS England  \*[Code of Practice](https://www.gov.uk/government/consultations/oliver-mcgowan-draft-code-of-practice/oliver-mcgowan-draft-code-of-practice-on-statutory-learning-disability-and-autism-training) still draft 07/06/2024 |

**recommended Training (dependent on Role)**

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| --- | --- | --- | --- | --- |
| Two Day Personalised Care Institute Accredited Course | All Care Coordinators | Initial Training | <https://www.personalisedcareinstitute.org.uk/accredited-training-menu-care-coordination-new/>  Courses vary (see web page) – Currently BNSSG Training Hub runs a 2 Day Accredited Health Coaching Course – Cost around £400-£500 | Mandatory for Care Coordinators |
| Four Day Personalised Care Institute Accredited Health Coaching Course | All Health Coaches | Initial Training | <https://www.personalisedcareinstitute.org.uk/accredited-training-menu-health-coaching-new/>  Courses vary (see web page) **two-day Health Coaching course** is recommended for Care Coordinators & Social Prescribers. | Mandatory for Health Coaches |
| Social Prescribing – Learning for Link Workers | All Social Prescribers | Initial Training | <https://www.personalisedcareinstitute.org.uk/training-standards/>  This course is made up of 12 modules | Mandatory |
| What is ‘Personalised Care’ video | All Personalised Care Roles | Initial Training | <https://www.youtube.com/watch?v=RXOd-7rn6so> | Recommended |
| Core Skills in Personalised Care | All Personalised Care Roles | Initial Training | [https://www.personalisedcareinstitute.org.uk/your-learning options/](https://www.personalisedcareinstitute.org.uk/your-learning%20options/) | Recommended |
| Personalised Care & Support Planning | All Personalised Care Roles | Initial Training | [https://www.personalisedcareinstitute.org.uk/your-learning options/](https://www.personalisedcareinstitute.org.uk/your-learning%20options/) | Mandatory for Care Coordinators, Recommended for other roles |
| Shared Decision Making | All Personalised Care Roles | Initial Training | [https://www.personalisedcareinstitute.org.uk/your-learning options/](https://www.personalisedcareinstitute.org.uk/your-learning%20options/) | Mandatory for Care Coordinators, Recommended for other roles |
| Person Centred Approaches | All Personalised Care Roles | Initial Training | [https://www.personalisedcareinstitute.org.uk/your-learning options/](https://www.personalisedcareinstitute.org.uk/your-learning%20options/) | Recommended |
| Healthy Weight Coaching | All Personalised Care Roles | Initial Training | [https://www.personalisedcareinstitute.org.uk/your-learning options/](https://www.personalisedcareinstitute.org.uk/your-learning%20options/) | Recommended |
| National Academy for Social Prescribing – Podcasts & webinars | All Social Prescribers | Initial & further Training | <https://socialprescribingacademy.org.uk/resources/?type=webinar#results> | Recommended |
| National Forum for Care Coordinators, Health Coaches & Social Prescribers | All Personalised Care Roles | Initial & Further Training | <https://future.nhs.uk/system/home?done=>  You will need to set up a login. There are a range of resources as well as webinars and a discussion forum | Recommended |
| Local BNSSG Training Forum for each Personalised Care Role | All Personalised Care Roles | Initial & Further Training | To obtain the link to each of the Personalised Care Roles BNSSG Training Forums – please see the BNSSG training website. <https://www.bnssgtraininghub.com/whats-on/> | Recommended |

**Further Training for Personalised Care Staff**

**Part 2 – Further Training for Personalised Care Roles**

Please note further training courses are optional and should be guided by what you need for your role.

**Sections:**

1. **Personalised Care Skills**
2. **Digital Skills**
3. **People & Communities**
4. **Long-Term Conditions**
5. **Mental Health**
6. **Addiction**
7. **Housing & Benefits**
8. **Healthy Eating & Exercise**
9. **Your Health & Wellbeing**
10. **Personliased care Training**

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| --- | --- |
| Personal Health Budgets | [https://www.personalisedcareinstitute.org.uk/your-learningoptions/ e-lfh.org.uk/programs/personal-health-budgets](https://www.personalisedcareinstitute.org.uk/your-learningoptions/%20e-lfh.org.uk/programs/personal-health-budgets) |
| Personal Health Budgets BNSSG Presentation | Webinar available on the training hub website  [Recordings Library - BNSSG Training Hub](https://www.bnssgtraininghub.com/recordings/) |
| Developing Personalised Care and Support Plans with People: | <https://portal.e-lfh.org.uk/Component/Details/599835> |
| Personalised Care and Support Planning Handbook: | <https://www.england.nhs.uk/wp-content/uploads/2016/04/coreinfo-care-support-planning-1.pdf> |
| NHS Personalised Care & Support Plans Framework (copy available in BNSSG Training Hub Care Coordinators Forum) | <https://future.nhs.uk/PCCN/view?objectID=32467600> |
| Collaborative Working | <http://asauk.org.uk/wp-content/uploads/2013/09/Partnershipsintroduction-to-collaborative-working.pdf> |
| Shared Decision Making | <https://portal.e-lfh.org.uk/Component/Details/683810> |
| Healthy Weight Coaching | <https://www.personalisedcareinstitute.org.uk/yourlearning-options/> |

1. **Digital Skills Training**

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| --- | --- | --- | --- |
| Introduction to Medical Terminology 1 | If required | Initial Training | <https://training.scwcsu.nhs.uk/training-programme/data-quality-programme/medical-terminology> |
| Introduction to Medical Terminology 2 | If required | Initial Training | <https://training.scwcsu.nhs.uk/training-programme/data-quality-programme/medical-terminology> |
| EMIS - Introduction | If required | Initial Training | <https://training.scwcsu.nhs.uk/training-programme/core-clinical-system/emis-core-clinical-system> |
| EMIS - Patient Appointments | If required | Initial Training | <https://training.scwcsu.nhs.uk/> |
| EMIS – BNSSG Presentation on Creating & Running EMIS Reports | If required | Initial Training | Webinar available on the training hub website  [Recordings Library - BNSSG Training Hub](https://www.bnssgtraininghub.com/recordings/) |
| EMIS - Reports/Searching - 1 | If required | Initial Training | <https://training.scwcsu.nhs.uk/training-programme/core-clinical-system/emis-core-clinical-system> |
| EMIS - Reports/Searching - 2 | If required | Initial Training | <https://training.scwcsu.nhs.uk/training-programme/core-clinical-system/emis-core-clinical-system> |
| Microsoft TEAMS/PowerPoint /Word/Excel/Outlook/ NHS mail | If required | Initial Training | <https://training.scwcsu.nhs.uk/> |
| AccuRx | If required | Initial Training | <https://support.accurx.com/en/> |
| SNOMED coding | If required | Initial Training | <https://training.scwcsu.nhs.uk> or email training: [scwcsu@nhs.net](mailto:scwcsu@nhs.net) to book a place |

1. **People and Communities**

|  |  |
| --- | --- |
| Asset Based Community. Learning & Development (ABCD) | <https://www.nurturedevelopment.org/offer/abcd-training-pt1/> |
| Population Health – ‘All our Health’ – Course has bite sized modules on a range of public health topics including physical activity, mental health, alcohol, and child and adult obesity. | <https://portal.e-lfh.org.uk/Component/Details/571235> |
| LGBT | [http://lgbt.foundation/piptrainingacademy?fbclid=IwAR2HO5emze0 Cuq9D7nb\_Q7-IQ12RyuQvCUAhDqKE50cRqVxREM7zhX6QaiU](http://lgbt.foundation/piptrainingacademy?fbclid=IwAR2HO5emze0%20Cuq9D7nb_Q7-IQ12RyuQvCUAhDqKE50cRqVxREM7zhX6QaiU) |
| Diversity Trust –  Offers high quality training on a wide range of topics such as: achieving cultural competence, building resilience against adversity, disability awareness and inclusion, menopause, men's mental health, understanding domestic violence and abuse. There is a charge for these courses. | <https://www.diversitytrust.org.uk/training/> |
| Modern slavery | <https://portal.e-lfh.org.uk/Catalogue/Index?HierarchyId=0_163&programmeId=163> |
| Carers | <https://www.carerssupportcentre.org.uk/professionals/carer-awareness-training/> |
| Carers | Webinar available on the training hub website  [Recordings Library - BNSSG Training Hub](https://www.bnssgtraininghub.com/recordings/) |
| Hate Crime | Understanding Hate Crime: <https://www.reporthatenow.com/elearning> |
| Hate Crime | <https://saricharity.org.uk/>  <https://saricharity.org.uk/resources/downloads-guides-toolkits/> |
| Domestic Violence | <https://portal.e-lfh.org.uk/Catalogue/Index?HierarchyId=0_211&programmeId=211> |
| Cultural competence | <https://portal.e-lfh.org.uk/Catalogue/Index?HierarchyId=0_39474_39550&programmeId=39474> |

1. **Long-Term Conditions**

|  |  |
| --- | --- |
| Autism | <https://www.e-lfh.org.uk/programmes/autism-awareness> |
| Covid-19 | <https://www.e-lfh.org.uk/programmes/covid-19-recovery-andrehabilitation/> |
| Dementia | <https://portal.e-lfh.org.uk/myElearning/Catalogue/Index?HierarchyId=0_135&programmeId=135> |
| Dementia | <https://portal.e-lfh.org.uk/myElearning/Catalogue/Index?HierarchyId=0_44604&programmeId=44604> |
| Cancer/Palliative Patients | <https://www.cancerresearchuk.org/health-professional/awarenessand-prevention/talk-cancer-cancer-awareness-trainingprogramme/how-to-participate> |
| Pain | <https://portal.e-lfh.org.uk/myElearning/Catalogue/Index?HierarchyId=0_196&programmeId=196>  [Training for practitioners - Live Well with Pain](https://livewellwithpain.co.uk/training-for-practitioners/)   * In response to this need, the Live Well with Pain team has developed a training course for clinicians, social prescribers, and other health and social care professionals. * The course, which is accredited by the Personalised Care Institute, is based on the core self-management themes embedded in Live Well with Pain’s respected Ten Footsteps Programme. |
| Sight loss | RNIB – e-learning package for supporting blind/partially sighted customers.  Webinar available on the training hub website  [Recordings Library - BNSSG Training Hub](https://www.bnssgtraininghub.com/recordings/) |
| Frailty | Tier 1- Awareness & Understanding, identification & recognition (essential level) - [HEE elfh Hub (e-lfh.org.uk)](https://portal.e-lfh.org.uk/myElearning/Catalogue/Index?HierarchyId=0_37827_53664_53666_51312&programmeId=37827). Tier 2a More Advance level for those wanting an even more in-depth knowledge of Frailty. |
| Helping Patients Make Informed Decisions: Communicating Potential Harms and Benefits (Perioperative Care) | <http://portal.e-lfh.org.uk/Component/Details/529401> |

**5. Mental Health**

|  |  |
| --- | --- |
| Mental Health Presentation organised by BNSSG Training Hub | Webinar available on the training hub website  [Recordings Library - BNSSG Training Hub](https://www.bnssgtraininghub.com/recordings/) |
| MECC is an approach to behaviour change that uses the day-to-day interactions that organisations and people have with each other to support them in making positive changes to their physical and mental health and wellbeing. | Machining every contact count.  <https://portal.e-lfh.org.uk/Catalogue/Index?HierarchyId=0_35136&programmeId=35136>  free courses for bnssg [Making Every Contact Count Tickets, Multiple Dates | Eventbrite](https://www.eventbrite.co.uk/e/making-every-contact-count-tickets-399441689847#:~:text=Making%20Every%20Contact%20Count%20(MECC)%20is?msockid=3e6857c902bc675c1da7433b031c66bd) |
| Suicide Prevention | <https://portal.e-lfh.org.uk/myElearning/Catalogue/Index?HierarchyId=0_41403&programmeId=41403> |
| Samaritans | <https://www.samaritans.org/how-we-can-help/workplace/workplace-staff-training/open-courses-/> |
| Managing Suicidal Conversations | <https://www.minded.org.uk/> |
| Suicide Awareness Training | <https://www.zerosuicidealliance.com/suicide-awareness-training> |
| List of Mental Health Training on E-learning | <https://future.nhs.uk/socialprescribing/view?objectId=82287141>   * Effective public mental health interventions * public mental health implementation gap and how to assess this. * How to improve population access to public mental health interventions. |
| Mental Health First Aid – enquire locally for provider/funding details (often available through local authority) MHFA England - | <https://mhfaengland.org/> |
| Shared Decision Making (SDM) | <https://portal.e-lfh.org.uk/Component/Details/392663> |
| Trauma Informed Care | [Catalogue (learninghub.nhs.uk)](https://learninghub.nhs.uk/catalogue/Trauma-Informed-Care?nodeId=5634)   * [**Human development and responses to threat**](https://learninghub.nhs.uk/Resource/39784/Item) * [**What is trauma?**](https://learninghub.nhs.uk/Resource/39782/Item) * [**Basic awareness, concepts and challenges**](https://learninghub.nhs.uk/Resource/39780/Item) * [**Public health and prevention**](https://learninghub.nhs.uk/Resource/39778/Item) * [**Trauma-Informed approaches to healthcare**](https://learninghub.nhs.uk/Resource/39776/Item) |

**6. Addiction**

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| Alcohol | <https://www.nhs.uk/live-well/alcohol-support/> |
| Alcohol | <https://portal.e-lfh.org.uk/Component/Details/596058> |
| Substance Misuse | <https://portal.e-lfh.org.uk/Component/Details/546277> |
| Gambling | <https://www.nhs.uk/live-well/healthy-body/gambling-addiction/> |
| Smoking | <https://elearning.ncsct.co.uk/vba-launch> |
| Smoking | <https://www.nhs.uk/smokefree/help-and-advice> |

**7. Housing & Benefits**

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| Housing – NHAS | <https://www.nhas.org.uk/training/nhas-free-training>  Range of modules advertised on NHAS training portal (face to face and online)  •       *Awareness Level courses are for non-housing professionals working with people presenting with housing or homelessness issues.*  •       *Level 1 is for new housing professionals but can be useful for anyone whose role involves proactive support and assistance to those with a housing or homelessness problem You will need to sign up to a training portal* |
| Living in Cold homes | Webinar organised by BNSSG Training Hub on winter pressures. Webinar available on the training hub website [Recordings Library - BNSSG Training Hub](https://www.bnssgtraininghub.com/recordings/) |
| Helping People Living in Cold Homes | <https://portal.e-lfh.org.uk/myElearning/Catalogue/Index?HierarchyId=0_43887_43890&programmeId=43887> |
| Hoarding | <https://www.nhs.uk/conditions/hoarding-disorder/> |
| Homelessness | <https://portal.e-lfh.org.uk/myElearning/Catalogue/Index?HierarchyId=0_42064_44252&programmeId=42064> |
| Benefits Training by Bromley by Bow | Social welfare advice and welfare benefits training for link workers.  <https://www.bbbc.org.uk/link-worker-training-courses/> |
| Benefits | Presentation for BNSSG Personalised Care Staff by the Citizens Advice Bureau.   * Webinar available on the training hub website [Recordings Library - BNSSG Training Hub](https://www.bnssgtraininghub.com/recordings/) * Spreadsheet on benefit for Bristol staff * Contact local council for more information about welfare and eligibility. * National Information: https://www.gov.uk/browse/benefits   This 3-hour session is being put on with support from the North Bristol Advice centre and it will cover:   * Universal credit, DLA, PIP and Cares allowance * The application process, supporting evidence, mandatory reconsideration and practical tip to support clients. * An update on the current situation about benefits, benefit migration from tax credits to universal credit * [Recordings Library - BNSSG Training Hub](https://www.bnssgtraininghub.com/recordings/) |

**8. Healthy Eating & Exercise**

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| Nutrient and Obesity | <https://www.nhs.uk/live-well/eat-well/> |
| Hydration | <https://portal.e-lfh.org.uk/myElearning/Catalogue/Index?HierarchyId=0_45443&programmeId=45443> |
| Physical Activity | <https://portal.e-lfh.org.uk/Component/Details/643215> |
| Weight Loss | <https://www.nhs.uk/live-well/healthy-weight/start-the-nhs-weightloss-plan/> |
| Weight Loss Coach Training | <https://portal.e-lfh.org.uk/Component/Details/729144> |
| Healthy weight Coaching | <https://www.personalisedcareinstitute.org.uk/yourlearning-options/> |

1. **Your Health & Wellbeing**

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| Looking After You | To sign up: <https://people.nhs.uk/lookingafteryoutoo/> |
| Mindfulness | [HEE elfh Hub (e-lfh.org.uk)](https://portal.e-lfh.org.uk/myElearning/Catalogue/Index?HierarchyId=0_39787_39788&programmeId=39787)  <https://people.nhs.uk/finding-calm-amongst-chaos/> |
| Samaritans for NHS | From 7:00am – 11:00pm, seven days a week, ran by Samaritans: Call 0800 089622 |
| NHS Confidential Text Support Service | **If you need someone to talk to, the NHS** have introduced a confidential text support service, you can access support by texting**FRONTLINE to 85258**for support 24/7. This service is available to all our NHS colleagues who have had a tough day, who are feeling worried or overwhelmed, or who have a lot on their mind and need to talk it through |
| NHS support for staff | [NHS England » Support available for our NHS people](https://www.england.nhs.uk/supporting-our-nhs-people/support-now/)  Includes information on support for Mental Health, Physical Health, Long Covid, Menopause, Financial Wellbeing, Substance Misuse, and Gambling Support. |
| Working and Health | <https://portal.e-lfh.org.uk/Component/Details/546185> |
| Loneliness and Isolation | <https://portal.e-lfh.org.uk/Component/Details/703591> |