

Recognising and Responding to Service User Deterioration - Social Care Workforce



This webinar is aimed at social care staff that do not necessarily have 'nurse' training and may include registered managers, deputy managers and senior carer/support staff within care homes and domiciliary care. It aims to promote the recognition and prompt response to deterioration of service users and ensure appropriate action is taken. This includes changes to mental health as well as physical changes.

Training package

The training package consists of a podcast and a one hour question and answer webinar. You must watch the podcast prior to taking part in the webinar. Please see dates and times overleaf.

Content:

- Identify what observations need to be recognised consistently to improve outcomes for service users.
- Recognition of signs and symptoms of deterioration including physical changes, mental state and delirium.
- Utilising formal systematic approaches to assessment and the benefits of early recognition, treatment and user confidence.
- To provide a consistent hand over approach that improves communication between care staff, health professionals and with external organisations for a better service user outcome.
- Introduction to the use of assessment tools, such as:
 - i. Restore 2 Mini: recognise early soft signs, take observations, respond and escalate
 - ii. Stop and Watch: recognising signs of deterioration to reduce further injury or mortality
 - iii. SBAR: Situation, background, assessment and recommendations.

1 hour question and answer webinar

The webinar supplements the Podcast. It is designed to give participants the opportunity to ask the presenter questions.

Abbey Kittrick – Registered Nurse, Registered Nurse Teacher, BSc Hons Critical Care, PgCert Health Professional Education, FHEA

After qualifying as a registered nurse in 2006 Abbey worked briefly in residence based elderly care before moving into critical care in 2007. She was promoted to Sister in critical care in 2014, a position she continued to work in until 2019. In 2018 Abbey started working with the University of Huddersfield alongside her clinical post as a Lecturer Practitioner in Critical Care. Since 2019 she has been employed as full-time Lecturer leading the delivery of postgraduate critical care education.



How to book

You only need to attend one webinar, dates and times below.

To book your place please follow the link <http://hud.ac/hmw> and enter password: **paprika**

Once registered you will have access to a podcast which you must watch prior to the webinar.

Webinar dates and times	
10/10/20	1.00pm
15/10/20	5.30pm
22/10/20	5.30pm
30/10/20	1.00pm
05/11/20	5.30pm

Fees

This course has a limited number of places funded for West Yorkshire Social Care organisations by Health Education England North East and Yorkshire. Applications are welcomed as soon as possible. The closing date is 30th September 2020.