aneemo

Staff Support and Development Framework

Staff training and support specialists – enhancing **Voluntary, Health and Social Care organisations'** work with populations experiencing multiple disadvantage

SUPPORTED BY
MAYOR OF LONDON

Experts in education and training

Up-skilling the workforce and disseminating the latest evidence-based practice is integral to ensuring quality service provision. Since its launch in 2018 this social responsibility start-up has been the fastest growing Learning Management System (LMS) platform in the UK Health and Social Care sector. Backed by the Mayor of London, Department of Health and rated as the number one Health Inclusion trainer by Health Education England, **aneemo** delivers internationally in more than 35 countries to support hundreds of homelessness organisations, Health and Social Care Providers, NHS Trusts, Local Authorities, government bodies and NGOs – **aneemo** is a sector leader.

Web-based LMS staff training

aneemo's LMS web-based technology optimises the learner's experience through the use of bitesize training videos, video roleplays, quizzes, interactive components, downloadable worksheets, tools and links to further reading.

LMS training is now a staple in leading global institutions and top universities, who recognise the benefits of quality, flexible web-based learning solutions. At **aneemo** we have utilised this tremendous learning resource to create a library of high-quality web-based LMS CPD accredited courses, specifically tailored for work within the health, social care, criminal justice, housing and homelessness sectors.

The aneemo training and development offer

aneemo's training portfolio ranges from standalone modules to 6-10 module independent CPD accredited courses. For courses with multiple modules, organisations have the flexibility to decide if they would like all modules available simultaneously, each module to become available after passing an assessment for the prior module, or delivered in a predetermined drip release. **aneemo** also offers a range of other services that sit alongside the LMS training portfolio, including: blended-learning through Action Learning Sets, face-to-face teaching, Reflective Practice, Ask the Expert Q&A webinars, attendance at organisations staff conferences, leadership coaching and organisational consultancy.

WHO ARE WE

aneemo is a superior staff training and development company established by Dr Emma Williamson to improve the availability of high-quality training for the voluntary, health and social care sectors, working with complex needs and multiply disadvantaged groups.

Dr Williamson has an established reputation as one of the UK's leading Clinical Psychologists specialising in homelessness, Psychologically Informed Environments (PIEs) & Trauma Informed Care, with over 15 years' experience using service innovation and system change to address social exclusion and inequities.

Alongside **aneemo**, Dr Williamson (Consultant Clinical Psychologist) continues to lead the multi-award winning and UK's largest PIE and trauma-informed psychology services at South London and Maudsley NHS Foundation Trust for people experiencing homelessness across several central London boroughs.

A Finance Online[1] literature review recently found that LMS demonstrate a range of significant outcomes over traditional learning methods:

- 90% prefer e-learning to classroom learning
- 75% of employees prefer video-based learning because it's more engaging and easier to absorb
- 68% of people prefer to learn in the workplace via flexible training access
- 58% of employees prefer self-paced training
- Up to 60% less employee time is used

Multiple Benefits

- LMS delivers **'portable' training accessed from anywhere**, including at home or when commuting via phones/tablets. This is particularly relevant to settings where staff turnover, shift work, night workers and duty cover can make it hard to accommodate regular training and induction.

- **Access to leading experts** within the field delivered by quality bitesize instructional videos, a carefully tailored curriculum, links to references and additional study materials.

- Training **quizzes and assessments** to chart progress.

- Accredited by **The CPD Certification Service**.

Course library

Unlimited access to all courses for those who have annual enterprise membership to **aneemo**.

1 Trauma Informed Approaches

This course will support you in understanding the relationship between multiple disadvantage and trauma. Through focusing on the psychological and systemic impact of developmental, compound and continuous trauma you will develop an understanding of the rationale for Trauma Informed Approaches, reflect on your current practice and develop key trauma-informed skills. Each module contains multiple training videos from experts in the field, which sit alongside downloadable tools, worksheets, materials and links to further reading.

Length: 4 modules   **Duration:** 30-45 mins study per module

2 Piece of the PIE: Developing Your Psychologically Informed Environment

This course is recommended for individuals and organisations wishing to be both psychologically and trauma-informed. It will explore how Psychologically Informed Environment (PIE) approaches support individuals with multiple complex needs, recognise the prevalence and impact of complex trauma, why PIE is the recommended best practice approach for working with multiple disadvantage, the latest PIE evidence-based developments and how to further enhance everyday psychologically-informed practice.

Length: 6 modules   **Duration:** 30-60 mins study per module

3 Strengths-Based Approaches

This practical course will allow you to develop an understanding of strengths-based approaches to support work. The benefits of strengths-based approaches are widely recognised and have an established evidence base for working with individuals with histories of complex trauma. Here you will learn how to help people build-up the river-bank of resources in order to support them in containing and managing the torrent of traumatic experience, spot sparkling moments and use scaling to recognise meaningful change for the client.

Length: 4 modules   **Duration:** 30-45 mins study per module

4 Supervision Skills

For those who supervise – learn about the importance of good supervision and its role in improving practice, enhancing development and protecting against burnout and vicarious trauma. This course will explore key supervisory models and approaches, the centrality of the supervisory relationship and working alliance, practical supervision skills, reflection on your supervision style, as well as tools for structuring, monitoring and assessing the effectiveness of supervision.

Length: 4 modules   **Duration:** 30-45 mins study per module

5 Staff Self-Care and Wellbeing

This course will highlight the benefits but also the challenges of working in the care and support professions. It will explore the signs and symptoms of burnout, compassion fatigue and vicarious trauma which can lead to staff sickness, staff turnover and ineffectual or dangerous practice. After recognising the risk factors in busy and challenging work environments, the course will go on to explore how to build resilience and enhance wellbeing and workplace satisfaction. This course is not only recommended for individuals, but also managers and the wider organisation.

Length: 4 modules   **Duration:** 30-45 mins study per module

6 Solution Focused Approaches to Support Work

This training will introduce you to Solution Focused Therapy derived approaches. This method offers a powerful and rewarding way of working, by shifting the focus from trying to understand problems to supporting the development of solutions. You will learn about the principles of being strengths-based and solution focused and how to apply the key techniques (including goal setting/'best hopes', miracle questions and scaling).

Length: 4 modules   **Duration:** 45-60 mins study per module

7 Boundaries and Disclosure

It is important – when working with individuals with multiple disadvantage and histories of trauma who have so often had their boundaries violated – that we recognise and work to address the potential for inadvertent repetition of boundary violations (not only from service users themselves but also from staff and the wider system). This course will explore why boundary violations are so common, the different types of boundaries, and how to develop safe practice in this area. The course will also explore the dilemmas and sensitivity around forms of personal disclosure as a worker; and how to work with and respond to client disclosure and heightened distress.

Length: 4 modules **Duration:** 30-45 mins study per module

8 Mental Health Skills Training

Drawing on the principles of Mental Health First Aid Training and taught by leading Clinical Psychologists, this course will enable frontline staff to understand the factors that impact on mental health and wellbeing; recognise key mental health presentations; feel confident in offering support and delivering brief interventions to enhance wellbeing; as well as how and when to signpost for further support. This course will benefit frontline staff working with both mild-moderate and more complex need populations.

Length: 4 modules **Duration:** 30-45 mins study per module

9 Working Positively with Risk and Safety

Staff work with high levels of current and historical risk. This course will help staff adopt a strengths-based approach to working with risk and safety including: what we mean by different types of risk, who is most at risk and how to use collaborative, strengths-based and proactive approaches to risk management and safety planning. The course will predominantly focus on working with risk, or a lack of safety, that people posed to themselves through self-harm and suicide. However, it will also look at other forms of risk such as self-neglect, and risk from others.

Length: 4 modules **Duration:** 30-45 mins study per module

10 Positive Behavioural Support: Managing Behaviours that Challenge

This course will support you to understand the relationship between complex needs and 'challenging behaviour'. Through considering the context that behaviours that challenge unfold within, you will extend your knowledge about the factors that trigger and maintain difficulties, how praise and reward can effectively be deployed, and how to avoid inadvertently reinforcing distress or unhelpful patterns of care seeking. This understanding will lead to practical skills in formulating the function and communications behind behaviour that challenges, increasing confidence in creating positive strengths-based interventions and support plans.

Length: 4 modules **Duration:** 30-45 mins study per module

11 De-escalation Training

This course is designed to help you understand behaviours that challenge, what some of the triggers might be and what you can do to take the heat out of a challenging situation. We will also think about the support that you need as an individual and staff team, and how small things such as body language and empathic validation can help us manage difficult situations in the most effective way.

Length: 2 modules **Duration:** 60 mins study per module

12 Motivational Interviewing

Learn the core principles and 'spirit' of Motivational Interviewing (M.I.); a person-centred and collaborative approach that helps people to make changes in their lives by exploring and resolving ambivalence. Learn how to apply M.I. through video-tutorials, downloadable worksheets, quizzes and roleplay demonstrations.

Length: 4 modules **Duration:** 30-45 mins study per module

> It's a really cost-effective convenient way to bring training to a large number of staff, especially great for night workers through to senior leaders because it's *any time*, *any place* training.

Victoria Aseervatham, Rough Sleeping Commissioning Manager, Westminster City Council

13 Understanding and Working with Substance Use

This course will explore the prevalence, context and problems associated with substance use. Develop your understanding on how to comprehensively assess and formulate substance use in an individualised and person-centred way as well as learn practical psychosocial interventions that support wellbeing, maintain recovery and sustain long term behavioural change.

Length: 4 modules   **Duration:** 30-45 mins study per module

14 Working with Women Experiencing Complex Needs

This course will help participants understand the specific, multiple and complex difficulties experienced by vulnerable or multiply disadvantaged women. This will include: thinking about the role of power; complex and compound trauma; prostitution; substance use; risk, safeguarding and domestic violence; working with couples; the loss of children taken into the care system, and relationships to care and support professionals. You will also cover practical skills to enhance engagement and strengths-based approaches, trauma informed systems and female service design and delivery.

Length: 4 modules   **Duration:** 30-45 mins study per module

15 Compassion Focused Ways of Working

Compassion Focused Therapy (CFT) is a psychological model which helps us understand how staff and clients alike can be impacted by highly stressful and challenging situations that can push us into threat mode and what we can all do to bring our soothing systems back online. CFT also helps to explain the impact of trauma on the brain and how we understand and work with complex and entrenched behavioural patterns and support needs.

Length: 4 modules   **Duration:** 30-45 mins study per module

16 Working with People Who Commit Offences

This course on working with adults who commit offences has been developed to increase your understanding of different types of offences, factors which contribute to a person's involvement in crime, how to make a robust risk assessment and management plan, and how to effectively support people who have committed offences. This includes adopting psychologically-informed approaches to your work and building your skills and confidence in this area of work.

Length: 4 modules   **Duration:** 30-45 mins study per module

17 Attachment in Action

This course is a must for all in the support and care professions! Attachment theory is one of the most important theories of human nature. This course will explore why attachment theory is so important, how it develops and what happens when the attachment process is derailed. It will explore the neuro-biology of attachment; how to spot secure and insecure attachment styles; how an understanding of attachment theory can inform our contact with colleagues and service users and be used to design services including Psychologically-informed and Trauma-informed services.

Length: 4 modules   **Duration:** 30-45 mins study per module

18 Safeguarding Adults

Legislation lays out that 'Safeguarding is everyone's responsibility' at work and in our personal lives. This course aims to build awareness of the key issues around Safeguarding Adults, enhancing confidence in knowing one's responsibilities, how to recongnise when an adult may be at risk, how to raise concerns, and where support and guidance is available.

Length: 3 modules   **Duration:** 20 mins study per module

19 Safeguarding Children

Safeguarding is often a really challenging and complex aspect in our work with children and young people. This course aims to build your awareness around the key issues to think about when Safeguarding Children and build your confidence in knowing what your responsibilities are in order to feel more equipped to know how to respond to Safeguarding issues.

Length: 3 modules   **Duration:** 30-45 mins of study per module

20 An Introduction to Safeguarding Adults for Volunteers and Temporary Staff

Legislation lays out that 'Safeguarding is everyone's responsibility' and this includes when volunteering or in a temporary role. This course aims to build awareness of the key issues around Safeguarding Adults, enhancing confidence in knowing one's responsibilities, how to recognise when an adult may be at risk, how to raise concerns and the support and guidance available.

Length: 1 module   **Duration:** 40-60 mins of study per module

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