



Adult Social Care



Our Service

At Talking Life, we don't just deliver training. Our service starts at the development phase and carries right through to end of service impact reports, all delivered with our expert customer care.

Design All Talking Life training is bespoke to your organisation. The content of each session is discussed with you and formally signed off prior to delivery. Once the content is agreed, final course programmes and associated materials are developed and shared with you prior to delivery.

Delivery Our courses are delivered by exceptional, qualified trainers – specialists in their subjects – and feedback from our training is consistently rated 'excellent' or 'very good' by both delegates and those commissioning the courses.

Customer Care Our dedicated, professional customer team manages and carries out all communication between Talking Life and you, the client. They will liaise directly with you and the training will be monitored at every stage to make sure you are satisfied. Our head office team is experienced, enthusiastic and empathetic.

Online All of our courses can be delivered online via Zoom, MS Teams or your online platform of choice. Our training team has substantial experience of delivering successful training online with excellent outcomes. We provide materials to learners in an electronic format.

Booking System Talking Life has in place an established, bespoke, web-based Client relationship Management system, to organise and manage all training bookings, delegate bookings, trainers, materials, evaluations, and record keeping. Within this system is a client booking system which we are able to offer to our customers free of charge on most of our contracts.

Evaluation is a critical part of our process. All delegates complete an online evaluation form, as does our trainer, so that we may feed back to you any relevant issues raised as a result of the training.

Impact Our training doesn't end at evaluation. 3 months post-delivery, we send out a post-training impact survey to monitor the effectiveness that the training has had in your organisation.

Review Through our Service Delivery Management team we meet with our clients regularly to discuss past training and how improvements can be made (if any) and discuss any future training requirements.

Managed Training Service Talking Life has many years of experience managing training contracts of all kinds for various group sizes & across organisations. We recognise the care and attention to detail required to create the perfect training experience and outcomes.

We rigorously adhere to all available corporate training guidelines, local and national policies & requirements. So, whether you are looking for a one-off course or a bespoke programme we are confident we can offer you the right training for you.

Please ask about our volume booking discounts. The details of current offers can be found on our website at www.talkinglife.co.uk/offers

About Talking Life

Talking Life is the No. 1 choice for high quality training in the Adult & Childrens Social Care, Corporate and Healthcare sectors. Established for more than 25 years, we offer a portfolio of hundreds of online & in-house courses which we can deliver and tailor to exactly meet the requirements of our customers. We provide high quality training to more than 200 local authorities, social services departments, NHS Trusts and adult social care organisations throughout the United Kingdom. We are experienced in delivering contracts & projects small and large, have the capability to deliver complex training requirements for organisations, if required, across many different topics and are successful on a regular basis in bidding and winning training contracts through tender or competitive quotation.

Adult Social Care Training at Talking Life

Talking Life has one of the most comprehensive portfolios of Adult social care training in the U.K. We have specialist teams able to deliver everything from aspects of The Care Act, Autism, briefings on the Mental Capacity Act and the new Liberty Protection Safeguards to one and two-day courses on topics like Safeguarding Adults and Writing Effective Reports for Court.

Talking Life trainers bring a wealth of experience, both as practitioners and as teachers to the training they deliver to clients in adult social care. We have included many of the more popular and important courses here; however, if there is a topic missing from this extensive list, please feel free to contact us by phone, email or via our website and we would be happy to discuss your requirements with you.



Follow us on Twitter
[@TrainingTL](https://twitter.com/TrainingTL)

Talking Life Limited 36 Birkenhead Road, Hoylake, Wirral CH47 3BW

Bereavement & Loss Courses

- Bereavement & Loss
- Bereavement & Loss – coping with the loss of service users
- Breaking Bad News
- Dealing with Distressed People
- End of Life Care
- End of Life Care – Loss
- End of Life/ Palliative Care half day
- Palliative & End of Life Care

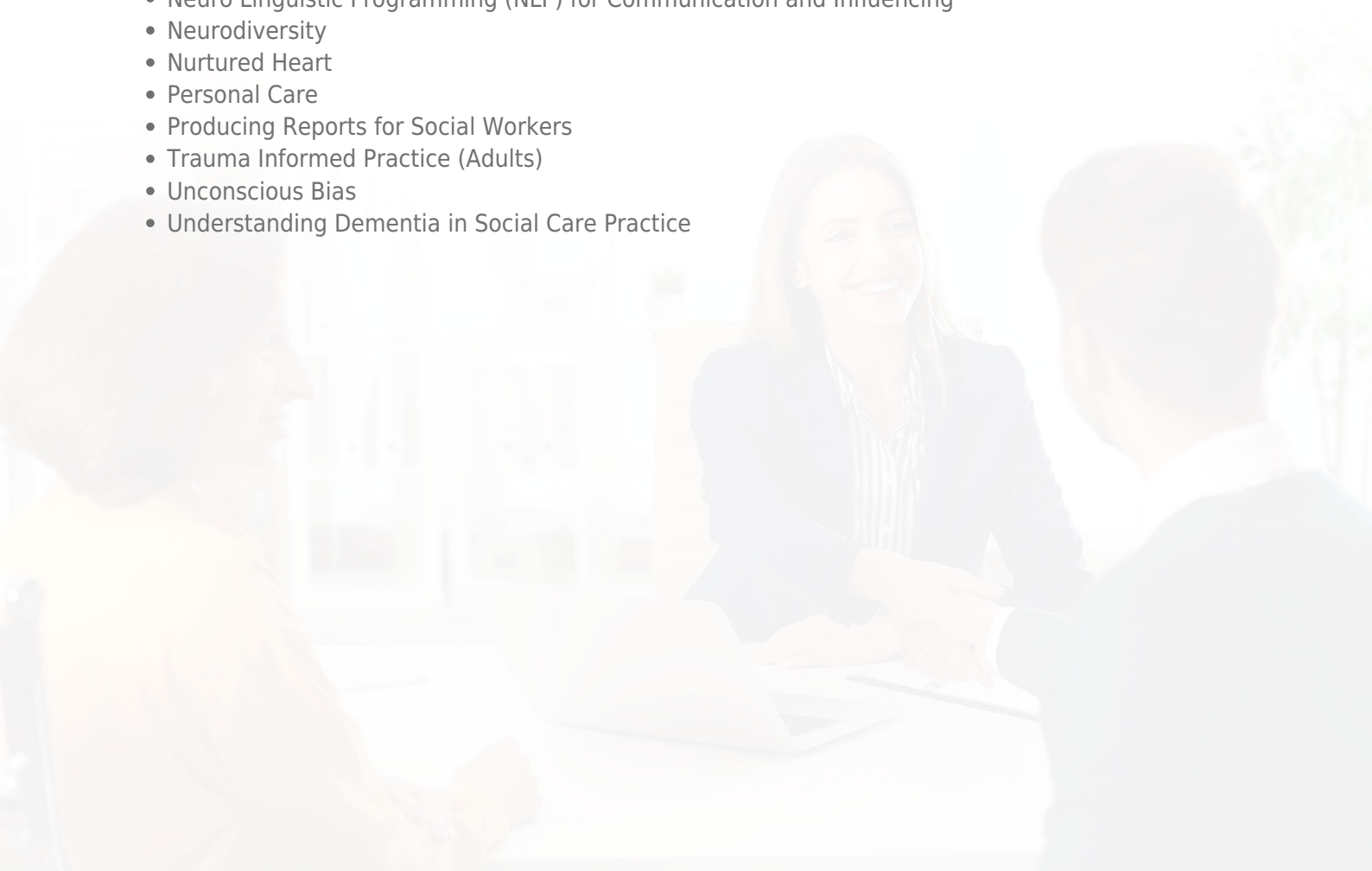


Care Act Courses

- Advanced Care Act (2014)
- Advanced Social Services and Well-being (Wales) Act 2014
- An Introduction to the Care Act (2014)
- Applying the Continuing Healthcare framework in social care practice
- Assessment & Eligibility Criteria
- Assessment and Eligibility Criteria
- Care Act Awareness
- Care Act Compliant Carers Assessments
- Care Act in Practice Workshop
- Care Act Refresher
- Continuing Healthcare
- Deprivation of Liberty Awareness
- Developing Professional Curiosity in Practice (Adults)
- End of Life Care
- End of Life Care - Advanced Care Planning
- End of Life/ Palliative Care half day
- Informed Decision Making & Risk Management
- Introduction to the Social Services and Well-being (Wales) Act 2014
- Making Safeguarding Personal
- Outcome Focussed Care Plan
- Person Centered Care
- Positive Approaches to Risk
- Prevention and Wellbeing
- Reablement for People living with Dementia
- Reviews
- Safeguarding Adults - Awareness
- Social Services and Well-being (Wales) Act 2014 Refresher
- Strength Based Approaches
- Strengths Based Approaches
- Supervision Skills (Adults)
- Support Planning
- The Care Act (2014) for Managers
- The Care Act (2014) Refresher
- The Social Services and Well-being (Wales) Act 2014 for Managers

General Courses

- Advanced Care Planning Managers
- Allergen Awareness
- Building Community Cohesion into Practice: strategies for frontline professionals
- Compassion fatigue, Moral Injury and Supporting Resilience
- Conversational Skills
- Counselling Skills
- Dealing with Difficult Customers and Situations
- Dementia Awareness
- Dementia Tier 2
- Developing Professional Curiosity in Practice (Adults)
- Dignity & Respect
- Dignity in Care
- Intersectionality
- Intersectionality Awareness
- Manual Handling - Half Day
- Mediation Skills for Business Support Staff
- Menopause Awareness
- Motivational Interviewing
- Neuro Linguistic Programming (NLP) for Communication and Influencing
- Neurodiversity
- Nurtured Heart
- Personal Care
- Producing Reports for Social Workers
- Trauma Informed Practice (Adults)
- Unconscious Bias
- Understanding Dementia in Social Care Practice



Health, Safety and First Aid Courses

- Buccal Midazolam Administration
- Cannulation and Venepuncture
- Catheter Care
- Continence Awareness/Stoma Care
- CQC Standards
- Dysphagia
- End of Life Care
- Enteric Feeding
- Food Hygiene & Hydration
- Food Safety
- Huntingdons Awareness
- Infection Control
- Infection Control/Food Safety
- Intimate Care
- Ligature Training
- Lunchtime Learning – Health and Safety Law – recognising and controlling hazards
- Manual Handling
- Medication Administration
- Medicines Management
- Medicines Management & Competency Assessment
- Mindfulness
- Mindfulness – Bitesize
- Multiple Sclerosis (MS) Awareness
- Nutrition & Hydration
- Parkinson’s Awareness
- Parkinson’s in Dementia
- Personal Safety for Lone Workers
- Risk Assessment
- Stroke Awareness
- Suicide First Aid – Understanding Suicide Intervention (SFAUSI) (accredited)
- Unconscious Bias
- Venepuncture
- Young Onset Dementia

Human Resources Courses

- Bias Training
- Dealing with Difficult/Challenging Behaviour
- Embracing Change
- Managing Change
- Managing Conflict
- Mediation Skills for Business Support Staff
- Microaggressions in the Workplace in relation to ED&I
- Mindfulness
- Recruitment & Selection using Service Users
- Sexual Harassment in the Workplace Awareness for Managers



Learning Difficulty / Disability Courses

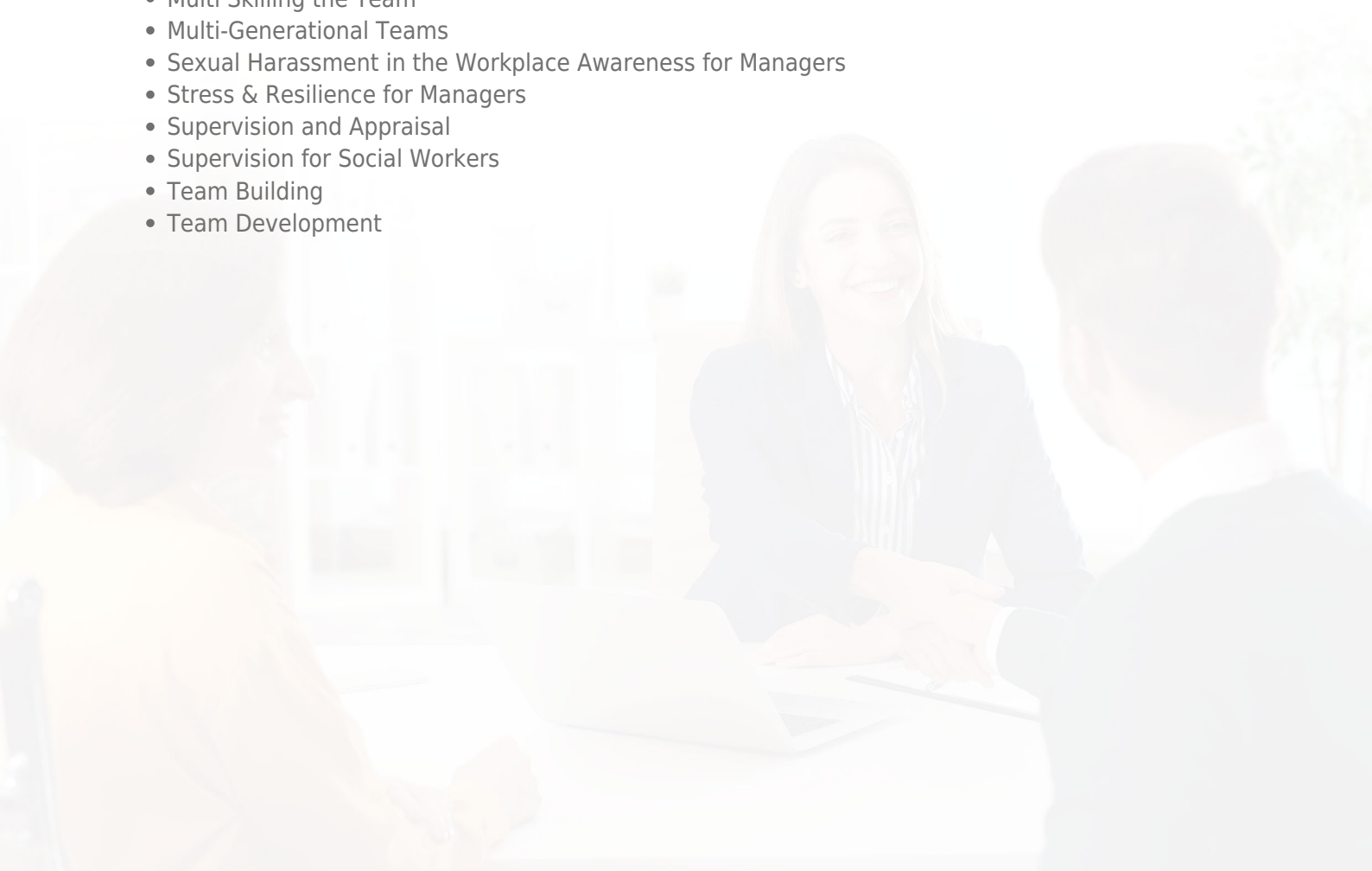
- Acquired Brain Injury
- ADHD & Autism
- Assessing, Care Planning & Safeguarding Autistic Adults & Children
- Autism - Intermediate 2
- Autism (Developing Skills) - Part 1
- Autism and Learning Disability Awareness
- Autism and Mental Health/Diff. To Engage Clients
- Autism Awareness
- Autism for AMHP's
- Autism in Practice
- Autism in Practice - Assessing, Care Planning and Safeguarding with Autistic Adults
- Autism Intermediate
- Autism Spectrum Disorder
- Autism, Best Interests and Deprivation of Liberty
- Autism: Exploring Sensory Awareness
- Capabilities Statement for Social Work with Autistic Adults
- Communication Strategies for People with Learning Disabilities
- Communication with less verbal autistic children & adults
- Communication with More Verbal autistic children and adults
- D/deaf Awareness and a brief introduction to British Sign Language
- Dementia & People with Learning Difficulties
- Down Syndrome Awareness
- Engaging Parents and Carers with Learning Disabilities
- Introduction to Sexuality & Learning Difficulties
- LD Awareness
- Learning Difficulty Awareness
- Learning Disability & Complex Needs
- Learning Disability Awareness
- Older People with Learning Disability
- Reablement
- Sexuality & Learning Disability
- Working with Adults with Learning Disabilities
- Working with Autistic Adults & Children

Legal Courses

- Achieving Best Evidence (ABE)
- Achieving Best Evidence Refresher
- Adult Sexual Exploitation & Adult Criminal Exploitation
- Advanced Statement Writing & Court Skills
- Advocacy
- Age Assessments
- Analytical Writing Skills
- Appropriate Adult and PACE 1984
- Appropriate Adult/PACE
- Best Interests Assessor (Refresher)
- Best Interests Assessors Legal Update
- Consent
- COPDoL Application
- Court Familiarization and Evidence Giving (Court Skills)
- Court of Protection
- Court Skills for Adult Social Workers
- Deprivation of Liberty for Managing Authorities
- Expert Witness Training
- Human Rights
- Investigating Complaints Adult Social Care
- Investigative Interviewing
- Investigative Interviewing
- Lasting Power of Attorney
- Making Safeguarding Personal
- Mental Capacity Act (MCA) & Deprivation of Liberty Safeguards (DoLS)
- Mental Capacity Act MCA & Deprivation of Liberty Safeguards (DoLS) Awareness
- Mental Health Act
- Preparing for the LPS (Liberty Protection Safeguards)
- Sexual Harassment in the Workplace Awareness for Managers
- The Mental Capacity Act - Chairing Best Interest Meetings
- Writing Reports for Court

Management & Leadership Courses

- 1:1 Direct Supervision
- Adaptive Leadership
- Bias Training
- Building Community Cohesion into Practice: strategies for frontline professionals
- Chairing Case Conferences
- Compassionate Leadership
- Complex Case Management
- Conflict Management
- De-escalation – A Proactive Approach to Conflict
- Developing Effective Supervision: Core Skills for Supervisors
- Embracing Change
- Emotional Intelligence for Managers
- Enabling Risk
- Managing Change
- Managing Conflict
- Managing for the First Time
- Mediation Skills for Business Support Staff
- Mindfulness
- Multi Skilling the Team
- Multi-Generational Teams
- Sexual Harassment in the Workplace Awareness for Managers
- Stress & Resilience for Managers
- Supervision and Appraisal
- Supervision for Social Workers
- Team Building
- Team Development



Mental Health Courses

- ADHD (Attention Deficit Hyperactivity Disorder)
- Autism – Intermediate Level
- Bereavement & Loss
- Bouncing Back! How to be Resilient in the Workplace
- Challenging Aspects within Mental Health
- Dealing with Distressed People
- Dementia – Challenging Behaviour/Communication
- Dementia – Meaningful Activities
- Dementia & People with Learning Difficulties
- Dementia Advanced
- Dementia Champions
- Depression Awareness
- Depression in Older People
- Depression, Anxiety and Personality Disorder
- Embracing Change
- Improving Outcomes for Young Men with ADHD
- Ligature Training
- Mental Health Act
- Mental Health Awareness
- Mental Health First Aid Refresher
- Mindfulness
- Mindfulness – Bitesize
- Motivational Interviewing and Solution Focused Interventions
- Motivational Interviewing/Solution Focused Int
- OCD & Hoarding
- Schizophrenia Awareness
- Section 117 Awareness
- SRFT – Cognitive Behavioral Therapy (1.5 day course)
- Suicide & Self Harm
- Suicide First Aid – Understanding Suicide Intervention (SFAUSI) (accredited)
- The Mindful Manager in Times of Crisis
- Trauma Informed Practice Awareness
- Young Onset Dementia

Personal Development Courses

- 1:1 Direct Supervision
- Bias Training
- Building Resilience and Professional Boundaries
- Challenging Conversations
- Conflict Management
- Culturally Competent Practice
- Customer Care
- Customer Care on the Telephone
- De-escalation – A Proactive Approach to Conflict
- De-Escalation – A Proactive Approach to Conflict 2-day Course
- Dealing with Difficult Conversations
- Dealing with Difficult Customers and Situations
- Dealing with difficult People
- Dealing with Difficult/Challenging Behaviour
- Developing Effective Supervision: Core Skills for Supervisors
- Effective Communication for NQSWs
- Effective Communication for Social Workers
- Embracing Change
- Enhancing skills in Caseload Management
- Equality & Diversity
- Holding Difficult Conversations
- Managing Change
- Managing Conflict
- Mediation Skills for Business Support Staff
- Mindfulness
- Mindfulness – Bitesize
- Neuro Linguistic Programming (NLP) for Communication and Influencing
- Neurodiversity
- Practicing with Professional Authority
- Practising with Confidence & Assertiveness
- Practising with Professional Authority: Confidence & Assertiveness
- Pre Retirement
- Professional Boundaries
- Professional Boundaries Awareness
- Recording Meeting Outputs
- The Mindful Manager in Times of Crisis
- Time Management
- Working in a Changing Environment
- Working with Distressed & Difficult Clients

Resilience, Wellbeing & Stress Courses

- Bouncing Back! How to be Resilient in the Workplace
- Breaking Bad News
- Building Resilience and Professional Boundaries
- Caring for Carers
- Compassion fatigue, Moral Injury and Supporting Resilience
- Dealing with Distressed People
- Depression Awareness
- Embracing Change
- Emotional Intelligence
- Emotional Intelligence for Managers
- Low Arousal approaches to Managing Aggression
- Managing Change
- Managing Conflict
- Managing Pressure & Maintaining Resilience at Work
- Managing Verbal Conflict
- Mindfulness
- Mindfulness - Bitesize
- Stress & Resilience for Managers
- Stress and Resilience
- The Mindful Manager in Times of Crisis
- The Role of Emotional Wellbeing for Practitioners
- Time Management for NQSWs



Safeguarding Courses

- 1:1 Direct Supervision
- Achieving Best Evidence (ABE)
- Achieving Best Evidence Refresher
- Achieving Best Outcomes Safeguarding Meetings
- Adult Sexual Exploitation & Adult Criminal Exploitation
- Age Assessments
- Best Interests Decision Making
- Chairing Adult Multi Agency Safeguarding Meetings
- Chairing Case Conferences
- Chairing Meetings – Safeguarding Adults
- Chairing Multi Agency Meetings for NQWS's
- Chairing Safeguarding Adults Strategy Meetings
- Child to Parent Violence
- Cultural religious beliefs within adult safeguarding- LD, sexuality, mental capacity, faith
- Developing Effective Supervision: Core Skills for Supervisors
- Digital Capabilities Training
- Disengagement Training
- Domestic Abuse
- Domestic Abuse during Covid-19
- Domestic Abuse including Coercion and Control
- Domestic Abuse, Stalking and Honour-Based Violence Risk Identification Checklist
- Enhancing Professional Curiosity for Housing Staff
- Enhancing skills in Caseload Management
- Exploitation of Vulnerable Adults: Interventions and Motivations
- Financial & Material Abuse Stage 2
- Forced Marriage (Adults)
- Honour Based Violence
- Human Trafficking and Modern Day Slavery
- Inter-agency Communication
- Introduction to Mental Capacity Act
- Investigating Safeguarding Cases
- Investigative Interviewing
- Ligation Training
- LPS – Assessment, Determination and Consultation
- LPS – Independent Mental Capacity Advocacy (IMCA)
- LPS – Pre-authorisation
- LPS Authorisation
- Making Safeguarding Personal
- Managing Aggressive and/or severe self-injurious behaviour
- Mental Capacity Act (MCA) Assessing Capacity & Best Interests
- Mental Capacity Assessments
- Modern Slavery & Human Trafficking
- OCD & Hoarding

- Physical Disengagement Training
- Preparing for the LPS (Liberty Protection Safeguards)
- Professional Boundaries Awareness
- Professional Curiosity
- Protecting against Systemic Neglect & Abuse
- Radicalisation & Extremism Awareness
- Recording in Adult Safeguarding Meetings
- Report Writing and Record Keeping
- Report Writing for Adult Safeguarding
- Risk Assessment Awareness for Social Care Staff
- Safeguarding Adults – Awareness
- Safeguarding Adults – Chairing Meetings
- Safeguarding Adults – Investigation
- Safeguarding Adults – Safer Recruitment
- Safeguarding Adults – Self-Neglect, OCD & Hoarding
- Safeguarding Adults Awareness – Refresher
- Safeguarding Adults Enquiry Officers
- Safeguarding Adults for Provider Services Managers
- Safeguarding Adults for the Frontline Workforce
- Safeguarding Adults Level 3
- Safeguarding Adults Manager (SAMs) Training (inc chairing meetings)
- Safeguarding Adults Minute Taking
- Safeguarding Adults: Financial & Material Abuse
- Safeguarding and Cultural Sensitivity
- Safeguarding and Homelessness
- Safeguarding for Managers Level 3
- Safeguarding Mental Capacity and Consent
- Safeguarding Minute Taking
- Safeguarding Principles for NQSWs
- Section 42 – The Care Act
- Self Neglect & The Mental Capacity Act 2005
- Social Work and Social Media
- The Mental Capacity Act
- Trauma Informed Practice Awareness
- Violence against Women and Girls (VAWG)
- Working with Male Perpetrators of Domestic Abuse
- Working with Men who abuse their Female Partners
- Working with perpetrators of domestic abuse

Substance Misuse Courses

- Alcohol & Older People
- Drug & Alcohol Awareness
- Introduction to New Psychoactive Substances (NPS) & Substance Misuse
- Motivational Interviewing and Solution Focused Interventions
- Motivational Interviewing/Solution Focused Int
- Older People and Substance Misuse
- SRFT - Cognitive Behavioral Therapy (1.5 day course)
- Substance Misuse
- Understanding Alcohol and Substance Misuse
- Working with Alcohol & Substance misusing Parents



Supervision Courses

- 1:1 Direct Supervision
- Authority & Supervision; Difficult and Challenging Conversations – developing frameworks for thinking and action
- Developing Effective Supervision: Core Skills for Supervisors
- Promoting Reflective practice in Supervision
- Recording Reflective Supervision
- Reflective Supervision
- Supervising and assessing the ASYE year
- Supervising to Improve Practice
- Using Supervision Effectively for supervisees
- Using Supervision Effectively: a one day course for Supervisees



A-Z Course Index for Adult Social Care Courses

- 1:1 Direct Supervision
- Achieving Best Evidence (ABE)
- Achieving Best Evidence Refresher
- Achieving Best Outcomes Safeguarding Meetings
- Acquired Brain Injury
- Adaptive Leadership
- ADHD (Attention Deficit Hyperactivity Disorder)
- ADHD & Autism
- Adult Sexual Exploitation & Adult Criminal Exploitation
- Advanced Care Act (2014)
- Advanced Care Planning Managers
- Advanced Social Services and Well-being (Wales) Act 2014
- Advanced Statement Writing & Court Skills
- Advocacy
- Age Assessments
- Alcohol & Older People
- Allergen Awareness
- An Introduction to the Care Act (2014)
- Analytical Writing Skills
- Applying the Continuing Healthcare framework in social care practice
- Appropriate Adult and PACE 1984
- Appropriate Adult/PACE
- Assessing Risk in Assets Based Social Care
- Assessing, Care Planning & Safeguarding Autistic Adults & Children
- Assessment & Eligibility Criteria
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- Attitudes and Values in Social Work Practice
- Authority & Supervision; Difficult and Challenging Conversations – developing frameworks for thinking and action
- Autism – Intermediate Level
- Autism – Intermediate 2
- Autism (Developing Skills) – Part 1
- Autism and Learning Disability Awareness
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- Autism Awareness
- Autism for AMHP's
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- Autism in Practice – Assessing, Care Planning and Safeguarding with Autistic Adults
- Autism Intermediate
- Autism Spectrum Disorder
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- Autism: Exploring Sensory Awareness
- Bereavement & Loss

- Bereavement & Loss – coping with the loss of service users
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- Introduction to Sexuality & Learning Difficulties
- Introduction to the Social Services and Well-being (Wales) Act 2014
- Investigating Complaints Adult Social Care
- Investigating Safeguarding Cases
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- Investigative Interviewing
- Lasting Power of Attorney
- LD Awareness
- Learning Difficulty Awareness
- Learning Disability & Complex Needs
- Learning Disability Awareness
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- LPS – Assessment, Determination and Consultation
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- LPS – Pre-authorisation
- LPS Authorisation
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- Managing Behaviour which may challenge
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- Manual Handling - Half Day
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- Nurtured Heart
- Nutrition & Hydration
- OCD & Hoarding
- Older People and Substance Misuse
- Older People with Learning Disability
- Outcome Focused Care Plan
- Palliative & End of Life Care
- Parkinson's Awareness
- Parkinson's in Dementia
- Person Centered Care
- Personal Care
- Personal Safety for Lone Workers
- Physical Disengagement Training
- Positive Approaches to Risk
- Practicing with Professional Authority
- Practising with Confidence & Assertiveness
- Practising with Professional Authority: Confidence & Assertiveness
- Pre Retirement
- Preparing for the LPS (Liberty Protection Safeguards)
- Prevention and Wellbeing

- Producing Reports for Social Workers
- Professional Boundaries
- Professional Boundaries Awareness
- Professional Curiosity
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- Radicalisation & Extremism Awareness
- Reablement
- Reablement
- Reablement for People living with Dementia
- Recording in Adult Safeguarding Meetings
- Recording Meeting Outputs
- Recording Reflective Supervision
- Recruitment & Selection using Service Users
- Reflective Supervision
- Report Writing and Record Keeping
- Report Writing for Adult Safeguarding
- Reviews
- Risk Assessment
- Risk Assessment Awareness for Social Care Staff
- Safeguarding Adults – Awareness
- Safeguarding Adults – Chairing Meetings
- Safeguarding Adults – Investigation
- Safeguarding Adults – Level 2 – Principles and Practice
- Safeguarding Adults – Safer Recruitment
- Safeguarding Adults – Self-Neglect, OCD & Hoarding
- Safeguarding Adults Awareness – Refresher
- Safeguarding Adults Enquiry Officers
- Safeguarding Adults for Provider Services Managers
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- Safeguarding and Cultural Sensitivity
- Safeguarding and Homelessness
- Safeguarding for Managers Level 3
- Safeguarding Mental Capacity and Consent
- Safeguarding Minute Taking
- Safeguarding Principles for NQSWs
- Schizophrenia Awareness
- Section 117 Awareness
- Section 42 – The Care Act
- Self Neglect & The Mental Capacity Act 2005
- Sexual Harassment in the Workplace Awareness for Managers
- Sexuality & Learning Disability
- Social Services and Well-being (Wales) Act 2014 Refresher
- Social Work and Social Media

- SRFT - Cognitive Behavioral Therapy (1.5 day course)
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- Strengths Based Approaches
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- Supervising and assessing the ASYE year
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- Supervision and Appraisal
- Supervision for Social Workers
- Supervision Skills (Adults)
- Support Planning
- Team Building
- Team Development
- The Care Act (2014) for Managers
- The Care Act (2014) Refresher
- The Mental Capacity Act
- The Mental Capacity Act - Chairing Best Interest Meetings
- The Mindful Manager in Times of Crisis
- The Role of Emotional Wellbeing for Practitioners
- The Social Services and Well-being (Wales) Act 2014 for Managers
- Time Management
- Time Management for NQSWs
- Trauma Informed Practice (Adults)
- Trauma Informed Practice Awareness
- Unconscious Bias
- Understanding Alcohol and Substance Misuse
- Understanding Dementia in Social Care Practice
- Using Supervision Effectively for supervisees
- Using Supervision Effectively: a one day course for Supervisees
- Venepuncture
- Violence against Women and Girls (VAWG)
- Working in a Changing Environment
- Working with Adults with Learning Disabilities
- Working with Alcohol & Substance misusing Parents
- Working with Autistic Adults & Children
- Working with difficult to engage clients
- Working with Distressed & Difficult Clients
- Working with Male Perpetrators of Domestic Abuse
- Working with Male Perpetrators of Domestic Abuse
- Working with Men who abuse their Female Partners
- Working with perpetrators of domestic abuse
- Writing Reports for Court
- Young Onset Dementia