

Book online for training courses at
www.kcta.org.uk
or use booking form on the back page



Autumn 2014 Newsletter

In October KCTA celebrates a year since we signed the contract with Kent County Council to create the Workforce Development Service for care providers. It has been a hectic year starting with the launch of the Service in February.

The Manager's Network Breakfast meeting has proved very popular as an avenue to keep up to date with the latest national and local policy developments: make sure you get involved; our next is 7th October where Mark Lobban will be speaking on the subject of health and social care integration.

In July we held our first Workforce Development Summit with both local and national speakers. The feedback we received from delegates was very positive. Speakers at the event included representatives from CQC, the Kent County Council and a senior civil servant from the Department of Health.

Last month we added a training matrix to the suite of resources on our website, this tool will help you to develop your organisational and individual training plans. It can be used as evidence of your workforce development plans for inspection.

Leadership is a key component of providing high quality care and support whilst ensuring your service stands the test of time and remains relevant. Norman Lamb MP, Minister for Social Care and Communities said 'High quality leadership, embedded throughout the social care workforce, is fundamental to the delivery of high quality care'. We are currently working in partnership with Canterbury Christchurch University and care service providers in Kent with a view to developing a Leadership Model for Kent. It is envisaged that the Leadership Model should support you to embed leadership within your service. If you wish to be involved with the project, please do not hesitate to contact us.

As providers we continue to operate in a period of considerable change. We have put together this, our third newsletter to provide you with information to

help and support you in the implementation of the changes in an informed manner.

Starting with the Care Act – we keep hearing how this is the most significant piece of new legislation in recent times which will herald the start of health and social care integration. For care providers with a long term vision, this will open up opportunities to re-design services and provide solutions to health in terms of preventing admissions and speeding up discharges. Have a look at our article on page 4 *Integrating Health and Social Care – The Kent Vision*, which provides an indication of the future for service users in Kent.

There will be implications for your workforce training and education in ensuring that they have the skills and competencies to work across health and social care. Throughout the newsletter we have included information on access to funding for workforce development, for example the Workforce Development Funding and higher level apprenticeships funding along with mandatory training courses.

In parts of Kent recruiting the right staff is a major problem; it is therefore timely that Skills for Care has launched its new Recruitment and Retention Strategy. On page 5 you can find the links to Skills for Care's website to find out more.

CQC is consulting on new health and social care regulation so we have included an article on page 7 to bring you up to speed.

Finally, the team here at KCTA hopes you find this newsletter an interesting and informative read and are always happy to hear from you about any additional help and support you may require in relation to your workforce. [Do keep an eye on our website for courses in your area and latest news.](#)

Tracy Wharvell, Director



Courses



Events



Trainers



DBS Checks



Managers Network



Resources & Guidance



Recruitment



News



About Us



Contact Us



Paul Birley Head of Public Sector & Healthcare, Barclays.

Bankers can sometimes be accused of being distant from the market, so periodically I like to go and work in one of our clients homes. The benefits to me are clear. Firstly it helps confirm everything the CEO and FD might be telling me, secondly it keeps me up to date with the challenges facing a care home operator and last, but by no means least, it reminds me why we support the sector – which is ‘to give people in care a better experience’

Recently I had the privilege of working in a care home – it was purpose built and had over 80 beds with 75% of the residents having some form of dementia.

The Home Manager and her team always had time for residents. If a resident appeared a little distressed they would stop what they were doing, find out what the issue was and help them. Nothing ever seemed too much trouble and once the resident was settled, the team seamlessly carried on with the job in hand.

However the caring environment went deeper as it also extends to the families of the residents and into the local community. It is no coincidence that the home doesn't need to advertise and the families and friends were advocates of the home which ensured it rarely had a vacancy.

Looking after people with dementia can be challenging and therefore takes skill, understanding and patience. A new resident on his way to the home got out of a taxi on a busy road claiming he had been kidnapped, with the result there were 8 policemen, the carer and taxi driver trying to calm the situation. The Care Team had already established that the gentleman was a retired RAF Officer so under the guidance of the Home Manager, one of the policemen was encouraged to show his warrant card, give his name and number and confirm to the gentleman he was not being kidnapped and that the taxi driver was taking him somewhere safe. A few minutes later, the man was back in the car and shortly after arrived safely at the home.

Management Information was needed (and available) to help make informed decisions. It was also important that there was supportive corporate, regular visits from senior directors and that the Regional Manager was not seen as big brother, but more genuinely interested in what was going on and they were there to help.

‘It's not about qualifications it's about having the right attitude’ was the ethos used in recruiting staff. Recruitment was all about whether you could sing and dance, and ‘could you be a friend?’ Perhaps the most telling sign of how good the home was came from one of the residents – ‘it's lovely and the staff are so caring’ – isn't that the essence of a great home?

The visit helped reinforce my belief that the Care Home managers job can be very rewarding although always challenging. They need to be master of many skills from agony aunt, marketeer, accountant, HR, social worker, nurse, communicator.....the list goes on! It also reminded me why we all can make a difference and that Care Homes when run well can be inspirational places.

Minimum Wage regulation to come into force 1 October 2014 In March, the Government proposed increases to the NMW rates for adults, workers aged between 18 and 20, young workers and apprentices. The draft National Minimum Wage (Amendment) (No. 2) Regulations 2014 have now been laid before Parliament. Once approved, these will bring the Government's proposals into force on 1 October 2014.

The proposals are:

- Standard adult rate (workers aged 21 and over) will rise by 3% to £6.50 an hour (up 19p from £6.31)
- Youth development rate (workers aged between 18 and 20) will rise by 2% to £5.13 an hour (up 10p from £5.03).
- Young workers rate (workers aged under 18 but above the compulsory school age who are not apprentices) will rise by 2% to £3.79 an hour (up 7p from £3.72)
- Rate for apprentices will rise by 2% to £2.73 an hour (up 5p from £2.68).

**Manager's Network Membership £15 per annum, get discounts on the booking of Managers Events
Register now at**

www.kcta.org.uk

Meet the trainers



Barbara Whitehead

From Level 4 to special needs, training at any level has its challenges and its rewards. After more than 30 years as a trainer I could not say which I prefer.

I do though have a favourite subject, food safety is my first love, as I trained originally as a chef when I left school. I always say that if my science teacher from school knew that I taught a scientific subject, he would never believe it as I hated science at school, but then how interesting can a Bunsen burner be, and that's close to all I remember from my dim and distant past.

The bacteriology part of my food safety training is the area I prefer, where I use for visual aids, what a recent group called "my toys". They are giant microbes which are exactly what the bacteria would look like when seen through a microscope. As may be imagined, they have weird shapes and Latin names, which all adds very much to the interest, the fun, and learning outcomes.

All learning / teaching should be fun, we all learn so much more when we are enjoying it. No death by power-point at my courses.

I love it when I come away from any group having learnt something new, though I don't guarantee to remember it all. I enjoy the learning process as much as the teaching.

Looking to the future, both my own and that of my profession, there will always be change. For myself retirement eventually I guess, for my profession more use of technology. I just hope the love of teaching and the fun in the learning continues for everyone.

The courses I will be running for KCTA this autumn are:

6th Oct (9.30—12.30) Food Hygiene at Boots in Maidstone
6th Oct (1.30—4.30) Health & Safety at Boots in Maidstone
20th Oct (9.30—4.30) Food Hygiene Level 2 in Margate
4th Nov (9.30—12.30) Food Hygiene at Boots in Canterbury
4th Nov (1.30—4.30) Health & Safety at Boots in Canterbury
14th Nov (9.30—12.30) Food Hygiene in Margate
14th Nov (1.30—4.30) Health & Safety in Margate
21st Nov (9.30—12.30) Food Hygiene at Boots in Folkestone
21st Nov (1.30—4.30) Health & Safety at Boots in Folkestone
4th Dec (9.30—12.30) Food Hygiene at Boots in Maidstone
4th Dec (1.30—4.30) Health & Safety at Boots in Maidstone
10th Dec (9.30—12.30) Health & Safety in Margate
10th Dec (1.30—4.30) Food Hygiene in Margate

DBS – Disclosure and Barring Service

KCTA Disclosure Service provides an efficient and personal service to help you comply with your safeguarding obligations. Registration with us is a simple process. For further information please contact:

disclosure@kcta.org.uk or call us on 01634 727795



Funding for individual employers and their PAs

With the benefits and flexibility of employing one's own staff comes the responsibility of being an employer. This includes training for your Personal Assistants.

People who employ personal assistants (Individual Employers) can once again apply for a grant directly from Skills for Care to support the full cost of learning and development for both themselves and their Personal Assistants.

The features of this funding stream include:

- Any learning, development or qualifications that demonstrate value for money and meet the learning needs of individual employers and their personal assistants
- All learning or qualifications must be paid for and started before the 31 March 2015. Skills for Care would also consider relevant training already undertaken dating back to 1 December 2012 when this funding originally was launched.
- Anyone in England who is 18 years or over who employs and pays for a personal assistant can apply for a grant.

Funding applications will be accepted up to 28 February 2015. If your application is successful you will receive the funding directly into your bank account. This means you will be able to pay for your training before you start.

More at www.skillsforcare.org.uk/Funding/Individual-employer-funding

Integrating Health and Social Care - The Kent Vision

More people are living with multiple long term conditions, this is a challenge locally and nationally to the public's health but also an opportunity to deliver services in a way that improves outcomes, improves experience of care and makes best use of resources.

Using the Integration Pioneer and Better Care Fund the citizens of Kent can expect:

- Better access – co-designed integrated teams working 24/7 around GP practices.
- Increased independence – supported by agencies working together.
- More control – empowerment for citizens to self-manage.
- Improved care at home – 15% reduction for acute admissions and long term care placements, rapid community response particularly for people with dementia.
- To live and die safely at home – supported by anticipatory care plans.
- No information about me without me – the citizen in control of electronic information sharing.
- Better use of information intelligence – evidence based integrated commissioning

Some examples of this include

Proactive Care started in April 2012 in South Kent Coast Clinical Commissioning Group (CCG) locality. Each patient on the programme receives a holistic package of care, including improving their confidence to self-manage after the programme. Patients are supported by a multi-disciplinary team (MDT) including: GP, community matron, health care assistant, physiotherapist, occupational therapist, pharmacist, health trainer, care manager and mental health professional.

West Kent Integrated Rapid Response Service: seen well over 4000 patients since launch in November 2013, the majority of interventions are admission avoidance and supported discharge. Case reviews are demonstrating that the scheme is enabling more complex patients to remain at home due to enhanced decision making via a multi-disciplinary team of medics, paramedics and clinicians. Key to the success of ERRS is the collaborative working between Health, Social Care and Ambulance Services and by providing a fast response to patients.

Health and Social Care Coordinators: based in 2 CCG areas to help coordinate activity around MDTs and between GPs and community services. In Canterbury current service has had over 2300 contacts, with 700 A&E attendances avoided and 140 admissions avoided. The cost savings to the local health economy has been identified as over £200k. From April 2014 the service will move to extended working hours, included co-locating at the local acute site at weekends.

Dementia Friendly Communities: Kent has worked within local communities through intergenerational work between schools and care homes for people living with dementia. This includes the creation of Dementia Diaries, connecting people through iPads.

The Integrated Discharge Team in North Kent: Since October 2013 a multi-disciplinary Integrated Discharge Team has been up and running with the aim of reducing admissions, ensuring patients are proactively managed to reduce length of stay and to enable patients that are medically stable to leave in a timely manner. The team made up of nurses, doctors, therapists, pharmacists, case managers and mental health specialists working across acute and community settings. The goal is to ensure that patients receive the most appropriate treatment, delivered by the most relevant health care worker in the most appropriate setting; all of the time. There has been a decreasing trend in emergency admissions seen from December to February.



Care Certificate and the new regulations by Alex Knapp, Managing Director, TGM Group

Firstly I want to take this opportunity to thank everyone who shared their feedback at the KCTA Workforce Summit in July, we really appreciate the input. Secondly I wanted to let you know that Alexandra Juniper from Strode Park is using her new iPad mini, that she won at the conference, to good effect.

My presentation was entitled "Evidence competence and reduce staff turnover" and is now available on the KCTA website at: <https://kcta.org.uk/managers-network/members-section-of-the-managers-network> and I outlined how providers across the country have changed the way they recruit and train their staff in order to reduce costs, but critically increase the evidence of competence for their staff, which they use for CQC and Local Authority monitoring teams.

Given that the regulations have changed recently following the Francis review and Cavendish Report, the focus is now much more on how staff put into practice what they have learnt rather than what they have attended. The Care Certificate is a really good example of this (starting in March 2015) where the guidance states "**evidence of performance must be generated during real work activities**" and "**be observed by the assessor**" – ie it is no longer about whether or not someone has attended a course and it is "in date", but what they have learnt and how they are putting the learning into practice in their day to day role.

So let's get ready for the new version of inspection by checking the knowledge and practice of staff rather than what they have attended or completed and if we can do that in the interview and find out before we start paying people we can save time and money in the process.

Ultimately, if we think about the reason why people attend training or complete e-learning is to facilitate learning and understanding so that they can apply what they have learnt. What they apply is what affects the outcomes of the people we support.

If you would like to know more about how CIS Assessment supports organisations to do this, just visit the case studies page on www.cis-assessment.co.uk or email alex.knapp@tgmgroup.net

Congratulations to Tina Denison of Nelson Park care home who won our Prize Draw for two places on one of our Manager's Breakfast Meetings.



Level 5 in Care Leadership and Management – Higher Apprenticeships by Neil Crawford, Principal, Access Skills

Government funding cutbacks have in recent years reduced the amount of free or subsidised training courses available to Care Sector workers. Funding which is available is now largely linked to Apprenticeships which continues to be the main priority within government employer workforce skills policy. Apprenticeships have in recent years been subject to ongoing reform and development by the current Coalition Government. These reforms have in particular prioritised on the 16–18 and 19–23 years age groups.

Adult Social Care Apprentice numbers in 2012/13 are reported to have exceeded 70,000. Whilst this is a significant number and represents the third largest sector take-up of Apprenticeships, there are still a significant number of smaller (SME) Health and Social Care Providers who are yet to be convinced that Apprenticeships can contribute to meeting their workforce recruitment and development needs. Employing younger people requiring paid time off to study, including GCSE level Maths and English presents many challenges for SME employers to consider.

Government Apprenticeship funding is currently channelled via FE Colleges and Training Providers. The Government published in November 2013 the Future of Apprenticeships in England Implementation Plan. This set out a significant policy change which will result in Apprenticeship funding going directly to employers from the next funding year. Given that many SME employers already have a negative or ambivalent view in relation to the role of Apprenticeships in their workforce plans, it is difficult to see how this change in funding, with its additional bureaucracy requirements for employers, will change this view.

There is now growing concern being expressed, including in a recent Parliamentary debate, about the Apprenticeship funding reforms and the potential impact on small businesses. The Ministers responsible for the Apprenticeship funding proposals were replaced in the recent Cabinet reshuffle, so there may yet still be opportunity for further policy review to occur!

An Apprenticeship development which has been more positively received in the Sector is the introduction in 2014 of the new level 5 Higher Apprenticeship in Leadership and Management in Care (England).

The general pathway of the Higher Apprenticeship comprises the achievement of the Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (England). This qualification is required by managers working in Registered Providers and is supported by government funding (SFA). Skills for Care Workforce Development Funding can also be claimed for additional costs incurred.

Following the launch of this funded program earlier in 2014, Access Skills has seen some 400 learners enrolled on this program to date. The government Higher Apprenticeship funding is therefore successfully contributing to a key priority in terms of developing effective and qualified management and leadership in the Sector.

Access Skills is continuing to offer the opportunity for individuals to enrol on the Higher Apprenticeship programme. If you are a manager, deputy or senior carer wishing to explore this further details are available at www.accessskills.co.uk

Recruitment and Retention strategy 2014-17

A refreshed 'Adult Social Care Workforce Recruitment and Retention Strategy' created by the sector for the sector was launched on 8 September. The refreshed strategy builds upon the achievements of the first ever strategy launched in 2011 and sets out clear priorities to help meet the future workforce demands of an ageing population on care services in communities.

The strategy focuses on the roles and commitments made by employers, key delivery partners, representative bodies and government departments and shows how their collective programmes of work will impact upon the key priority areas outlined:

Employers can download the strategy to help them focus on three priorities:

- raising the profile of adult social care and the career progression opportunities it offers to attract more people with the right values and skills
- encouraging and enabling better recruitment practices
- addressing above average turnover rates in the sector.

This refreshed strategy was prepared by Skills for Care on behalf of the Department of Health's recruitment and retention group. View Skills For Care Recruitment and Retention Strategy here: <http://www.skillsforcare.org.uk/Finding-and-keeping-workers/Recruitment-and-retention-strategy/Recruitment-and-retention-strategy.aspx>

To support the implementation of the refreshed strategy Skills for Care has launched 'Investing in values' top tips cards and guidance to support employers identify their workplace values and how they can be embedded as part of the recruitment and retention process. More at: www.skillsforcare.org.uk/values

Skills Funding Agency

The Skills Funding Agency is an executive agency of the Department for Business, Innovation & Skills.

The Skills Funding Agency (SFA) exists to fund and promote adult further education and skills training in England. It supports over 1,000 colleges, private training organisations, and employers with more than £4 billion of funding each year.

The SFA works closely with the National Apprenticeship Services (NAS) and the Students Loans Company (for 24+ Advanced Learning Loans).

What is the Skills Funding Agency?

The SFA provides funding to Learning Providers to deliver Qualification Credit Framework (QCF) qualifications such as:

- **Diplomas, Certificates and Awards**
- **Apprenticeships**

Depending on entitlement and eligibility criteria (such as the learner's age and prior attainment level), qualifications can be fully-funded or co-funded (with an expected employer contribution).

Learning Providers may have a contract with the SFA to deliver funded qualifications or they may access the funding as a subcontractor to a contract holder.

For more information about how SFA funding works ask your learning provider.

24+ Advanced Learning Loans

Help for learners over 24 studying at Level 3 and 4

24+ Advanced Learning Loans give learners in further education and training, studying level 3 and level 4 courses (including QCF Certificates and Diplomas) access to financial support for course fees.

This means rather than an individual having to pay for their course up front they have the option of accessing a loan, from the Student Loans Company, that they will only start to repay once they have left the course and are earning over £21,000.

The loan is available irrespective of the learner's current employment status and the loan will not be means tested or subject to any credit checks.

Learners aged 24 and over therefore have the option of either:

- Paying the course fees themselves
- Have an employer/sponsor pay the course fees for them
- Apply for an Advanced Learning Loan to help pay for the course fees.

Unfortunately, at present, the Loans are not available for learners undertaking the Level 5 Diploma in leadership for Health & Social Care.

For more details, contact your learning provider who should be able to give you all the information you need, or go to: <https://www.gov.uk/advanced-learning-loans/further-information>

KCC Older Persons Residential and Nursing Contract Re-let by Ben Gladstone, Commissioning Manager KCC

During the past 8 months KCC Strategic Procurement and Strategic Commissioning have been working closely with care home providers to complete a retender of the contracts for Residential and Nursing care. These contracts were last relet in 2002. All new contracts will be live from the 13th October 2014 and will be for an 18 month period until 31 March 2016.

The new contracts are designed to prepare KCC and providers for further significant changes to social care that will be necessary with the implementation of the Care Act in April 2015 and April 2016.

Providers have been engaged in a two-stage tender process which commenced with several tendering events held across Kent in February 2014. Stage 1 included a cost model to assist KCC to understand and re-set the Guide Prices. Almost 250 care home providers registered for Stage 1 and of these 159 homes submitted a response.

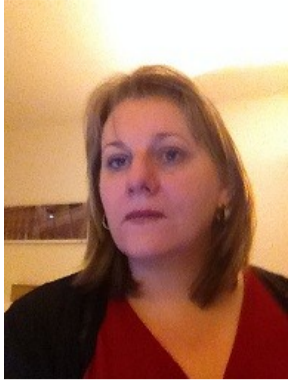
Stage 2 of the tender process involved a careful consideration of the quality of service provision and a price submission for Residential and/or Nursing care. A total of 118 care homes have successfully completed both stages and will become part of the new contracting arrangements. For those that were not successful or missed the important deadlines, there will be a further opportunity when the tendering process re-opens on 13th October 2014.

KCC Strategic Procurement have carried out the commercial evaluation and can confirm that across both of the tenders, that 29% of providers have priced their indicative contract price at the Council's usual/guide price. The Council is still in the process of moderating the Quality and Capability evaluation of responses and a full Award Report will be provided by KCC Strategic Sourcing and Procurement in due course, which will show the overall rank of providers by price, quality and capability score for Residential medium needs, Residential high needs and Nursing care services.

For the first time, a set of quality and performance measures have been included within the contract terms and conditions. These will be submitted by care home providers monthly and reports will be shared with providers, health and social care professionals and the public to enable all parties to better understand the quality of service provision across Kent.

Join KCTA Manager Network at www.kcta.org.uk

KCTA Services Office: Suite 1 Christchurch House, Beaufort Court, Sir Thomas Longley Road, Medway City Estate, Rochester, Kent, ME2 4FX
Phone Number: 01634 735558
E-mail: admin@kcta.org.uk



Karen Morse
Skills For Care

Skills for Care's London and the South East team has been busy helping local authorities and service providers get ready for the Care Act, due to be implemented in April 2015. This is the biggest reform of the adult social care service since the start of the welfare state. Initially, most work is with local authorities, and Skills for Care has two toolkits to help with preparation – a readiness tool, and workforce capacity planning.

There is also a suite of materials to help learning and development around the Care Act, which will be launched in October and freely available to the sector. Several events have been held to introduce the draft materials and how they might be used across the sector. It's important for care service providers to understand the Care Act and the impact that might have on work with self-funded service users, assessments, work with carers and information and guidance. The Act will also introduce different arrangements for charging and financial assessment from 2016.

It's worth noting that the principle of 'wellbeing' underpins all the individual care and support functions of local authorities, and although there is not a set approach to this, local authorities are expected to consider the wellbeing of the person in its activities, decisions and planning.

April 2015 will also see the introduction of the Care Certificate, replacing Common Induction Standards. We have started a Frequently Asked Questions thread on our website and draft technical, learning provider and worker documents are linked there, as is information about our work on the Care Act. (www.skillsforcare.org.uk)

With the introduction of ratings to the Care Quality Commission inspection regime, many service providers are looking at ways to ensure they evidence good practice. This needs to reflect the key lines of enquiry (KLOE as they no doubt will become known!); that services are safe, effective, caring, responsive to people's need and well-led.

Skills for Care will be contacting employers over the autumn months to make sure our products and services are well known to our employers, especially those with a direct impact on quality, such as the Social Care Commitment, Dignity and Culture toolkits.

CQC Consultation New health and social care regulations will soon come into force that will help us to better pinpoint the standards below which care must not fall.

These regulations:

- set out new fundamental standards for all care providers.
- say what services could do to make sure they are open and honest with people when something goes wrong with their care and treatment (known as 'duty of candour').
- make it clear that directors and others in authority are responsible for the overall quality and safety of care (known as the 'fit and proper person requirement for directors')
- The fundamental standards will replace the existing standards, which are explained in the Guidance about compliance: Essential standards of quality and safety.

When do the regulations come into force?

Fit and proper person requirement for directors and duty of candour for NHS bodies -- October 2014.

All regulations for all health and social care services – April 2015, subject to Parliamentary process.

CQC are consulting on their proposed guidance for providers of care services to help them meet the new regulations.

They are also consulting on guidance about how they use their enforcement powers to improve care services and protect the health, safety and welfare of people who use them.

CQC want you to tell them if you think the guidance is clear, helpful, and if we have missed anything.

Get involved

Give them feedback on the guidance they plan to produce to help **all services** meet fundamental standards, including the fit and proper person requirement for directors and duty of candour, and on guidance about their enforcement powers.

For a PDF of Guidance for providers on the meeting of the fundamental standards and on CQC's enforcement powers: http://www.cqc.org.uk/sites/default/files/20140725_fundamental_standards_and_enforcement_consultation_final.pdf

To take part in the consultation for all health and social care services: <https://webdataforms.cqc.org.uk/Checkbox/RegulationsAndEnforcement.aspx>

Closing date: Friday 17 October 2014.

In-House Training



KCTA have been delivering in-house training for providers in the county for over 10 years. This is a great alternative to sending staff on courses - if you have over 8 staff who need training in a particular subject it can be very cost effective. Our trainers can also tailor training to focus on specifics within your setting whilst ensuring they meet the legislative framework of the training. All courses on the portal can be delivered in house. For further information contact enquiries@kcta.org.uk or call us on 01634 727795

Calendar Dates

If you book 2 places on any one course - get a third place free!

Adult Protection

3rd October Margate 9:30 £35
 10th October Maidstone 9:30 £35
 15th October Canterbury 9:30 £35
 5th November Margate 9:30 £35

Moving and Handling

3rd October Margate 1:30 £35
 15th October Canterbury 1:30 £35
 5th November Margate 1:30 £35
 12th December Folkestone 1:30 £35

Health and Safety

6th October Maidstone 1:30 £35
 4th November Canterbury 1:30 £35
 14th November Margate 1:30 £35
 21st November Folkestone 1:30 £35
 4th December Maidstone 1:30 £35
 10th December Margate 9:30 £35

Food Hygiene

6th October Maidstone 9:30 £35
 20th October Margate Full Day £65
 4th November Canterbury 9:30 £35
 14th November Margate 9:30 £35
 21st November Folkestone 9:30 £35
 4th December Maidstone 9:30 £35
 10th December Margate 1:30 £35

Medication

3rd November Maidstone 9:30 £50
 16th December Canterbury 9:30 £50

Palliative Care

24th October Folkestone 1:30 £35

Risk Assessment

30th Sept Canterbury 1:30 £35
 10th October Maidstone 1:30 £35

Dementia

24th October Folkestone 9:30 £35

Fire Prevention

12th December Folkestone 9:30 £35

First Aid

11th November Canterbury 9:30 £50
 18th November Maidstone 9:30 £50
 26th November Maidstone 9:30 £50
 18th December Margate 9:30 £50

Mental Capacity Act (2005)

28th October Canterbury 9:30 £35

Person Centred Care Plans

28th October Canterbury 1:30 £35

Managers Events

KCTA Barclays Breakfast Meeting
 8:30 Tuesday 7th October

Booking Form for Courses

Name of Organisation:
 Name of Person Booking:
 E-mail Address:
 Post Address:

 Telephone:

Date	Course	Town	Price
		Subtotal	
For every 2 places booked on one course you get the 3rd free		Discount	
		Total	

Send the booking form with a cheque for the total cost to:
 KCTA Services Ltd, Suite 1 Christchurch House, Beaufort Court, Sir Thomas Longley Road,
 Medway City Estate, Rochester, Kent, ME2 4FX Tel: 01634 735558 Cheques should be made
 payable to "Kent Workforce Development Service"