

## TRAINING NEEDS ANALYSIS

- call handling
- manual handling
- use of aids ie, Mangar Elk
- understanding the impact of disability, mental frailty and impairment
- safeguarding, incorporating the council's policy
- the operation of electronic monitoring
- recording of customers daily circumstances when alerted
- being responsive to service user's changing circumstances resulting in a change in need
- customer care skills
- maintaining confidentiality
- thorough knowledge of local authority's AT service and products related to need

- dignity and respect
- general understanding of the ethics and principles of giving care
- communication skills
- dealing with violence and aggression
- equalities and diversity awareness
- key principles of the European Convention on Human rights
- first aid
- infection control, HIV and hepatitis B awareness
- health & safety
- safeguarding adults
- risk assessment and management
- understanding long-term conditions
- safer handling