AWARD-WINNING TRAINING

Health & Social Care Training and Consultancy

Clinical Skills Training · Consultancy · Train the Trainer · Complex Care Support

Award-winning, cost-effective programmes tailored to your organisation, helping your teams deliver outstanding care.

SOLICITUDE Training Ltd

Care training
Awareness to advanced

Clinical skills
Nurses & care staff

Consultancy
Your journey to Outstanding

First aid
Qualsafe accredited

01256 345530 info@solicitudetraining.co.uk

ABOUT US

At the forefront of health and social care excellence

Solicitude Training is an award-winning company delivering high-quality, cost-effective training tailored specifically for the health and social care sector.

Our programmes equip professionals with the essential skills and knowledge needed to provide outstanding care. Every programme is customised to the organisation, ensuring relevance and maximising learning outcomes.

From developing clinical expertise and mastering complex care techniques to enabling staff to train others, our courses are tailored to the unique demands of the sector.

Explore our training and support

01 **Health and social care awareness courses**
Care planning, catheter care, dementia awareness, diabetes management, infection control, end of life care, falls prevention, infection prevention and control, medication administration, moving and positioning, pressure area care and safeguarding.

02 **Clinical skills for Registered Nurses**
Catheterisation, suction and venepuncture.

03 **Clinical skills for Care Staff**
Administration of insulin, cough assist, observations and RESTORE2.

04 **Complex care training**
Condition specific (to that individual person, following assessment of the client), respiratory support including tracheostomy management, and seizure management.

05 **Management training**
Care plans and root cause analysis.

06 **Train the trainer courses**
Catheter care, dementia, infection control, medication and stoma care.

07 **First aid accredited courses**
Adult and paediatric, level 2 and level 3 courses.

08 **Consultancy services**
Tailored to the individual needs of services aspiring to provide outstanding care.

TRAINING PACKAGES

Engaging, bespoke training designed around you

Every package is shaped around your organisation, relevant to your service and built to optimise learning.

over **50** topics

- Allergy Management
- Anti-Coagulants
- Asthma
- Autism
- Care Certificate
- Care Planning
- Catheter Care
- Communication
- Compression Stockings
- Continence Care
- Cough Support
- Dementia Awareness
- Diabetes Awareness
- Diabetes Management, incl. Insulin
- Dignity
- Dysphagia
- End of Life Care
- Epilepsy (with or without buccal midazolam)
- Equality and Diversity
- Falls and Frailty
- Falls Prevention
- First Aid Awareness
- Food Safety Awareness
- Health and Safety
- IDDSI
- Incident Analysis for Managers
- Infection Prevention and Control
- Leadership
- Learning Disability
- Malnutrition and Management
- Medical Conditions
- Medication
- Mental Capacity / DoLS / LPS
- Mental Health Awareness
- Moving and Positioning of People
- Nutrition and Hydration
- Observations and Monitoring
- Oral Care
- Parkinson's Disease
- Person Centred Care
- Positive Behaviour Support
- Pressure Area Care
- Reporting and Recording
- RESTORE2
- Safeguarding
- Safeguarding for Managers
- Sepsis
- Stoma Care
- Supervision Skills
- Teams and Team Building
- Tissue Viability
- Train the Trainer

Can't see what you need? Every package is bespoke to the individual organisation, so it is relevant to your service. Talk to us about your team's needs.

TRAINING PACKAGES

Clinical skills & complex care

Engaging and bespoke to individual organisations, so every session is relevant to your service and optimises learning.

CLINICAL SKILLS

Registered Nurses

- Catheterisation (male and female)
- Observations and Monitoring
- Suction
- Syringe Driver
- Venepuncture
- Verification of Death
- Wound Care and Dressing Selection

CLINICAL SKILLS

Care Staff

- Administration of Insulin
- Administration of Buccal Midazolam
- Blood Glucose
- Blood Pressure
- Oxygen Saturations
- Pulse
- Respiratory Rate
- Suction
- Temperature
- Urinalysis
- Venepuncture

SPECIALIST

Complex Care Training

- Catheter (supra-pubic)
- Communication (non-verbal)
- Client Condition Specific – Who am I
- Gastrostomy Tube Management
- Non-invasive Ventilation Support
- Physiological Observations – RESTORE2
- PR Medication
- Respiratory Support
- Seizure Identification and Management
- Skin Integrity
- Suction
- Tracheostomy Support and Management

BUILD IN-HOUSE EXPERTISE

Train the Trainer Courses

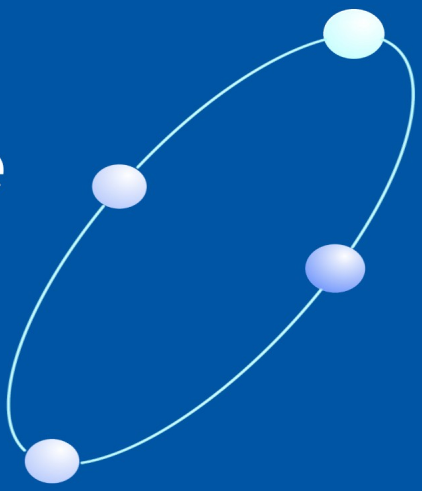
- Catheter Care
- Dementia Awareness
- Infection Prevention and Control
- Medication Administration
- Observations
- Stoma Care

Graduates can join the Solicitude Train the Trainer Academy. See page 9.

CONSULTANCY

Do you aspire to provide outstanding care?

Solicitude Training can support you to achieve this through a range of consultancy services, ensuring you comply with both Regulations and Guidelines.



Inadequate — Requires Improvement — Good — **Outstanding**

We have successfully supported many services to progress from **Inadequate / Requires Improvement** through to **Outstanding**.

Consultancy services are tailored to your individual needs, and can include:

Service level

- Clinical governance – both oversight and chairing meetings
- Competency assessments
- Complaint / grievance investigations and analysis
- Manager mentorship
- Mock Care Quality Commission / Care Inspectorate (Scotland) inspections
- Preparation, support and review of action plans
- Senior management CQC preparation support / training
- Support with service and manager registration
- Support with CQC notice of proposal / decision
- Training needs analysis

Provider / Board level

Support for the overall focus and aims of the Board of Directors through:

- Non-Executive Director positions, bringing a unique perspective, diversity of thought and the ability to bridge the gap between board vision, execution within services and outcomes
- Aligning individual services and their unique challenges with the wider vision and strategy of the organisation
- Supporting Director positions in ensuring achievement of the board's goals
- Adding value through asking SMART questions to help people think in new ways and transform care practice

MOCK INSPECTION & COMPLIANCE

Packages at a glance

We help you find the right package for you and your service, from a targeted single-area visit to a full year of support.

FEATURES	Elite	Accelerate	Grow	Build	Basic	Compliance audit
2-day on-site mock inspection against all CQC KLOEs	✓	✓	✓			
1–2-day on-site mock inspection against 2–3 CQC KLOEs				✓		
Targeted on-site visit of one area of compliance					✓	
Report of findings, strengths, weaknesses and recommendations	✓	✓	✓	✓	✓	
Action plan	✓	✓	✓	✓	✓	
Repeat visit after 6 months	✓	✓				
6-month report of progress	✓	✓				
2-day staff training aligned to mock inspection findings	✓					
One-day on-site review of records						✓
Compliance report						✓
Fee (+VAT)	**£6,010**	**£5,000**	**£3,000**	**£1,500** 1 day	**£1,500**	**£1,000**

Spread the cost

Elite and Accelerate can be paid as an initial payment followed by 11 monthly payments.

Simple terms

Grow, Build, Basic and Compliance audit: 50% on confirmation of booking, 50% on completion.

Each package in detail

Elite

MOST COMPREHENSIVE

£6,010 +VAT

£1,500+VAT then 11 monthly payments of £410+VAT

- Two-day on-site mock CQC inspection covering all 5 key lines of enquiry and quality statements
- Full detailed report evidencing strengths and weaknesses
- Action plan of all recommended and required actions
- Repeat visit 6 months on to re-assess against the action plan
- Report on findings following the repeat visit
- Two full-day training sessions aligned to the findings (e.g. care planning, medication management, RCA)

Accelerate

£5,000 +VAT

£1,250+VAT then 11 monthly payments of £350+VAT

- Two-day on-site mock CQC inspection covering all 5 key lines of enquiry
- Full detailed report evidencing strengths and weaknesses
- Action plan of all recommended and required actions
- Repeat visit 6 months on to re-assess against the action plan
- Report on findings

Grow

£3,000 +VAT

50% on booking, 50% on completion

- Two-day on-site mock CQC inspection covering all 5 key lines of enquiry
- Full detailed report evidencing strengths and weaknesses
- Action plan of all recommended and required actions

Build

£1,500 +VAT · 1 day

£2,250+VAT for 2 days · 50% on booking, 50% on completion

- One- to two-day on-site mock CQC inspection against 2 or 3 key lines of enquiry
- Full detailed report evidencing strengths and weaknesses
- Action plan of all recommended and required actions

Basic

£1,500 +VAT

50% on booking, 50% on completion

- Targeted on-site visit looking at a specific area of compliance (e.g. pressure care, medication, care planning)
- Action plan of all recommended and required actions

Compliance audit

£1,000 +VAT

50% on booking, 50% on completion

- One-day on-site review of records:
  - Staffing records
  - Training & development
  - Feedback
  - Governance
  - IPC
  - Medication
- Compliance report and rating

All fees are exclusive of VAT, which will be added at point of invoice.

Add-on services

Add any of these to a package, or book them as a stand-alone service.

- + Care planning and care records audit
- + Management support to achieve action plan / SIP
- + Management compliance support post CQC inspection
- + CQC challenges
- + Mini follow-up mock inspections at 3 / 6 months
- + Crisis management
- + RCA following incidents or complaints
- + CQC registration support
- + Governance oversight
- + Board level reporting / clinical oversight
- + Training sessions aligned to mock inspection findings (e.g. care planning, medication management, RCA) – included within Elite

Pricing: contact us for add-on pricing specific to your service.

Bespoke: we also offer packages priced on your specific needs.

How it works

1

Get in touch

Let us know you're interested by phone or email.

2

Meet a Director

One of our Directors meets with you to discuss the package that is right for you.

3

Agree your timeframe

We plan time frames that meet your requirements, and begin.

Ready to commence your journey to Outstanding?

01256 345530

info@solicitudetraining.co.uk

All fees are exclusive of VAT, which will be added at point of invoice.

INTRODUCING THE STTTA

The Solicitude Train the Trainer Academy

Designed to align with our Vision: to drive forward and change the perception of social care, facilitating excellence within and across services.

Our Mission is to inform, educate and inspire people to reach their professional goals, so they can deliver outstanding care that demonstrates clinical excellence and compassionate, holistic care.

Our values, shared with every associate

Training that is, and embeds:

- **S** Supportive
- **O** Openness
- **L** Learning culture
- **I** Integrity
- **C** Collaboration
- **I** Inspiring
- **T** Transformative
- **U** Understanding
- **D** Dynamic
- **E** Evidence based

Each associate member receives

- ✓ Initial 2-day face-to-face training
- ✓ Training material aligned to their service
- ✓ Training material updates
- ✓ A named mentor (the trainer)
- ✓ Start-up subject-specific equipment (where appropriate)
- ✓ Annual 1-day refresher / update per subject
- ✓ A Solicitude TTT co-ordinator point of contact
- ✓ Regular updates
- ✓ Badge and certificate of membership

INITIAL 2-DAY COURSE

£595 +VAT per person

At Solicitude Training offices. Group / on-site rates available on request.

THEN MEMBERSHIP

£35 +VAT per month

All associates sign the STTTA agreement, including sharing its values.

2-DAY COURSE

Medication – Train the Trainer



Are you ready to lead and train others in safe administration of medication?

This course equips in-house trainers with the knowledge and confidence to deliver professional medication training within their organisation.

Courses Specific to either residential Care or Domiciliary Care

Venue
Worting House, Church Lane, Basingstoke RG23 8PY
Refreshments and lunch included · free parking on site

Time
09.30 – 16.30hrs

Price
£595 +VAT per person

Delegates will receive

- A PowerPoint enabling them to deliver medication training in their service, with all required supporting documentation
- A starter kit per service with basic equipment for practical medication training (e.g. syringes, spacers, medicine pots, spoons)
- A Train the Trainer certificate valid for one year
- The opportunity to join the Solicitude Train the Trainer Academy after successful completion

Please note: delegates must be able to attend both days, be experienced in medication and in a senior care role (Level 3 or above qualified). Bookings for delegates who do not meet these criteria will be cancelled and refunded (minus a booking fee).

Book your place 01256 345530 info@solicitudetraining.co.uk

ACCREDITED QUALIFICATIONS

First aid & mental health first aid Courses

qualsafe registered centre No: 0904340

Solicitude Training is a registered Qualsafe centre offering accredited first aid and mental health first aid qualifications.

First aid at work

Emergency First Aid at Work	L3
First Aid at Work	L3
First Aid at Work Annual Refresher	L3
Combined First Aid at Work and Paediatric First Aid	

Paediatric first aid

Emergency Paediatric First Aid	L3
Paediatric First Aid	L3
Paediatric First Aid – Annual Refresher	L3

Basic life support

ALL NEW · L3

- Adult Basic Life Support and AED
- Basic Life Support and AED for Adults, Children and Infants
- Adult Basic Life Support, AED and Management of Anaphylaxis
- Adult Basic Life Support in Clinical Practice
- Basic Life Support for Adults, Children and Infants in Clinical Practice
- Adult Basic Life Support and Management of Anaphylaxis in Clinical Practice
- Basic Life Support and Management of Anaphylaxis for Adults, Children and Infants in Clinical Practice

Mental health first aid courses

LEVEL 1 award

Introduction to Mental Health in the Workplace

LEVEL 2 award

Understanding Mental Health in the Workplace

LEVEL 3 award

Mental Health First Aid in the Workplace