

December 2008

Welcome to the first edition of our newsletter

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Norman Mark Training harnesses expertise in many fields to serve the specific training needs of each individual organisation at competitive rates.

We have distaste for 'hit-and-run' training and regard our clients as partners in the pursuit of excellence, so as to directly and indirectly provide the best possible support for service users.

Our carefully selected trainers have an authentic commitment to their task and provide a lively and meaningful learning experience. They have a solid background in the field, a strong theory base and the skills to make training accessible to all learners, including those newer in the field with limited experience and knowledge.

Our guaranteed work is set to national standards, supported by our Ethical Code of Practice and underpinned by Person Centred and Diversity principles.

This newsletter will be published quarterly. If you would like to use it for publicity purposes (for your own organisation) please do contact us.

We hope that you will find the features, information about our training and general social care/ support issues useful. Do please forward this to any colleagues who you think may be interested.

The Editorial Team

Norman, Tina,
Valerie, Bernard
and all the
trainers at

Norman Mark

wish you a happy
festive season
and a successful
New Year!

Interview:
John Crawford



John Crawford is Director of Development at the Camden Society. He has worked for people with learning disabilities for the last twenty years in a wide range of services, including education, housing, respite care, employment and vocational training. For the last fifteen years, he has worked as a Director and spent the last ten years working for the Camden Society. The organisation employs over two hundred people.

What is your exact role at the Camden Society?

I am responsible for strategic development and bringing newly won tenders into operation.

Why do you work for the Camden Society?

Because I am passionate about the values the Camden Society upholds. Those values are that people with learning disabilities should have access to a quality life style and a good standard of living; and it works proactively to make this happen. It is the only organisation that I have worked for that I can honestly say puts its fundamental beliefs into practice.

How is the Camden Society able to do that?

Because it has a long history; 40 years old. Therefore, it has seen many changes in social care but through all these changes it has never lost its fundamental practice of having people with learning disabilities at the heart of the organisation. "Nothing about us without us" was taking place in the Camden Society over twenty years ago.

What is your general and current impression of the care sector?

I think that services in general for people with learning disabilities in the UK are not good. Only 7% of people with learning disabilities have a job and 1 in 3 parents with a learning disability have their children removed from their care.

How long have you used Norman Mark Trainers?

On a regular basis for the last 10 years. I love the value base of NMT and I prefer to use them over other training companies.

How would you rate the quality of the training delivered?

I always expect Norman Mark Trainers to be totally person centred and passionate about their subject. When this is the case you can find no better trainers.

What is the general feedback of your staff?

Very positive. People often say they feel inspired.

It is your policy not to inform trainers if a person with a learning disability is a participant on the course. Why?

The person is a participant like any other, with their own individual learning style. A good trainer should be able to tune into a person's learning need without being given prior information about the individual.

Jeremy Kyle

I must own up to satisfying my morbid curiosity and 'shadow' by watching the Jeremy Kyle Show. For those who have not had the time or sadism to do likewise, the show features this rather pompous fellow who interviews some much 'damaged' people, desperate to exercise their masochism on national TV. I guess the audience mainly comprises of other grumpy old people like me; increasingly moving towards fascism and seeking reinforcement of the view that nobody works, everyone is on drugs and living off the hard working tax payer. Through this viewing I have finally discovered why my own counselling support for people like this failed so dismally.

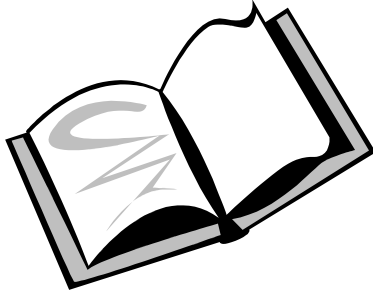
My fascination in watching these vulnerable folks has more recently tempered and I have found myself becoming more interested to understand why people would put themselves through this; why the programme often has very successful outcomes for those who have decided to expose themselves to this rather degrading process for all involved; including that of the viewing public.

When I was in counselling practice I would from time to time encounter clients who were very troubled indeed and I could not quite comprehend why they all took flight within what seemed to be minutes of 'working' with me. Unlike what I was able to offer, the programme offers five minutes of fame to punters of exceptionally low esteem; lacking in anything vaguely resembling dignity and self respect. These are people who would neither have the cash, initiative or indeed the skills to take themselves off to a 'regular' counsellor.

Jeremy Kyle uses a language that these people understand. Whilst he is a very far cry from Carl Rogers and may be highly exploitive in his motivation, nevertheless he does create a relationship with his victims in mere seconds. Within a few minutes he generally succeeds in establishing a working alliance with people whose resistance to change and limited insight would have folks like me running for cover.

Most importantly I believe that Jeremy Kyle's success derives from him being perceived as a regular bloke rather than a professional counsellor. What he seems to provide is belated 'tough love' parenting for people who haven't the vaguest notion what 'boundaries', respect and responsibility mean. I think that in addition to the lust for a moment of glory at any cost, these folk are desperate for any kind of stable parental figure; someone who will challenge the chaos, who will tell it 'like it is'; unafraid to issue unveiled criticism, set limits and make demands. In essence Kyle is someone who does not offer the namby pampy stuff of scented candles and 'I hear where you are coming from' responses that I was so skilled at doing.

READING MATERIAL



Raising Standards: Social Work Conduct in England 2003-2008

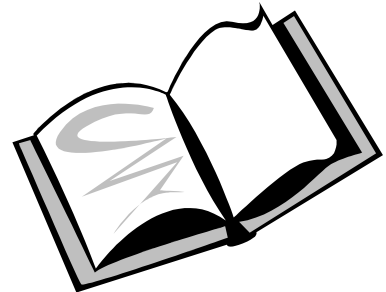
The report looks at how people who use social care services are being protected from unsuitable social workers. Published by the General Social Care Council, the report shows that almost 800 people have been refused professional registration in the last five years. Over a third of all cases involved inappropriate relationships between social workers and people who use services or their family members.

Full report: www.gsc.org.uk

Safeguarding Adults A Consultation on the Review of the "No Secrets" Guidance

The Department of Health, the Home Office and the Ministry of Justice have launched (October 2005) the national consultation on the review of the No Secrets guidance. The consultation is for everyone - it has questions for social workers, and housing officers, for police officers and for lawyers. It has questions for members of the public and for service users.

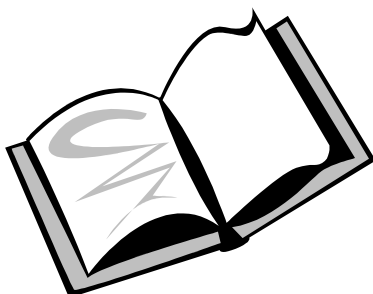
Full document: www.dh.gov.uk



Community Care Practice and the law 4th edition - Michael Mandelstam

This fourth edition has been fully updated to reflect the rapid and continuing legal, policy and practice changes affecting community care. The book is an essential guide for practitioners and managers in both the statutory and voluntary sectors, policy makers in local authorities and the NHS, advocates, lawyers and social work students.

ISBN: **978-1-84310-691-3**



IN FOCUS

Introduction to the Handling of Medication for Social Care/Housing Workers An OCN accredited course

Regulation 18 (1)(c) of the Care Homes Regulations 2001 requires the registered person to ensure that staff receive training appropriate to their work task. Whilst in the ideal situation service users would be supported to manage their own medicines, in reality, care workers have the responsibility for administering medicines to the majority.

The training for the administration of medication in care/support homes is pitched at three levels: Induction level (for all staff and managed by a senior worker), Basic level and Advanced level.

This one-day course provided by Norman Mark Training aims to provide the basic training that meets the needs of Level 2. This will provide the support worker with the knowledge and practical skills to safely select, prepare and give different types of medicines, a process that is referred to as 'medicine administration'. The course supports further mentoring that the learner will receive in the workplace so as to become familiar with the requirements at local level and to be competent in this area. The achievements of the learning objectives on this course are certificated.

Training in Safeguarding Adults (update) An OCN accredited course

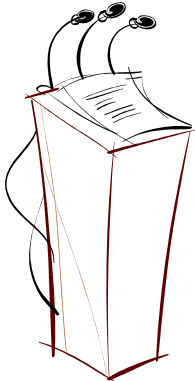
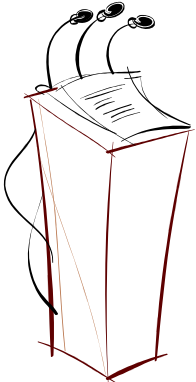
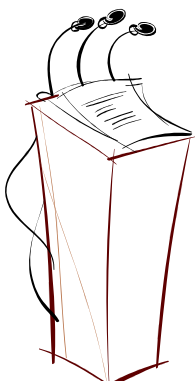
In 2003 Norman Mark Training won the Greater London Training Award for the course 'Training in the Protection of Vulnerable Adults'. We have recently revalidated the course with the OCN with some amendments, including the title 'Training in Safeguarding Adults'.

The certification of the course is now time limited and learners are required to attend a one-day update course every three years. This one day course aims to ensure that learners keep abreast of legislative and good practice developments as well as have a chance to review their training function.

Learners who have already achieved the Award more than three years ago now hold certificates that are out of date. We have therefore negotiated with the OCN for them to have additional time to update their certification.

For further information please telephone Tina on 01273 414 000

EVENTS

	<p style="text-align: center;"><i>National Dementia Strategy</i> 29th January 2009 London</p> <p>Topics include: Delivering the National Dementia Strategy / Living with Dementia / Improving awareness and early diagnosis / Measuring, monitoring and improving outcomes in Dementia / Delivering good quality information at the right time: information prescriptions for Dementia / Moving forward: a year on from the NAO report</p> <p>Information: Healthcare Events on 020 8541 1399</p>
<p style="text-align: center;"><i>Using Reach to Review Individual Services</i> 16th January 2009 York</p> <p>Conference topics: Principles of Supported Living / Using the electronic version of Reach / Using the paper version of Reach / Working with people with different communication / Using Reach to effect change / Using Reach for Domiciliary Care and Supporting People reviewing / Best practice in reviews</p> <p>Info: Paradigm events www.offshootevents.com</p>	
	<p style="text-align: center;"><i>The Mental Capacity Act 2005 and restraint principles and best practice</i> 3rd March 2009 Midlands</p> <p>This seminar will focus on the implementation on the Mental Capacity Act in relation to restrictive interventions. Seminar topics: verbal restraint, chemical restraint, physical restraint, environmental restraint.</p> <p>Information: bild events www.bild.org.uk</p>

TRAINING FEATURE

Working with Difficult Groups

People are not difficult just for the hell of it. Whilst it may not always be obvious, there is always a reason. It is all too easy for the trainer to label the group as being 'difficult' and not consider a range of underpinning issues, including the possibility that it may be something about their own behaviour that is the problem. To turn this around we need to acknowledge that in general, 'difficult' behaviour is a stimulus-response dynamic that we are an integral part of.

The first stage in working with 'difficult groups' is to get rid of the term 'difficult group' that tends to shape how we will confront the challenge and thus avoid projecting hostile non verbal clues that say 'I want to fight'.

We need to 'ground' ourselves by being self-aware and then reduce our initial emotional responses to the challenges. Using positive self-affirmation is useful; "I have the knowledge and skills to deal with this; it is an opportunity for me to practice my skills"

Attempting to empathise with the learners may tame and explain their regressive behaviour and thus enable us to reassure them that we are not the enemy and extend an invitation to forming a working alliance.

I am not suggesting that working with 'difficult' behaviours in groups is easy; we are human and have a range of feelings and corresponding behaviours that quite naturally at times get in the way of being the 'perfect' trainer. This very humility is, I believe, the key element in working with challenges.

Sometimes we will simply not be able to negotiate with a group in the time available. The group dynamics may be such that no one, with all the insight, expertise and goodwill in the world will match the negativity of the history of the group and individuals within it. What I am saying, however, is that an awareness of ourselves and our own behaviour when leading a group can have a least some influence on the potential outcome.

To read the full article visit www.normanmark.net

NEWS IN BRIEF

Peter Cullimore, chair of the nursing and social care group in the Recruitment and Employment Confederation (REC), comments (*The Guardian*, 11th September 2008) that the Migration Advisory Committee's list of out-of-Europe nationals being exempted from the usual visa requirements does not include care assistants or care workers.

He asserts the view that this will seriously affect the 'supply' of workers to the sector as well as having a serious impact on the countries of origin of these potential workers. This, he suggests, is because of the valuable experience that workers gain in the UK which they are then able to use on their return home.



Keeping up to date

The Guardian (5th September 08) reports that social workers are to be given clearer guidance regarding the boundaries of relationships with service users. It appears that social workers proportionately breach boundaries with their clients more than other professions. *The Guardian* reports that more than 40% of cases heard by GSCC involved inappropriate relationships between social workers and their clients or families of their clients.

Ian Johnston, BASW Chief Executive, comments that boundaries in social work are a particularly difficult issue as workers need to get closer to clients in order to engage with them and that the relationships tend to last longer than many other professional relationships. Crossing the boundary between a personal and a professional relationship is therefore a higher risk.

Research at **The Karolinska Institute** (BBC NEWS, 30th July 08) in Sweden has reinforced previous research that suggests that social isolation and lack of contact increases the risk of dementia and goes further to suggest that:

- Those living with a partner in mid life had a 50% lower risk than those living alone.
- People who were single all their life doubled their risk of dementia.
- Divorcees remaining single in mid life triple their risk.
- Those who lost a partner before mid life and remained alone had a risk six times higher than those married throughout their mid and later life.

The study concludes that social stimulation is a preventative factor against dementia.

Editor's comment: It would be interesting to understand how partner denial and/or compensation played a part in the reporting of dementia.

USEFUL LINKS

<p>HUMAN RIGHTS</p> <p>www.equalityhumanrights.com Equality and Human Rights Commission</p> <p>www.citizens.org.uk Citizens Advice Bureau</p> <p>www.actionforadvocacy.org.uk Action for Advocacy</p> <p>www.in-control.org.uk In Control</p> <p>www.speakingup.org Speaking Up</p> <p>GOVERNMENT</p> <p>www.csci.gov.uk Commission for Social Care Inspection</p> <p>www.homeoffice.gov.uk The Home Office</p> <p>www.adss.org.uk Association of Directors of Adult Social Services</p> <p>www.dh.gov.uk Department of Health</p> <p>www.valuingpeople.gov.uk Valuing People</p> <p>www.dcsf.gov.uk Department for Children, Schools and Families</p> <p>www.ofsted.gov.uk Ofsted</p> <p>www.chi.gov.uk Health Care Commission</p> <p>PHYSICAL DISABILITIES</p> <p>www.dlf.org.uk Disabled Living Foundation</p> <p>www.thiis.co.uk Homecare Industry Information Service</p> <p>www.disabilitynow.org.uk Disability Now</p> <p>www.changing-places.org Changing Places</p> <p>MEDIA</p> <p>www.guardian.co.uk Society Guardian</p> <p>CARERS</p> <p>www.carersuk.org Carers UK</p>	<p>GOOD PRACTICE</p> <p>www.gsccl.org.uk General Social Care Council</p> <p>www.scie.org.uk Social Care Institute for Excellence</p> <p>www.communitycare.co.uk Community Care</p> <p>www.paradigm-uk.org Paradigm</p> <p>www.nationalcareforum.org.uk National Care Forum</p> <p>www.kingsfund.org.uk The King's Fund</p> <p>www.pcaw.co.uk Public Concern at Work</p> <p>MENTAL HEALTH</p> <p>www.mind.org.uk MIND</p> <p>www.mentalhealth.org.uk Mental Health Foundation</p> <p>www.mentalhealthalliance.org.uk Mental Health Alliance</p> <p>www.lgbtmind.com MindOut</p> <p>www.nimhe.csip.org.uk NIMHE</p> <p>www.rethink.org Rethink</p> <p>www.mdf.org.uk MDF The BiPolar Organisation</p> <p>www.sane.org.uk SANE</p> <p>www.bmentalhealth.org.uk BME Mental Health</p> <p>SENIOR CITIZENS</p> <p>www.helptheaged.org.uk Help the Aged</p> <p>www.ageconcern.org.uk Age Concern</p> <p>www.elderabuse.org.uk Action on Elder Abuse</p> <p>www.alzheimers.org.uk The Alzheimer's Society</p>	<p>LEARNING DISABILITIES</p> <p>www.mencap.org.uk Mencap</p> <p>www.bild.org.uk bild</p> <p>www.changepeople.co.uk CHANGE</p> <p>www.viauk.org Values into Action</p> <p>www.handsoffmyplan.co.uk Hands off my Plan!</p> <p>www.keyring.org Keyring</p> <p>www.learningdisabilities.org.uk Foundation for People with Learning Disabilities</p> <p>www.thecbf.org.uk The Challenging Behaviour Foundation</p> <p>www.thebigtree.org The Big Tree</p> <p>www.aspergerfoundation.org.uk Aspergers Syndrome Foundation</p> <p>www.nas.org.uk National Autistic Society</p> <p>RESPONDING TO ABUSE</p> <p>www.respond.org.uk Respond</p> <p>www.anncrafttrust.org Ann Craft Trust</p> <p>www.voiceuk.org.uk UK VOICE</p> <p>www.pavauk.org.uk Practitioner Alliance Against Abuse of Vulnerable Adults</p> <p>www.victimsupport.org.uk Victim Support</p> <p>www.popan.org.uk Witness against abuse by Health and care workers</p> <p>www.womensaid.org.uk Womens Aid</p> <p>LD & MH</p> <p>www.advanceuk.org Advance</p>
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GENERAL INFORMATION

Our Values

We aim to, through the provision of relevant and meaningful learning, indirectly and positively influence the support of vulnerable people.

We believe that learning takes place best when people enjoy the experience, feel valued and respected and are able to actively participate.

We draw on Person Centred principles to achieve the most effective outcomes.

We believe in the worth of every human being and work in an active anti-discriminatory way, upholding and promoting Equality and Diversity principles.

We will not allow business issues to detract from our professional and ethical responsibilities.

*For our full code of practice:
www.normanmark.net*

Our Guarantee

We are so confident of being able to deliver our services to the highest standard that we guarantee our courses. Subject to our terms, should you be dissatisfied with our service there would be no charge made for the event.



Norman Mark
Quality Assurance Manager

Norman Mark Training

**42 Station Road
Portslade
East Sussex
BN41 1AG**

**Tel: 01273 414 000
Fax: 01273 422 777**

www.normanmark.net

Tina Simmonds
(Manager)
Valerie Ellis
(Administrator)
Bernard Mahoney
(Administrator Assistant)

Our Fees

For courses in the Brighton and London areas our fees are inclusive and cover attendance of up to 16 participants. Fees include preparation time, handouts, evaluation etc. For events outside of London and Brighton areas fares may be charged. Where an overnight stay is required fares, accommodation and a subsistence allowance applies.

Booking Courses

Call or email our office specifying the subject and approximate dates.

We will record details of your request and check availability with a suitable trainer.

We will send you a standard profile for the subject/s for your consideration.

We will get back to you offering dates as close as possible to those requested.

Once the event has been agreed we will send you a booking form to complete.

The Trainer will call you to discuss the event and will send you an amended profile reflecting the particular learning needs of the group for your agreement.