



TSAB Course Directory

2025-26

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Introduction

This document sets out the Learning, Training and Development offered by the Teeswide Safeguarding Adults Board (TSAB). One of the key functions of TSAB is to provide a learning and development framework to ensure that everyone who comes into contact with adults who are experiencing, or, at risk of abuse and neglect can respond in an appropriate way as determined by the Teeswide Safeguarding Adults Inter-agency Policy and Procedure.

National Context

The Care Act 2014, implemented in April 2015 puts adult safeguarding on a statutory footing for the first time and places responsibility onto Local Authorities to create Safeguarding Adult Boards (SABs). The main objective of the TSAB is to assure itself that local safeguarding arrangements and partners act to help and protect adults who:

- have needs for care and support (whether or not the Local Authority is meeting any of those needs)
- are experiencing, or, at risk of abuse or neglect
- as a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect.

It is recognised within the Department of Health Care Act guidance, published October 2014 that **anyone** can witness or become aware of information suggesting that abuse or neglect is occurring. Regardless of how a safeguarding concern is identified, everyone should understand what to do and where to go locally to get help and advice, and it is vital that professionals, other staff and members of the public are vigilant on behalf of those people who are unable to protect themselves.

Local Context

The TSAB uniquely covers four local authority areas, namely: Hartlepool Borough Council, Middlesbrough Council, Redcar & Cleveland Borough Council and Stockton-on-Tees Borough Council. Statutory partners include; the four Tees Local Authorities, Integrated Care Board (ICB) and Cleveland Police, plus a variety of other key organisations.

Accessing Training

All of our e-learning courses, training events and resource materials can be accessed via the TSAB website: <https://www.tsab.org.uk>

Contact Details

If you require any further information, or would like to be added to our mailing list to receive details of upcoming courses please email tsab.businessunit@stockton.gov.uk or call us on 01642 527 942.

E-Learning

A wide range of E-Learning Courses are available on our website, details of course contents can be found on the Registration page: [Safeguarding All E-Learning](#)

E-Learning is free to access for staff and volunteers working within the Tees area, including: Statutory, Voluntary or Not for Profit Organisations and Commissioned Care Providers. Safeguarding Adults courses available include:

- Safeguarding Adults in Health & Social Care
- Domestic Abuse and intimate partner violence
- Deprivation of Liberty Safeguards
- Mental Capacity Act
- Human Trafficking and Modern Slavery
- Understanding Pathways to Extremism and the Prevent Programme
- Multi Agency working
- Hate Crime
- Honour Based Violence and Forced Marriage
- Adult Sexual Exploitation
- Trauma Informed Practice

In addition, there are a number of Safeguarding Children courses and generic health and social care courses available.

Courses

Safeguarding Adults Training for Managers of Services

Course Overview:

The course aims to equip managers of services to be confident in their role of preventing and responding to abuse, applying the Mental Capacity Act and Deprivation of Liberty Safeguards legislation and managing safe services. The content is suitable for Managers of services including: Registered Managers and their Deputies, Day Service Managers, Clinical Matrons, Safeguarding Leads in Health and Social Care Services, Officers from Cleveland Police, Safeguarding Leads in Cleveland Fire Brigade.

Course Content:

- Understand the requirements of The Care Act 2014 in relation to safeguarding adults
- Understand and be able to apply the Teeswide Inter-agency policy and procedures
- Demonstrate skills and knowledge to contribute effectively to a safeguarding adults enquiry
- Ensure adults at risk are supported appropriately to be involved and represented in a safeguarding adults enquiry
- Have awareness and practical application of a range of local and national legal, multi-agency policy and procedural frameworks when undertaking safeguarding adults activity
- Have awareness of the legislative framework affecting choice, capacity and decision making
- Explore safeguarding preventative approaches within health and care settings
- Understand and be able to apply responsibilities in relation to Regulation 13: Safeguarding service users from abuse and improper treatment
- Understand the importance of good record keeping and information sharing in relation to safeguarding activity.
- Understand legal responsibilities under MCA and DoLS and the implications on practice
- Be able to apply the principles of the MCA when managing care services
- Use a framework for supporting and involving people when making decisions
- Have explored with colleagues how human rights principles inform good practice when supporting people to make decisions
- Have a clear understanding of the links between human rights, MCA and DoLS
- Understand the implications of the Cheshire West judgment in relation to Deprivation of Liberty Safeguards.

Certification:

Following completion of the course you will be asked to complete a short survey. You will then receive a certificate from the Teeswide Safeguarding Adults Board Business Unit.

Duration:

Two day face to face course.

Entry Requirements:

Delegates will be expected to have completed relevant prior training (i.e. in Safeguarding Adults, MCA and DoLS), at level 1 or above, prior to attending this course.

Course Cost:

The course is free to access, however a charge of £50 will be applied for non-attendance and cancellations received 5 (or less) working days before the course date.

Registration:

To apply for a place you will need to complete our online booking form. Please visit <https://www.tsab.org.uk/professionals/events-key-dates/> for more information and future course dates.

Safeguarding Adults Training for Managers of Services Refresher Course

A refresher version of this course is also available for delegates that have attended the training previously.

Making Safeguarding Personal (MSP)

Course Overview:

The course aims to equip practitioners and managers who work with adults at risk with the knowledge, skills and confidence, to ensure that all safeguarding interventions are person-centred, and include the person (or their advocate) in identifying and achieving their desired outcome.

The content is suitable for professionally qualified staff and those who work directly with people across statutory and non-statutory agencies. The course is particularly relevant for staff involved with adults at risk and those who may be required to submit a Safeguarding Concern; this includes health and social care workers, Safeguarding Leads in Health and Social Care, Officers from Cleveland Police, Safeguarding Leads in Cleveland Fire Brigade and other partner organisations, Registered Managers and their Deputies, Day Service Managers and Clinical Matrons.

This training is also relevant for practitioners and managers who work directly with adults at risk and/or those involved in safeguarding investigations and conferences.

Course Content:

- The legal and policy context of Making Safeguarding Personal, including The Care Act 2014, Mental Capacity Act 2005, models of personalisation
- National feedback and research on Making Safeguarding Personal
- The individual's experience of being involved in a safeguarding enquiry
- How applying the Mental Capacity Act ensures that individuals are supported appropriately with decision making and enabled to participate in the process ensuring their wishes and feelings are paramount
- Demonstration of best practice in applying Making Safeguarding Personal using the Teeswide Safeguarding Adults Procedures
- Demonstration of skills and knowledge that contribute to making a safeguarding adults enquiry personalised
- Demonstrating a 'Think family' approach by working in a holistic way and considering the needs and wishes of the whole family
- How to identify and ensure personalised outcomes for the individual within Safeguarding procedures
- How to make best use of advocacy and/ or family and friends for the individual
- Evaluation of the experience with the individual, what lessons can be learned?

Certification:

Following completion of the course you will be asked to complete a short survey. You will then receive a certificate from the Teeswide Safeguarding Adults Board Business Unit.

Duration

Two half day webinar sessions or one full day face to face course

Entry Requirements:

Delegates will be expected to have completed relevant prior training (i.e. in Safeguarding Adults, MCA and DoLS), at level 1 or above, prior to attending this course and hold a professional qualification.

Course Cost:

The course is free to access, however a daily charge of £50 will be applied for non-attendance and cancellations received 5 (or less) working days before the course date.

Registration:

To apply for a place you will need to complete our online booking form. Please visit <https://www.tsab.org.uk/professionals/events-key-dates/> for more information and future course dates.

Legal Literacy for Practitioners

Course Overview:

The course aims to equip practitioners and managers who work with adults at risk with the knowledge, skills and confidence, to ensure that all safeguarding interventions are undertaken within the current legal framework.

The content is suitable for professionals with responsibility for Safeguarding Adults including: Social Work Team Managers, Senior Practitioners, Team Leaders, and Social Workers, Safeguarding Leads in Health and Social Care, Officers from Cleveland Police, Safeguarding Leads in partner organisations.

Course Content:

- To develop a clear understanding of the source and limits of legal powers around: capacity, consent, home entry, removal, detention and deprivation of liberty in a range of settings; and how to fulfil the enquiry duty in the context of issues of capacity, refusal of assessment and risk to self or others
- Understand the impact of Human Rights, Mental Capacity and Data Protection law
- Become familiar with the range of potential legal options available in complex situations involving issues such as domestic abuse (including controlling or coercive behaviour), self-neglect, human trafficking, forced marriage, FGM
- Engaging with adults and their networks
- Support staff with their practice, including Making Safeguarding Personal
- Decision making and record keeping
- Ensure that individuals and their networks receive good quality advice and guidance in safeguarding situations.

Certification:

Following completion of the course you will be asked to complete a short survey. You will then receive a certificate from the Teeswide Safeguarding Adults Board Business Unit.

Duration

Essential Legal Literacy, Safeguarding in a Multi-Agency Context and Aftercare Under S.117 Mental Health Act are covered by 3 x 2hr webinar sessions.

Adult Safeguarding – Complex Cases is delivered by 2 x half day webinar sessions or one full day face to face session.

Course Cost:

The courses are free to access, however a charge of £50 will be applied for non-attendance and cancellations received 5 (or less) working days before the course date.

Registration:

To apply for a place you will need to complete our online booking form. Please visit <https://www.tsab.org.uk/professionals/events-key-dates/> for more information and future course dates.

Legal Update for Safeguarding Adults Strategic Leads

Course Overview:

The course aims to provide Strategic Leads and Board Members with an update in relation to the Safeguarding Adults Legal Framework, including recent case law.

The content is suitable for strategic leaders within all TSAB partner organisations.

Course Content:

- Familiarise members with recent developments in statute and case law relevant to Safeguarding Adults including in the areas of: public law broadly (including judicial review); mental capacity law; deprivation of liberty; intersection of housing and social care; consent/refusal; commissioning of advocacy; GDPR; Place of Safety and more
- Increase knowledge of and confidence in using the full range of potential legal options available in complex situations involving issues such as domestic abuse including controlling or coercive behaviour, self-neglect, human trafficking, forced marriage, FGM etc.
- Raise awareness of upcoming developments including proposed statutory provisions and expected cases with implications for Safeguarding Adults in the areas of: domestic violence; DoLS/LPS; mental capacity law
- Develop members knowledge of key legal literacy lessons emerging from recent SARs including issues around Human Rights; Mental Capacity law and public law principles and their impact on decision making in a range of situations

Certification:

Following completion of the course you will be asked to complete a short survey. You will then receive a certificate from the Teeswide Safeguarding Adults Board Business Unit.

Duration

Half day.

Course Cost:

The course is free to access, however a daily charge of £50 will be applied for non-attendance and cancellations received 5 (or less) working days before the course date.

Registration:

Relevant delegates will be offered a place as a meeting invitation, places will not be offered via the usual TSAB booking system.

Section 42 Enquiry Training – Option 1

Course Overview:

The course aims to increase the knowledge of practitioners and managers who work with adults at risk in the purpose and function of a safeguarding enquiry, and to improve skills and confidence for conducting a safeguarding enquiry.

The content is suitable for experienced staff involved with adults at risk who may be required to undertake or assist with a Safeguarding Enquiry on behalf of their organisation e.g. Care Home Managers, Housing Providers, Domiciliary Care Seniors and Managers, District Nurses.

Course Content:

- The legal context of Safeguarding, including Making Safeguarding Personal, The Care Act 2014 and the Mental Capacity Act 2005
- The purpose and aim of a Safeguarding Enquiry and how it should link to the outcomes identified by the individual
- The role of the investigator
- Completing an enquiry - information gathering, consideration of capacity, communicating with the individual, families and perpetrators
- How to investigate in conjunction with other procedures including HR processes or police enquiries
- How to escalate a concern if the initial enquiry appears to be more high risk
- Professional challenge when it appears that referrals are not responded to in the way expected
- Report writing using the TSAB template
- Providing evidence at a Safeguarding meeting

Certification:

Following completion of the course you will be asked to complete a short survey. You will then receive a certificate from the Teeswide Safeguarding Adults Board Business Unit.

Duration

One full day face to face course.

Entry Requirements:

Staff will be expected to have relevant prior training (i.e. in Safeguarding Adults, MCA), at level 1 and 2, prior to attending this course.

Course Cost:

The course is free to access, however a daily charge of £50 will be applied for non-attendance and cancellations received 5 (or less) working days before the course date.

Registration:

To apply for a place you will need to complete our online booking form. Please visit <https://www.tsab.org.uk/professionals/events-key-dates/> for more information and future course dates.

Section 42 Enquiry Training – Option 2

Course Overview:

The course aims to increase the knowledge of practitioners and managers who work with adults at risk in the purpose and function of a complex safeguarding enquiry, and to improve skills and confidence for conducting a safeguarding enquiry.

The content is suitable for professionally qualified and experienced staff involved with adults at risk who may be required to lead a complex safeguarding enquiry. This course is relevant for staff who are involved with complex investigations which may include those where Court of Protection proceedings may be likely, where there may be a police investigation or in situations where there is institutional abuse. It is expected that delegates will already be undertaking enquiries and this may include Safeguarding Nurses, Social Workers, Community Nurses, Police, Fire Brigade and Commissioners of Services.

Course Content:

- The legal context of Safeguarding, including Making Safeguarding Personal, The Care Act 2014 and the Mental Capacity Act 2005
- The purpose and aim of a Safeguarding Enquiry and how it should link to the outcomes identified by the individual
- The role of the investigator
- Completing an enquiry - information gathering, consideration of capacity, communicating with the individual, families and perpetrators
- How to investigate in conjunction with other procedures including HR processes or police enquiries and Court of Protection
- How to keep people safe
- Professional Curiosity and Professional Challenge
- How to investigate complex and high risk situations
- How to manage conflict
- Report writing in the context of potential court proceedings
- Providing evidence at a Safeguarding meeting

Certification:

Following completion of the course you will be asked to complete a short survey. You will then receive a certificate from the Teeswide Safeguarding Adults Board Business Unit.

Duration

One full day face to face course.

Course Cost:

The course is free to access, however a daily charge of £50 will be applied for non-attendance and cancellations received 5 (or less) working days before the course date.

Registration:

To apply for a place you will need to complete our online booking form. Please visit <https://www.tsab.org.uk/professionals/events-key-dates/> for more information and future course dates.

Self-Neglect Training

Course Overview:

The course aims to increase knowledge about Self-neglect, the impact that it can have on an individual and to increase understanding and confidence in the use of Local Risk Management policies.

Delegates should have a basic awareness of Safeguarding, types of abuse and current legislation. The content is suitable for anyone working with individuals who may be at risk of Self-neglect.

Course Content:

- The legal context of Safeguarding, including Making Safeguarding Personal, The Care Act 2014 and the Mental Capacity Act 2005
- Understanding that self-neglect is a symptom of life experiences such as depression or loss
- Developing skills to identify when to raise a safeguarding concern or conduct a capacity assessment
- The importance of multiagency working and sharing information with other professionals
- Implementing lessons learned from Safeguarding Adult Reviews in relation to Self-neglect
- Identifying outcomes at a Risk Management Panel or Safeguarding meeting. Developing a plan and reviewing it
- Engaging effectively with individuals who Self-neglect.

Certification:

Following completion of the course you will be asked to complete a short survey. You will then receive a certificate from the Teeswide Safeguarding Adults Board Business Unit.

Duration

2 x Half Day webinars or one full day face to face course

Entry Requirements:

Staff will be expected to have relevant prior training (i.e. in Safeguarding Adults, MCA), at level 1 or above, prior to attending this course.

Course Cost:

The course is free to access, however a charge of £50 will be applied for non-attendance and cancellations received 5 (or less) working days before the course date.

Registration:

To apply for a place you will need to complete our online booking form. Please visit <https://www.tsab.org.uk/professionals/events-key-dates/> for more information and future course dates.

Modern Slavery

Course Overview:

Hope for Justice deliver high quality, award winning, interactive online training to ensure you will have the confidence needed to successfully identify victims or cases of Modern Slavery, Human Trafficking and Exploitation and respond appropriately

Course Content:

- Explain what Human Trafficking and Exploitation is and identify the different types that exist
- Recognise the signs and indicators of Human Trafficking and Exploitation
- Respond appropriately to a case / victim of Human Trafficking and Exploitation

Certification:

Following completion of the course you will be asked to complete a short survey. You will then receive a certificate from the Teeswide Safeguarding Adults Board Business Unit.

Duration

Half Day webinar session

Course Cost:

The course is free to access, however a charge of £50 will be applied for non-attendance and cancellations received 5 (or less) working days before the course date.

Registration:

To apply for a place you will need to complete our online booking form. Please visit <https://www.tsab.org.uk/professionals/events-key-dates/> for more information and future course dates.

Safeguarding Vulnerable Dependent Drinkers

Course Overview:

The aim of this course is to encourage and enable professionals in England to use legal frameworks to manage and protect chronic dependent drinkers.

Course Content:

Its focus is on how to make most effective use of the three main legal powers which can protect vulnerable dependent drinkers:

- the Care Act 2014 in England or Social Services and Wellbeing (Wales) Act 2014
- the Mental Capacity Act, and
- the Mental Health Act

It also focuses on a handful of other relevant measures such as anti-social behaviour powers. In addition, it emphasises the importance of a process framework that will enable the powers to be used most effectively.

Certification:

Following completion of the course you will be asked to complete a short survey. You will then receive a certificate from the Teeswide Safeguarding Adults Board Business Unit.

Duration

Half Day webinar session

Course Cost:

The course is free to access, however a charge of £50 will be applied for non-attendance and cancellations received 5 (or less) working days before the course date.

Registration:

To apply for a place you will need to complete our online booking form. Please visit <https://www.tsab.org.uk/professionals/events-key-dates/> for more information and future course dates.

Adult Sexual and Criminal Exploitation

Course Overview:

The course is aimed at social care staff and multi-agency workers and is designed to help workers understand Adult Sexual and Criminal Exploitation in relation to working with vulnerable adults.

Course Content:

- What does adult safeguarding entail?
- What is MSP?
- ASE – What does the law say in relation to sexual offences exercise? What is sexual? What is consent? How do we prove 'criminal intent'? Introduction to sexual offences act 2003 Mental Capacity Act and Consent
- ACE – What crimes can be committed on, and/or get vulnerable adults to commit? Why would a criminal use a vulnerable adult? What do these terms mean, Catfished? Cuckooed? Gaslighted? Survival sex?
- Offending behaviour explored and explained.
- Risk assessment for both ACE and ASE
- Agency practice and responsibilities
- Questioning techniques for vulnerable adults

Certification:

Following completion of the course you will be asked to complete a short survey. You will then receive a certificate from the Teeswide Safeguarding Adults Board Business Unit.

Duration

Full day webinar session

Course Cost:

The course is free to access, however a charge of £50 will be applied for non-attendance and cancellations received 5 (or less) working days before the course date.

Registration:

To apply for a place you will need to complete our online booking form. Please visit <https://www.tsab.org.uk/professionals/events-key-dates/> for more information and future course dates.

Trauma Informed Practice

Course Overview:

The course aims to equip those working with people who have symptoms of trauma to understand in more depth how adversity in childhood has affected them and how they can move on from it. It gives practical advice and insight into helping people grow from trauma.

Course Content:

- Revisit the basics of trauma informed care and ACEs
- Understand the concept of the brain story and how the effects of toxic stress without support can lead to physical and mental trauma symptoms.
- Explore ACE's in more detail and gain practical knowledge on how to repair the damage.
- Gain an understanding of the emotional mind and how it can work against us.
- Gain practical tips on how to help people self-regulate.
- Explore how to implement learning using a real life case study.

Certification:

Following completion of the course you will be asked to complete a short survey. You will then receive a certificate from the Teeswide Safeguarding Adults Board Business Unit.

Duration

Half day webinar session

Course Cost:

The course is free to access, however a charge of £50 will be applied for non-attendance and cancellations received 5 (or less) working days before the course date.

Registration:

To apply for a place you will need to complete our online booking form. Please visit <https://www.tsab.org.uk/professionals/events-key-dates/> for more information and future course dates.

Appendix 1: Teeswide Safeguarding Adults Training Competencies

The Teeswide competencies outlined below are aligned with nationally recognised competencies and based on the Bournemouth University National Competency Framework for Safeguarding Adults, reviewed in 2016. These competencies have been mapped against the Adult Safeguarding: Roles and Competences for Health Care Staff- Intercollegiate Document published August 2018 and the NICE guideline for Safeguarding Adults in Care Homes.

LEVEL 1	FOUNDATION: Links to Teeswide competencies 1-6
Staff Groups (Includes NHS Level 1 & 2 (part))	All staff and volunteers in health and social care settings including clerical and administration staff, domestic and ancillary staff. All frontline staff in Fire and Rescue, Police and Neighbourhood Teams, Prisons and custodial settings, including support staff. All frontline staff who may come into contact with vulnerable adults, for example: those working for housing providers, drug and alcohol services, health and safety officers, environmental health officers. Elected Members and members of Governing Boards.
Competencies	<ol style="list-style-type: none"> 1. Understand and demonstrate what Adult Safeguarding is 2. Recognise the different forms of abuse and neglect, including organisational abuse, and know how to differentiate these from poor practice 3. Understand dignity, respect and the principles of Making Safeguarding Personal when working with individuals 4. Understand how to act on and report suspected abuse and/or neglect, to raise a Safeguarding concern and how to access the organisation's whistleblowing policy and procedures 5. Have knowledge of policy, procedures and legislation that supports Safeguarding Adults activity 6. Ensuring effective administration and quality of safeguarding processes
Refresher	Refresher activity will be within 3 years of the initial training and every 3 years thereafter. For health care staff the refresher training must be equivalent to a minimum of 2 hours

LEVEL 2	INTERMEDIATE: Links to Teeswide competencies 1-13
Staff Groups: Responders and Specialist staff. (Includes NHS Levels 2 & 3)	<p>Qualified professionals including: social workers, senior practitioners, social work team managers, nurses, therapists, dentists, audiologists, nursing associates, health students.</p> <p>Managers of health and social care services, GP practices, police officers, probation officers, community safety managers, prison managers.</p> <p>MCA Lead, Best Interests assessors (including DoLS), advocates, Fire and Rescue Officers, staff working in Multi-Agency Safeguarding Hubs.</p>
Competencies	<p>On completion of the Intermediate Level, in addition to the Foundation level, the learner will be able to:</p> <ol style="list-style-type: none"> 1. Ensure adults are informed and supported in their decision making around Safeguarding Adults 2. Ensure information is shared appropriately and all relevant partners are involved 3. Demonstrate skills and knowledge to contribute effectively to the safeguarding process 4. Have awareness and application of legislation, local and national policy and procedural frameworks 5. Maintain accurate and complete records and achieve best evidence 6. Demonstrate appropriate responses to Safeguarding Adult concerns 7. Manage Safeguarding Adult concerns and enquiries
Refresher	<p>Refresher activity will be within 3 years of the initial training and every 3 years thereafter. For health care staff the refresher training must be equivalent to a minimum of 3 to 4 hours.</p>

LEVEL 3	ADVANCED and SPECIALIST: Links to Teeswide competencies 1-18
Staff Groups: Decision Makers and NHS Level 3 & 4	<p>Service Managers, Independent Chairs, Operations Managers, Heads of Assessment and Care Management.</p> <p>Lead doctors, Named and Designated professionals working in health care provider or commissioned services.</p>
Competencies	<p>On completing the Advanced and Specialist Level of training, in addition to the Foundation and Intermediate Level, the learner will be able to:</p> <ol style="list-style-type: none"> 1. Develop and promote the provision of safeguarding training and supervision within Safeguarding Adults 2. Engage robust inter-agency and multi-agency systems to promote best practice 3. Support the development of robust internal systems to provide a consistent, high quality Safeguarding Adults service 4. Chair safeguarding adults meetings or discussions 5. Ensure recording systems are robust and fit for purpose.
Refresher	<p>Refresher activity will be within 3 years of the initial training and every 3 years thereafter. For health care staff the refresher training must be equivalent to a minimum of 8 hours.</p> <p>Named and Designated professionals should attend 24 hours of training over a three year period.</p>

LEVEL 4	GOVERNANCE: Links to Teeswide Competencies 1-22
Staff Groups: Governance and Board Roles and NHS Level 5/ Board Level Competencies	Chief Executives, Directors, Executive and senior managers, owner/ managers of Care Services, Local Safeguarding Adult Board members. Chairs of Health Trusts, Safeguarding Adults Board, Health Boards.
	In addition to completing Levels, 1,2 & 3 the learner will be able to: <ol style="list-style-type: none"> 1. Lead the development of effective policy and procedures for Safeguarding Adult services in your organisation 2. Ensure plans and targets for 'Safeguarding Adults' are embedded at a strategic level across your organisation 3. Develop and maintain systems to ensure the involvement of those who use your services in the evaluation and development of your Safeguarding Adults services 4. Promote awareness of Safeguarding Adults systems within your organisation and outside of your organisation
Refresher	Refresher activity will be within 3 years of the initial training and every 3 years thereafter. For health care staff the refresher training must be equivalent to a minimum of 2 hours dependent on role.

Cultural Competence

Cultural competence is a key aspect of professional practice which describes the knowledge, values and skills required to work in an inclusive manner that reflects the diversity of local communities. To achieve this there are three key attributes that professionals need:

1. Knowledge and understanding of:

- a. Their own culture
- b. Any culture bias they may have
- c. The concept of culture and how this can affect beliefs and behaviours
- d. Specific cultural knowledge.

2. A range of values and attitudes, including a commitment to:

- a. Valuing individuality and the role which culture plays in this
- b. Respecting individuality and the role which culture plays in this.

3. A range of skills including:

- a. Culturally competent communication
- b. Culturally competent assessment
- c. Culturally competent delivery of person-centred care.

Professionals should consider any gaps in their knowledge and development needs in relation to this subject. This NHS resource provides a further useful insight:

<https://www.elfh.org.uk/programmes/cultural-competence/>