



## Healthcare



## Our Service

At In-Trac, we don't just deliver training. Our service starts at the development phase and carries right through to end of service impact reports, all delivered with our expert customer care.

**Design** All In-Trac training is bespoke to your organisation. The content of each session is discussed with you and formally signed off prior to delivery. Once the content is agreed, final course programmes and associated materials are developed and shared with you prior to delivery.

**Delivery** Our courses are delivered by exceptional, qualified trainers – specialists in their subjects – and feedback from our training is consistently rated 'excellent' or 'very good' by both delegates and those commissioning the courses.

**Customer Care** Our dedicated, professional customer team manages and carries out all communication between In-Trac and you, the client. They will liaise directly with you and the training will be monitored at every stage to make sure you are satisfied. Our head office team is experienced, enthusiastic and empathetic.

**Online** All of our courses can be delivered online via Zoom, MS Teams or your online platform of choice. Our training team has substantial experience of delivering successful training online with excellent outcomes. We provide materials to learners in an electronic format.

**Booking System** In-Trac has in place an established, bespoke, web-based Client relationship Management system, to organise and manage all training bookings, delegate bookings, trainers, materials, evaluations, and record keeping. Within this system is a client booking system which we are able to offer to our customers free of charge on most of our contracts.

**Evaluation** is a critical part of our process. All delegates complete an online evaluation form, as does our trainer, so that we may feed back to you any relevant issues raised as a result of the training.

**Impact** Our training doesn't end at evaluation. 3 months post-delivery, we send out a post-training impact survey to monitor the effectiveness that the training has had in your organisation.

**Review** Through our Service Delivery Management team we meet with our clients regularly to discuss past training and how improvements can be made (if any) and discuss any future training requirements.

**Managed Training Service** In-Trac has many years of experience managing training contracts of all kinds for various group sizes & across organisations. We recognise the care and attention to detail required to create the perfect training experience and outcomes.

We rigorously adhere to all available corporate training guidelines, local and national policies & requirements. So, whether you are looking for a one-off course or a bespoke programme we are confident we can offer you the right training for you.

Please ask about our volume booking discounts. The details of current offers can be found on our website at [www.in-trac.co.uk/offers](http://www.in-trac.co.uk/offers)

## About In-Trac

In-Trac Training specialises in providing a comprehensive range of courses to meet the specific training needs of the Social Care, Health Care, and Education sectors. One of our core offerings is Supervision training, which follows the integrated model known as the 4x4x4 model of supervision. This model was co-developed by our founder, Jane Wannacott, and forms the backbone of our supervision training.

Our team of trainers is carefully selected based on their expertise, experience, innovative approaches, and exceptional communication skills. They bring their wealth of knowledge and practical insights to deliver engaging and effective training sessions.

At In-Trac, we understand the importance of tailoring our courses to align with the unique requirements of your team, department, and organization. Our dedicated Customer Service team works closely with you throughout the training project, ensuring that your learning outcomes are fully met. Whether you prefer virtual training sessions conducted via your preferred video conferencing platform or classroom-based learning, we are equipped to deliver the courses in the format that suits you best.

Choose In-Trac Training for a wide range of specialised courses designed to enhance the skills and knowledge of professionals in Social Care, Health Care, and Education. Our commitment to customisation, exceptional trainers, and attentive customer service ensures a high-quality learning experience for your team.

## Healthcare Training at In-Trac

In-Trac has one of the most comprehensive portfolios of Health Care training in the U.K. We have specialist teams able to deliver everything from refresher & update training for staff, including General Practice Staff. We have a range of clinical courses suitable for Nurses and Doctors working across the sectors, including Anaphylaxis, Asthma, Arthritis, and Epilepsy, as well as Diabetes Awareness, First Aid accredited courses and Tissue Viability. We are able to provide short protected learning time sessions for GP Practice Staff.

In-Trac trainers bring a wealth of experience, both as practitioners and as teachers to the training they deliver to clients in Health Care. We have included many of the more popular and important courses here; however, if there is a topic missing from this extensive list, please feel free to contact us by phone, email or via our website and we would be happy to discuss your requirements with you.





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## Bereavement & Loss Courses

- Managing Challenging Behaviour



## Care Act Courses

- Managing Challenging Behaviour





## Foster Care Courses

- Foetal Alcohol Syndrome



## General Courses

- Intersectionality Awareness
- LGBT+ Awareness in Healthcare
- LGBTQIA Awareness
- Motivational Interviewing
- Neurodiversity





## Health, Safety and First Aid Courses

- Lunchtime Learning – Health and Safety Law – recognising and controlling hazards
- Lunchtime Learning – Sepsis Awareness
- Managing Challenging Behaviour



## Human Resources Courses

- Equality, Diversity and Inclusion
- Managing Challenging Behaviour



## Learning Difficulty / Disability Courses

- Autism (Developing Skills) – Part 1
- D/deaf Awareness and a brief introduction to British Sign Language
- Managing Challenging Behaviour
- Oliver McGowan Mandatory Training on Learning Disability and Autism – Tier 2
- Understanding ADHD & Autism



## Legal Courses

- Consent
- Duty of Care
- Healthcare Ethics



## Management & Leadership Courses

- 1:1 Direct Supervision
- De-escalation – A Proactive Approach to Conflict
- Developing Effective Supervision: Core Skills for Supervisors
- Group Supervision
- Managing Challenging Behaviour



## Mental Health Courses

- Managing Challenging Behaviour
- Mental Health First Aid (Accredited)



## Personal Development Courses

- 1:1 Direct Supervision
- De-escalation – A Proactive Approach to Conflict
- De-Escalation – A Proactive Approach to Conflict 2-day Course
- Developing Effective Supervision: Core Skills for Supervisors
- Group Supervision
- LGBTQIA Awareness
- Managing Challenging Behaviour
- Neurodiversity
- Providing Reception Services





## Resilience, Wellbeing & Stress Courses

- Managing Challenging Behaviour



## Safeguarding Courses

- 1:1 Direct Supervision
- County Lines & Child Criminal Exploitation
- Developing Effective Supervision: Core Skills for Supervisors
- Disengagement Training
- Group Supervision
- LGBTQIA Awareness
- Managing Challenging Behaviour
- Physical Disengagement Training
- Safeguarding – Clinical Leadership
- Safeguarding Disabled Children
- Safeguarding Disabled Children (2 days)
- Safeguarding Supervision Skills
- Supervising to Safeguard in Health Organisations (Adults)
- Supervising to Safeguard in Health Organisations (Children's)
- Supervising to Safeguard in Health Organisations (Individual space course)



## Substance Misuse Courses

- Drug & Alcohol Awareness
- Foetal Alcohol Syndrome
- Introduction to New Psychoactive Substances (NPS) & Substance Misuse
- Managing Challenging Behaviour
- Substance Misuse



## Supervision Courses

- 1:1 Direct Supervision
- Developing Effective Supervision: Core Skills for Supervisors
- Group Supervision
- Promoting Reflective practice in Supervision
- Recording Reflective Supervision
- Supervising to Improve Practice
- Supervising to Safeguard in Health Organisations (Adults)
- Supervising to Safeguard in Health Organisations (Children's)
- Using Supervision Effectively: a one day course for Supervisees



## A-Z Course Index for Healthcare Courses

- 1:1 Direct Supervision
- Autism (Developing Skills) – Part 1
- Consent
- County Lines & Child Criminal Exploitation
- D/deaf Awareness and a brief introduction to British Sign Language
- De-escalation – A Proactive Approach to Conflict
- De-Escalation – A Proactive Approach to Conflict 2-day Course
- Developing Effective Supervision: Core Skills for Supervisors
- Disengagement Training
- Drug & Alcohol Awareness
- Duty of Care
- Equality, Diversity and Inclusion
- Foetal Alcohol Syndrome
- Group Supervision
- Healthcare Ethics
- Intersectionality Awareness
- Introduction to New Psychoactive Substances (NPS) & Substance Misuse
- LGBT+ Awareness in Healthcare
- LGBTQIA Awareness
- Lunchtime Learning – Health and Safety Law – recognising and controlling hazards
- Lunchtime Learning – Sepsis Awareness
- Managing Challenging Behaviour
- Mental Health First Aid (Accredited)
- Motivational Interviewing
- Neurodiversity
- Oliver McGowan Mandatory Training on Learning Disability and Autism – Tier 2
- Physical Disengagement Training
- Promoting Reflective practice in Supervision
- Providing Reception Services
- Recording Reflective Supervision
- Safeguarding – Clinical Leadership
- Safeguarding Adults – Level 2 – Principles and Practice
- Safeguarding Disabled Children
- Safeguarding Disabled Children (2 days)
- Safeguarding Supervision Skills
- Substance Misuse
- Supervising to Improve Practice
- Supervising to Safeguard in Health Organisations (Adults)
- Supervising to Safeguard in Health Organisations (Children's)
- Supervising to Safeguard in Health Organisations (Individual space course)
- Understanding ADHD & Autism
- Using Supervision Effectively: a one day course for Supervisees