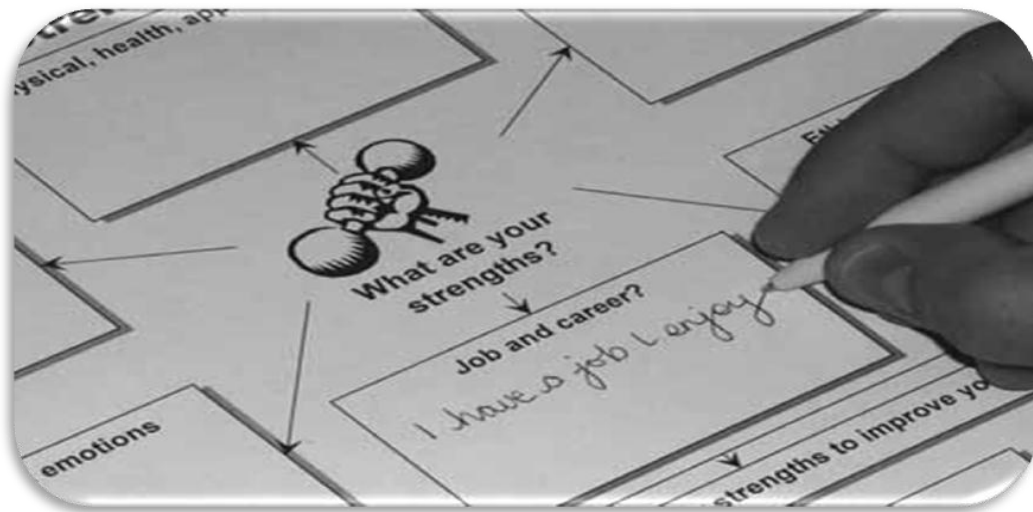# Consulting Circles

Skills Training in Health & Social Care

ITEP - Node Link Mapping
OCN Accredited Training Outline

2012 - 13

1. Introduction

Consulting Circles is a specialist training consultancy delivering therapeutic skills training to health and social care providers across the UK. Set up in 2007 by Sonia Yeandle and Ray Jenkins, Circles is dedicated to providing innovative approaches to workforce development through bespoke training and consultancy services. We provide strategic and operational support with contract management, third sector marketing, recovery initiation and service user advocacy.

Our courses are specifically designed to enhance the capacity of managers and staff of generic substance misuse agencies to deliver high quality, recovery orientated interventions to service users, their families and carers.

At Consulting Circles we place great emphasis on delivering quality services to our clients. Our products are developed from the core skills of our Directors and Associates. We have more than 18 years experience of strategic and operational organisational development, innovative service delivery, contract management and workforce development. Our strength is our knowledge base, providing tangible added value for our clients by achieving measurable results quickly and cost effectively.

Ray Jenkins Dip. Couns. MBA is a former Development Director of CRI, a national social care provider delivering drug & alcohol interventions within the criminal justice system and community. He is a former member of the UK Anti Drugs Co- ordination Unit (UKADCU) advising on the implementation of the Government"s 10 year Drug Strategy. He has extensive knowledge of staff and workforce development that is supported by an operational background in delivering integrated treatment systems in the community as well as a range of Criminal Justice initiatives including; DIP, CARAT, DRR, ATR, BSR, P-ASRO and IOM. A qualified Trainer (C&G 7303) Ray has been delivering ITEP courses since 2008.

Sonia Yeandle Dip. Couns. C&G 7303 has more than 17 years experience of working in the social care field with Social Services and local authority legal departments. Her expertise encompasses Workplace Policy writing, implementation and training as well as Workplace Stress Audits and ISO Project Management. Trained by BSI (British Standards Institute), Sonia has worked with a number of small charities to help them prepare for ISO certification status. Sonia also holds an Advanced Diploma in Integrative Counselling, & Psychotherapy, Diploma in Integrative Group-work, Diploma in Supervision and a PTLLS qualification. Sonia also designs and runs CPD Workshops for Counsellors, Key-workers and Social Care & Health staff across the UK.

Associates

Consulting Circles work with a small number of select associates with senior operational management experience and proven track records in the delivery of social care training and consultancy. We ensure that all our associates have the right skills and qualifications to match an organisation's business and training needs.

2. What is ITEP?

ITEP is an acronym for the International Treatment Effectiveness Project and is part of the NTA's Treatment Effectiveness strategy, which identified areas for enhancing the quality of treatment interventions. The ITEP project was a joint venture between the NTA, the Institute of Behavioural Research (IBR) in Texas and a number of service providers in the North and South of England. ITEP utilised a visual communication and care planning approach known as node link mapping which was used by trained key workers with their clients.

Previous research had shown that these psychosocial interventions had a number of positive outcomes in terms of clients' treatment experiences and reductions in illicit drug use. Outcome reporting conducted by the NTA in 2007 found that employing ITEP interventions resulted in:

- Clients experiencing a better rapport with their key workers.
- Increased levels of client participation in treatment.
- Higher rates of service retention and completion.
- Clients benefitted from increased peer support.

Trained key workers employed node mapping with their clients over a two year period. It was predicted that services implementing ITEP would see a greater positive change in clients' "self-assessment" of their treatment experiences over time, compared to clients in services that had little or no training. In addition to mapping, key workers employed brief interventions aimed at changing thinking patterns. Service outcomes showed a marked improvement in attendance, engagement and treatment completions.

3. Accreditation & Training Approach

Consulting Circles were the first company to achieve OCN accreditation for ITEP/Node Link Mapping training in the UK.

We have been at the forefront of practitioner workforce development for the past three years, training more than **3,000** delegates. This has enabled us to tailor our courses specifically to the health and social care sector.

The Open College Network South East Region (OCNSER) is a group of awarding bodies recognised by the Further Education Funding Council and the Department of Education and Employment. It is the fastest growing of the independent national awarding bodies and is the third largest behind Edexcel (formerly BTEC) and City & Guilds.

It consists of a consortium of over thirty training organisations throughout the UK, which provide a standardised approach to recognising learning achievement for students of all ages. Successful students are able to build up nationally recognised 'credits' on a range of hundreds of specialised vocational and educational courses that will enable them to access Higher Education.

The Open College Network South East Region is accredited by the Qualifications and Curriculum Authority (QCA) so that courses which result in OCNSER certification not only attract further education funding but have the highest level of recognition.

ITEP – Node Link Mapping is awarded at level 3 which is comparable to A / AS level

A specially convened panel rigorously evaluates every course submitted to OCNSER. The panel is composed of members who understand both the OCNSER requirements and the technical detail of the course in question and meets to review the course and its outcomes under an independent panel chairperson. A Quality Management programme is an integral requirement of every course and an independent moderator is appointed by OCNSER to sample and validate the work submitted to make sure that it reaches the standards laid down

The establishment by OCNSER of the standard 'credit' system has enabled all educational organisations, whether public or private, to measure the work of their students against traditional, national standards. For instance, 3 credits at Level 3 contribute to a pass at A Level standard and is recognised as such by admissions tutors when selecting student for some university education.

Consulting Circles is committed to accrediting all its courses with the Open College Network South East Region. Students who have completed accredited courses may apply for an OCNSER award via an Accreditation of Prior Learning procedure. Current and successful past students can be sent information upon request as to how this can be achieved.

PLEASE NOTE: There is a separate charge made for OCNSER accreditation which is NOT included in our certification fees, the fee currently stands at £15.00 per delegate.

Training sessions will be delivered on behalf of purchasers in such a way that ensures commissioned services remain functional. Two day course can be delivered consecutively or over two separate weeks to ensure all operational staff has the opportunity to contribute and benefit from our training.

- Training will be informed by pre-course discussions with Service Managers to establish the required learning outcomes, workforce development plans and delegate skills progression.

- Training materials include case studies to achieve the specified learning outcomes and are selected for their relevance to the purchaser's core service portfolio.

- Training content will reflect the operational knowledge of the Trainers, Managers and the staff themselves. All Consulting Circles training courses are developed in accordance with NTA quality requirements.

- Consulting Circles will identify ongoing training and support for individual staff members where requested and in accordance with the purchasers' professional development frameworks.

- Trainers would encourage Service Managers and Administrators to participate in elements of the training programme in order to gain first hand knowledge of current workforce practice, systems knowledge, operational approach and skills capacity.

4. **Programme Outline – Level 1 Training**

Day 1: Node Link Mapping	Learning Outcomes	Duration
Session 1. Mapping & communication	• ITEP Research base • Therapeutic underpinning • Communication Skills	75 x minutes
Session 2. Mechanics of mapping	• The Language of Maps • Building client rapport • Key work interventions • Group work interventions	75 x minutes
Session 3. Types of maps	• Guide maps • Free maps • Hybrid maps	75 x minutes
Session 4. Types of maps cont'd	• Building motivation • Social improvement • Decision making	75 x minutes
AM/PM Breaks		75 x minutes
1 x Facilitator	**Total**	**6.25 hours**

Day 2: Employing Maps & Psycho-social Interventions	Learning Outcomes	Duration
Session 1. Psychological traps	• Psychological Mind Traps • Blocks to healthy thinking	75 x minutes
Session 2. PSI Interventions	• Ways of thinking (WOT) • Improving your WOT • Thinking & Behaviour Cycles	75 x minutes
Session 3. Strengths Based Assessment	• Assessment & Care Planning • Case Studies	75 x minutes
Session 4. Employing maps in your practice	• Mapping Supervision • Mapping brief interventions • Course Summary	75 x minutes
AM/PM Breaks		75 x minutes
1 x Facilitator	**Total**	**6.25 hours**

5. **Supervision, Organisational Capacity & Client Self - Evaluation**

We strongly recommend that organisations who have purchased ITEP-NLM training consider the fact that 'stand alone' practitioner programmes are better integrated into core service delivery if supervisors, administrators and the participant organisation's service managers are competent and knowledgeable in delivering the model.

Consulting Circles have developed an additional training module for commissioners, managers and internal trainers to reinforce, monitor and support the implementation of Node Link Mapping across their treatment systems. Specific training modules are focused on the organisation's capacity to implement and monitor practice whilst considering ongoing supervision frameworks. We suggest internal "champions" are selected from members of staff who have attended our training.

Our lead training consultant can provide a one day implementation work shop for senior managers and designated champions, supported by supervision days delivered at three and six months. Training materials, handbooks, evaluation sheets and a selection of maps are provided. Further organisational support can be provided through individual consultancy packages.

1 x Day Managers Implementation Workshop

Module 3: Organisational Implementation	Learning Objectives	Duration
Session 1: Readiness to Change	• Organisational resources • Clarity of purpose • Internal/external benefits	75 x minutes
Session 2: Support & supervision	• Monitoring implementation • Evaluating practitioner skills • Recruiting champions	75 x minutes
Session 3: Client evaluation	• Client evaluation tools • Service user training • Enhancing client motivations	75 x minutes
Session 4: Evaluating Treatment	• Treatment outcomes • Quality management frameworks • Recovery transition	75 x minutes
AM/PM Breaks		75 x minutes
1 x Facilitator	**Total**	**6.25 hours**

Additional Supervision Support Days

Day 1 – Suggested @ 3 x months	**Evaluation of skills Implementation**
Day 2 – Suggested @ 6 x months	**Evaluation of skills Implementation**

6. DANOS Units covered

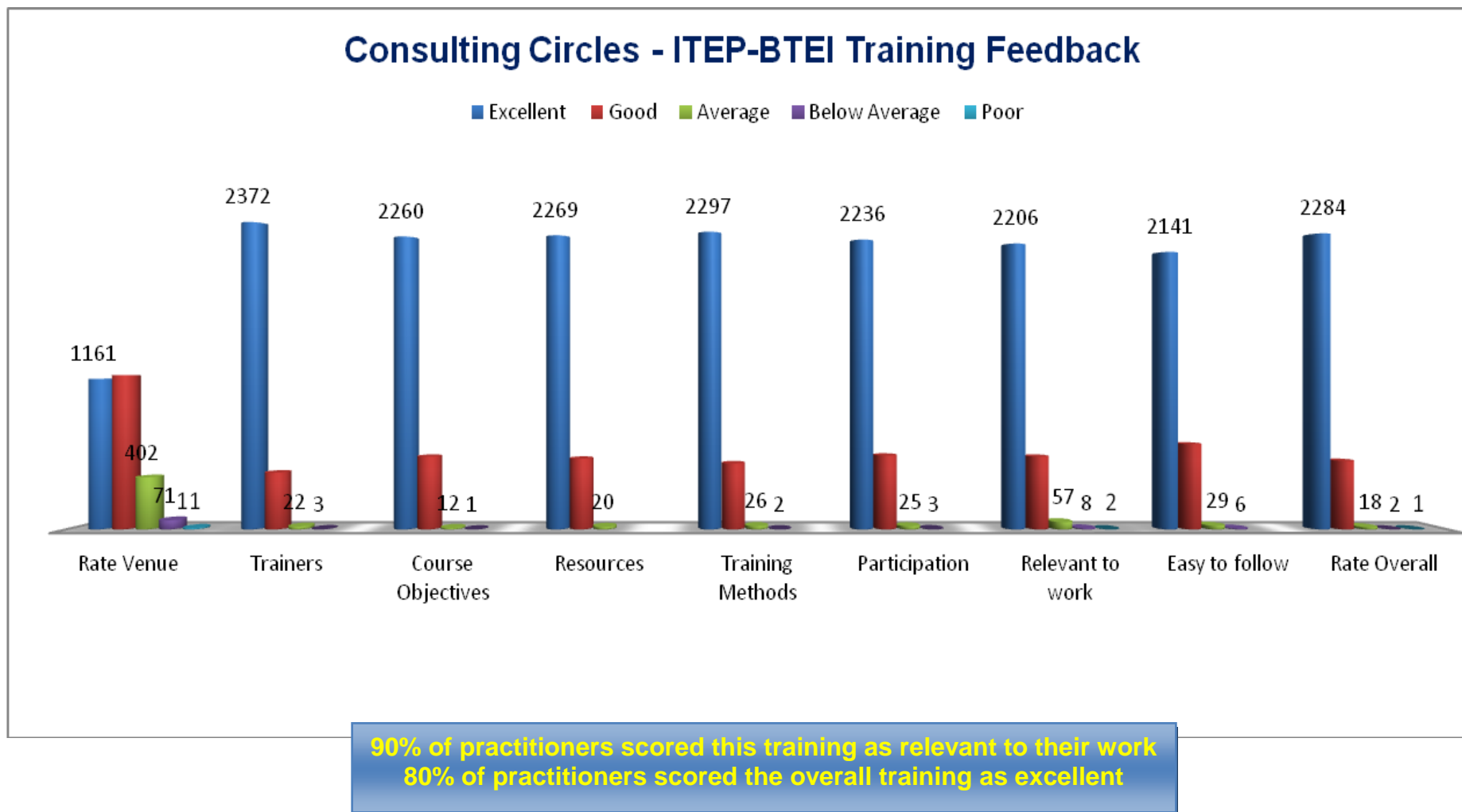|	
AA2 (HSC233)	**Relate to and interact with individuals** 1. Identifying the relationship needs of individuals 2. Developing effective relationships with them 3. Monitoring and altering the relationships to meet changing needs.
AA6 (HSC355)	**Promote choice, well-being and the protection of all individuals** 1. Protecting individuals whilst respecting their diversity, difference, preferences and choice.
B15 (HSC31)	**Promote effective communication for and about individuals** 1. Promote effective communication for and about individuals. 2. Identifying ways of communicating effectively on difficult, complex and sensitive issues. 3. Supporting others to communicate and updating and maintaining records and reports.
AF2	**Carry out assessments to identify and prioritise need** AF2.1 Assess the individual's substance misuse problem and their understanding of services available AF2.2 Assess the need for referral to substance misuse services or to a comprehensive substance misuse assessment AF2.3 Make referral to a substance misuse service or comprehensive substance misuse assessment.
AG1	**Develop, implement and review care plans for individuals** AG1.1 Develop care plans to meet individual needs and preferences AG1.2 Implement care plans AG1.3 Review and revise care plans to meet changing needs, preferences and circumstances.
AI1	**Counsel individuals about their substance use using recognised theoretical models** AI1.1 Establish and manage the counselling relationship AI1.2 Enable individuals to identify and explore concerns AI1.3 Review options and assist individuals to decide on a course of action.
AI3	**Counsel groups of individuals about their substance use using recognised theoretical models** AI3.1 Plan/prepare therapeutic group activities AI3.2 Prepare/support individuals through therapeutic group activities AI3.3 Evaluate agreed therapeutic group activities.

7. Delegate Feedback

The graph below reflects the feedback of **2,835** delegates trained by Consulting Circles to date. Using the reaction method, feedback has been gained from each delegate at the end of every 2 x day training course. We provided delegates with our standard training feedback questionnaire asking them to provide their views on 9 key areas of the training using gradient scores of excellent, good, average, below average and poor. In addition delegates were asked to provide general comments to summarise the course content, it's relevance to their practice and learning outcomes.

The chart below reflects feedback from delegates at the end of the two days training:

Consulting Circles - ITEP-BTEI Training Feedback

Legend: Excellent, Good, Average, Below Average, Poor

90% of practitioners scored this training as relevant to their work
80% of practitioners scored the overall training as excellent

The results of our feedback questionnaires quite clearly reflect that delegates found the training to be mostly excellent or good in all 9 Key areas. The scoring in the organisation area of the training reflects the quality of the venues selected by training commissioners so is beyond the control of Consulting Circles. We have taken this on board and would ask that training commissioners be aware of the need for good quality space, comfort, warmth and sundries if booking venues for training themselves. Each attending delegate has been awarded a certificate of attendance showing DANOS competencies covered.

8. Training Costs

2 x Day Training – maximum 18 x delegates	Unit Cost
Standard delegate rate	180.00
* Reduced delegate rate if 2 or more courses booked	160.00
Managers Implementation Workshop	975.00
Supervision & support per days	450.00
Training preparation, follow up, debrief & report writing	(Inclusive)
Support Materials & course handbooks (upto18)	(Inclusive)
Overnight accommodation per night (inner/outer London £120)	90.00
Travel charged per mile	40P
Subsistence per day per trainer	20.00
*** Venue to be supplied by purchaser**	
*** Prices are subject to 20% VAT.**	

Trainer Days: All courses will be facilitated by accredited trainers who will assess each participant's current skill levels, knowledge and ability, to inform individual continuous professional development.

9. Copyright

Copyright of all workshop materials and supporting literature (including course handbook) will be retained by Consulting Circles. Ownership of all pre- course questionnaires and subsequent analysis will automatically be considered the property of the purchaser as will any completed workshop evaluation reports.

Should you wish to enquire further about our courses you can visit our website on www.consultingcircles.com or write to:

Chris Carrington
Training & Development Manager
6 First Avenue
Charmandean
BN14 9NH

Tel: 0844 804 5432 or you can email your confirmation to chris@consultingcircles.com

10. Our Customers

Since 2008, Consulting Circles have provided training to:

Albert Centre	Addaction
ADSIS	Barking & Dagenham DAT
Bexley DAAT	Brent DAT
Bradford PCT	Basement Project
Buckinghamshire PCT	Calderdale PCT
DISC	Drug Aid
Grimsby DIP	Luton PCT
East Sussex NHS Partnership	East Sussex DAAT

North Lincolnshire Safer Neighbourhoods

CRI-Crime reduction Initiatives
North & Midlands
London
South & Southwest Directorates

HMP Bellmarsh	HMP Bullingdon
HMP Drake Hall	HMP Grendon
HMP Hewell	HMP Lewes
HMP Holloway	HMP Manchester
HMP PARC	HMP Springhill
HMP Stanford Hill	HMP Swaleside
HMP Wormwood Scrubs	HMP YOI Altcourse
HMP YOI Feltham	HMP YOI Rochester

Gateshead PCT	Hammersmith & Fulham DAAT
Hereford DASH	Hull City-Safe
Islington PCT	First Care Health
Lifeline	NECA
NHS Hillingdon	Oasis Partnership
RAPt	
Reading DAAT	Redbridge DAAT
Redcar & Cleveland PCT	Safer Middlesbrough Partnership
Sefton DAAT	SMART Criminal Justice Projects
Shropshire DAAT	South Tyneside PCT
SAAS	Surrey DAAT
South Luton DAAT	Turning Point NE
South Shields SMT	Worcestershire DAAT
South Wales DIP	