



Duty of Care

Duty of Care - Online Training Course - UKCSTF Aligned



Corporate Member

The CPD Certification Service



OVERVIEW

Welcome to The Mandatory Training Group's online Duty of Care training course for front-line healthcare and social care providers. All our online training courses, programmes and qualifications are accredited by the CPD Certification Service (CPDUK).

The “duty of care” refers to the obligations placed on people to act towards others in a certain way, following specific standards. The term is sometimes used to cover both legal and professional duties that health care practitioners may have towards others, but there are distinctions between the two.

All health and social care workers need to understand their duty of care within their work environments.

Duty of Care - E-Learning Course - CPDUK Accredited

- Study method – Online, self-paced
- Estimated duration (Indicative CPD hours) – 2 hours
- Course format – Online (24/7 access)
- Entry requirements – no prerequisites required
- Assessment type – Complete end of course assessment (80% needed to pass and gain CPD certificate)
- Certification/Qualification – Downloadable CPD certificate
- Cost(s) of assessment and certification – Assessment and certification costs included in the course price
- Course accreditation – CPD Certification Service (CPDUK)
- Course access – Part-time (1-year access)
- Course delivery – via desktop PC/MAC, laptops, tablets or smartphones.

Who is the course for?

This online Duty of Care training course should be completed by those who work in health and social care services, including:

- New members of staff in Healthcare Support Worker roles,
- New members of staff in Adult Social Care Worker roles, and
- Any staff members who provide direct care to patients or individuals needing support.

This online Duty of Care training course will also be useful for:

- Staff moving into new roles within their organisation,
- Refreshing the knowledge of any member of staff,
- NHS nursing, AHP and care staff,
- Agency care workers,
- Healthcare assistants (HCAs),
- Support workers,
- Care assistants, and
- Community services.

Course aims

You have a duty of care to all those receiving care and support in your workplace. This means promoting well being and making sure that people are kept safe from harm, abuse and injury. Duty of care is a legal requirement; you cannot choose whether to accept it. It applies as soon as someone has care or treatment. Breaking this duty, for example, through negligence, could result in legal action

Learning outcomes

On completion of this online Duty of Care training course, the learner will:

- Be able to define the duty of care,
- Know what duty of care is in practice,
- Know how to raise concerns,
- Be prepared to support people to live independently,
- Be able to encourage people to make decisions,
- Know the importance of mental capacity and decision making,
- Know the importance of raising concerns, comments and complaints,
- Understand the complaints handling process,
- Know the importance of recording incidents, errors and near misses,
- Understand the legislation covering incident reporting,
- Know how to manage conflict in the workplace, and
- Know how to handle challenging behaviour in the workplace

Course content

This online duty of care training course covers the following:

- **Understand how duty of care contributes to safe practice;**
 - Define 'duty of care',
 - Describe how the duty of care affects their work role.
- **Understand the support available for addressing dilemmas that may arise about duty of care;**
 - Describe difficulties that may arise between the duty of care and an individual's rights,
 - Explain what they must and must not do within their role in managing conflicts and dilemmas,
 - Explain where to get additional support and advice about how to resolve such difficulties.

- **Deal with Comments and complaints**
 - Demonstrate how to respond to comments and complaints in line with legislation and agreed on ways of working
 - Describe who to ask for advice and support in handling comments and complaints
 - Explain the importance of learning from comments and complaints to improve the quality of service
- **Deal with Incidents, errors and near misses**
 - Describe how to recognise adverse events, incidents, errors and near misses
 - Explain what they must and must not do about adverse events, incidents, errors and near misses
 - List the legislation and agreed on ways of working concerning reporting any adverse events, incidents, errors and near misses
- **Deal with confrontation and difficult situations**
 - List the factors and difficult situations that may cause confrontation
 - Describe how communication can be used to solve problems and reduce the likelihood or impact of confrontation
 - Describe how to assess and mitigate risks in confrontational situations
 - Demonstrate how and when to access support and advice about resolving conflicts
 - Explain the agreed ways of working for reporting any confrontations.

Why is this online Duty of Care training course essential?

Your duty of care is also to other workers, for example, in a hospital, to doctors, nurses and healthcare support workers but also to caterers, cleaners and maintenance workers. If you are a home care worker, you will probably work alone in a variety of homes, but there may well be other people on the premises, as well as whoever you are there to support. Your duty of care is to each individual and to the other workers you come into contact within the community.

The duty of care is part of the code of conduct for healthcare support workers and adult social care workers in England and will most likely also be in your job description. It is essential that you have the knowledge and skills to act on your duty of care in your role but that you do not work beyond it.

[Click Here to Buy this Course](#)



Mandatory Training Group

★ ← →
Learn. Develop. Comply

HOW IT WORKS?

Instant Access

- Gain instant access to your course(s) upon purchasing through our website
- Login credentials are sent immediately to the customer to the email address provided during the checkout process
- We also advise all customers to check their spam and junk mail folders in case your mail server has diverted the email there

Online Support 24/7

- Customer service teams interact with clients through email and live chat support.

Refund policy

- To request a refund, you should email our support team with your receipt stating why you would like to be reimbursed.
- You, or your learners, must not complete the training to make a valid refund claim.
- Any courses that have been completed and those with certificates achieved will not be valid for a refund.

Learn Anytime, Anywhere, On Any Device

- Learn at your own pace, at a time and place convenient to your circumstances
- Individual learners can access their course material(s) 24/7 for 365 days from the date of purchase
- In the case of organisations that order multiple licences for future use, the countdown will start when learners are allocated to the training course(s)

Assessment and Certification

- Unlimited attempts to complete end of course assessments
- On successful completion, download, print/save quality-assured CPD certificate

100% Money Back Guarantee

- We want you to be completely satisfied with your training. We offer a 14-day money-back guarantee if you are not 100% satisfied.

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ASSESSMENT AND CERTIFICATION

End of course assessment

At the end of this course, learners are required to complete an online end of course assessment. On successful completion of the assessment (80% pass mark), learners may download a FREE CPD certificate from their profile page.

Certification

On successful completion of this e-learning course and end of course assessment, the learner may download, save and/or print a quality assured CPD certificate (recognised internationally). Our CPD certificate can be used to provide evidence for compliance and audit or Continuing Professional Development (CPD).

Course accreditation

The CPD Certification Service accredits all our online training courses and programmes as conforming to universally accepted Continuous Professional Development (CPD) guidelines. Our online training courses meet the latest guidance and best practice recommendations.

Aligned to the UK Core Skills Training Framework (CSTF)

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CPD

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WHY CHOOSE US?

The benefits of using our accredited e-learning courses in the workplace include:

- CPDUK accredited e-learning provider
- Ofqual approved training centre (UK qualifications)
- Internationally recognised CPD and Ofqual approved certificates
- Wide range of courses and qualifications that meet UK legislation and guidelines
- Over 500 online courses and programmes that cover multiple sectors
- Free blended learning environment for individuals and organisations
- Immediate access to online courses and programmes
- Highly interactive e-learning portal
- Substantial cost reductions (no travel fees and other expenses)
- Self-paced online learning
- Low carbon footprint through e-learning
- Repository of online learning materials and assessments
- Fully qualified and experienced trainers, instructors and assessors
- Experienced subject matter experts and content developers
- Conversion of existing classroom courses to e-learning courses
- All training courses meet the latest guidance and best practice recommendations.



Civility in the Workplace Training Course for Global Executives

"YPO is the premier global leadership organisation for more than 28,000 chief executives in over 130 countries and the global platform for them to engage, learn and grow. We approached The Mandatory Training Group to develop an online training programme focusing on improving workplace civility. Their team developed excellent learning materials tailored to our organisational needs. With their support, we rolled out the civility in the workplace training programme to over 300 executives around the world."

Nicolle Billmyre, YPO, Texas, USA



City and Hackney

Clinical Commissioning Group

Counter Fraud, Bribery and Corruption Training for NHS Providers

"NHS City and Hackney Clinical Commissioning Group (CCG) is an NHS organisation led by local GPs. The Mandatory Training Group provided us with tailored courses focussing on tackling fraud, corruption and bribery for all our staff across various sites. The e-learning courses helped us to meet statutory and regulatory requirements".

Harriet Griffiths, NHS City and Hackney CCG, London, UK



Accredited Training Courses, Programmes and Regulated Qualifications

"Reed is the largest platform for jobs, recruitment and courses in the UK. The Mandatory Training Group is one of our most trusted providers of continuing professional development (CPD) programmes and regulated qualifications. They have provided us with a wide range of learning materials ranging from soft skills, personal development, health and safety, among others. These courses help many job seekers to improve their skills and comply with the current UK and European laws".

Mansh Bhatti, Reed Courses, London, UK

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“When we set up our business, we were looking for a reliable training provider for the healthcare multi-disciplinary team (MDT). We worked with The Mandatory Training Group to establish our training needs for each group of professionals. Their experience was invaluable, helping us to design new courses and assessments to meet the commissioners’ and regulatory requirements”.

Anne Joy, OSD Healthcare, Hemel Hempstead, UK



Healthcare choice for **everyone** **Statutory and Mandatory Training for Healthcare Providers**

“All our senior clinicians were delighted with the delivery of the mandatory training courses. They found the course leaders to be very flexible with allocating more time to certain areas at request. The course contents that LearnPac had designed were tailored to our workforce, which helped them improve their understanding of the subjects. The application of legislative concepts to practice was excellent”.

Sophie Hartley-Jones, OneHealth Group, Sheffield, UK



Online Training and Development for the Public Sector

“We work with various public sector organisations. Statutory and mandatory training is essential for all our placements. We used LearnPac for the blended learning environment they provide for our staff. The online statutory and mandatory training courses adequately meet our regulatory requirements. LearnPac’s learning management system enabled us to manage our learners and quickly sort out compliance for our workers. The flexibility of pricing and meeting our needs with the mandatory training was beneficial.”

David Sanchez, Eden Brown Synergy, London, UK



Blended Train the Trainer Courses for Healthcare Providers

“We were looking to provide resuscitation and first aid training for clinical and non-clinical staff internally. The Mandatory Training Group stood out because they provide comprehensive blended learning solutions. Our internal trainers and facilitators were able to complete the theory training and assessments in advance. The practical sessions were packed with meaningful activities throughout the day. The lead trainers also helped us to complete training needs assessments”.

Kate McLoughlin, Nuffield Health, Bournemouth, UK

LEARN. DEVELOP. COMPLY.

The Mandatory Training Group is the leading UK provider of accredited statutory and mandatory training courses for all sectors, including health and social care, education, local government, private and charity sectors.

We have supported over one million learners to reach their potential through e-learning courses and qualifications using our interactive online learning portal.

WEBSITE

[The Mandatory Training Group - Online Training Courses](#)

WORKING HOURS

Mon - Fri / 9:00AM - 5:00PM

Online Training Courses, Programmes & Qualifications

The Mandatory Training is the leading UK provider of accredited online courses,

1. Business and Entrepreneurship
2. Health and Safety
3. Health and Social Care
4. IT and Cyber Security
5. Leadership and Management
6. Mental Health Awareness
7. Microsoft Office
8. Personal and Professional Development
9. Statutory and Mandatory Training
10. Soft Skills Development