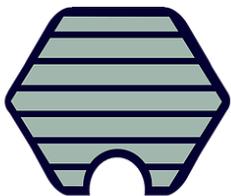


# TRAINING & DEVELOPMENT BOOKLET

Co-occurring Complex Needs  
Leadership & Management  
Business & Quality Assurance

EST.



2016

kinbee

[www.kinbee.co.uk](http://www.kinbee.co.uk)



ilm  
Approved  
Centre



A warm welcome to

# kinbee's Training & Accreditation Programme

**Learning and development investment for people working with vulnerable individuals has never been more needed. To deal with any complex issue means joint-working between different agencies is vital, especially as more individuals are experiencing complex needs and co-occurring vulnerabilities.**

The skills, knowledge and expertise needed within the health, social, housing and criminal justice sectors are broad; with a strong emphasis on both specialist and non-specialist awareness. To reduce the harm and provide appropriate, safe and effective interventions, it is essential that targeted training is offered to those who need further support in developing their professional skills, understanding and curiosity.

## COMMON THEMES EXPERIENCED....

**01**

Teams who regularly update their knowledge, skills and expertise provide more meaningful support

**02**

Individuals given time in work to complete meaningful personal and professional development are more effective in their roles

**03**

There are reduced capacity issues and increased work satisfaction amongst teams who are provided training and reflective practice

**04**

Removing the lack of consistency, when it came to workforce development, reduces confusion and builds more engaged teams

**05**

Organisations who invested in meaningful learning & development for their staff, attract the brightest and the best talent

**06**

Effective learning & development reduces burnout, sickness and presenteeism; having a hugely beneficial impact on the individual, team, service and client

# WE ARE RECOGNISED FOR...



## Professional Development

Providing high quality accredited and inspiring learning and development that eradicates mediocrity and poor practice to build resilience



## Client Engagement

Believing everyone should have access to effective and appropriate support; keeping them safe, healthy and thriving



## Business Impact

Delivering systematic, evidence based, holistic approaches, that creates additional capacity within services, by providing the right development support



## Sector Responsibility

Bringing together professionals who share the same ethics, values and outcomes to develop a discursive and interactive approach and build effective collaborations



## Peer Engagement

Empowering multi-disciplinary collaborations that reduce fear, encourages solutions and creates a network of professionals who are prepared to lead from the front



## Gain Recognition

Recognising individuals who are making a difference to peoples lives by learning how to respond more quickly and efficiently to their co-occurring issues and complex lives





*99% of those who attended our training would recommend it to others*

# CO-OCCURRING & COMPLEX NEEDS...



Kinbee shares the vision and values that emphasise harm reduction and prevention across health and social care; ensuring individuals stay well and sustain their recovery.

We understand that there is a need to address these key issues through effective training by:

- Increasing the value achieved from funding through improvement, innovation, use of best practice and reducing mediocrity and waste
- Enriching the wellbeing, capability and engagement of the health and social care (and wider) workforce

We have listened to the professionals that we work with and know that you want a safe space to learn, develop and share best practice, identify transferrable skills and learn the principles of delivering excellence.

Based on direct professional experience our team understands the extent of the complex issues and behaviours that service users experience. Our training embeds appropriate evidenced based interventions into the work that teams and individuals do, improving the impact of their support.

Kinbee has three key priority areas for learning & development:

- Responding effectively to co-occurring health and wellbeing issues
- Building strong partnerships between specialists and non-specialist workers across sectors such as substance misuse, housing, criminal justice and health and social care
- Improving the knowledge, skills and compassion across all sectors to recognise and respond appropriately to the different complex needs

Kinbee offers the following courses aimed at practitioners, volunteers and peer mentors. Guiding individuals towards professional mastery we will focus on building the knowledge, skills and confidence to work with complex and co-occurring needs - creating real and meaningful impact on people's lives.

## Co-occurring Substance Use & Domestic Abuse

The relationship between domestic abuse and substance misuse is complex. Whilst substance use cannot be said to be the only cause of abusive behaviour, there is strong evidence to show they often go hand in hand for both the victim and perpetrator.

This course will build recognition and the skills to respond to the complex needs of families and individuals impacted by both domestic abuse and substance use.

### Learning Outcomes:

- Identify the signs and effects of substance misuse
- Describe different issues impacted by domestic abuse
- Explore the overlaps within service users, groups and communities
- Recognise the barriers we face when working with victims and perpetrators
- Apply questioning techniques and appropriate referral pathways
- Apply best practice guidelines inline with professional responsibilities

**Costs:** £850.00 per course or £130 per person

**Duration:** 1 day with accreditation

## Co-occurring Substance Use & Mental Health

Substance use and mental ill-health are two issues which often co-exist, bringing more complexity, risk taking and challenges to people who are not specialists in these areas of practice.

This course is designed for non-specialist workers and aims to 'uncomplicate' matters looking at how these issues interlink - offering effective ways to engage with individuals and families who are affected by co-occurring mental health and substance use.

### Learning Outcomes:

- Identify the signs and effects of substance misuse
- Describe different mental health conditions
- Explore the links between experiences of mental ill-health and substance use
- Identify ways to encourage engagement with services and how to meet their needs
- Apply techniques to ask about each of the issues in a safe and engaging manner
- Apply practical, adaptable tools which enables professionals to offer appropriate support

**Costs:** £850.00 per course or £130 per person

**Duration:** 1 day with accreditation



## Safeguarding Children, Young People & Adults

Safeguarding is everyone's business but understanding your responsibilities and knowing when to take action isn't always easy and free from fear.

This course will look at the historical context of safeguarding and outcomes of serious case reviews that have led to change in policy.

### Learning Outcomes:

- Identify the legal framework and the regional safeguarding boards
- Explain the 6 key principles, abuse and neglect and how these manifest, stages of the safeguarding process,
- State the role of professionals when managing different forms of abuse
- Explore challenges of safeguarding child and adult sexual exploitation, FGM, forced marriage and radicalisation and PREVENT

**Costs:** £850.00 per course or £130 per person

**Duration:** 1 day with accreditation

## Working with Young People with Complex Needs

It has been shown that considerable and prolonged stress in childhood has life-long consequences for a person's health and well-being.

This course aims to build a greater understanding around the impact of a person-centred approach and the basics of Trauma-Informed Practice and Neuroplasticity.

### Learning Outcomes:

- Identify the range of Adverse Childhood Experiences and the risks of harm
- Discuss the need for equity over equality when delivering support
- Explore what can be done to deliver equitable and sustainable support throughout an individual's life
- Describe the basics of Neuroplasticity
- Describe the basics of Trauma-Informed Practice
- Apply skills and interventions that will build resilience in individuals and communities

**Costs:** £750.00 per course or £100 per person

**Duration:** 1 day with accreditation



## Trauma Informed Practice: Psychologically Informed Environments

85% of those in touch with criminal justice/ substance misuse and/ or homelessness services have experienced some form of trauma in childhood and adolescence shaping the individual's view of the world.

This course offers a practical framework for working with individuals who have experienced complex trauma. Building on intentional consideration about how the design and delivery of support can be described as a Psychologically Informed Environment.

### Learning Outcomes:

- Identify the five key elements of a 'PIE' environment
- Explain the psychological framework used in PIE pilots
- Explores how different frameworks can be used within your local context and service
- Reflect on what needs to change so that you can work in a psychologically informed way

**Costs:** £750.00 per course or £100 per person

**Duration:** 1 day

## The Social Detriments of Health

Loneliness is a complex and unpleasant emotional response to isolation. Research has linked social isolation and loneliness to higher risks of physical and mental harms.

This course provides the knowledge and understanding of the wider social determinants of health, looking at loneliness, social isolation, poverty and how healthy relationships can promote good health and wellbeing.

### Learning Outcomes:

- State the wider social determinants and how these influence our health
- Identify policies that promote best practice
- Recognise the difference between loneliness and social isolation
- Explore the value of a person-centred approaches in making connections not delivering interventions
- Apply a collaborative approach to address specific needs

**Costs:** £750.00 per course or £100 per person

**Duration:** 1 day



## Navigating the Criminal Justice System for Non-Specialists

For those not used to working with it, the criminal justice system can be daunting and confusing to navigate and professionals often want to support a person but are unsure how.

This course aims to explore and model what happens after a person has been arrested and the processes that occur whilst they move through the different sentences and interventions from youth to adult.

### Learning Outcomes:

- Identify what happens once someone enters the criminal justice system
- Explore the different needs of gender specific offenders and their families
- Identify the different models available to support an individuals co-occurring needs
- Explain the pathways between prison, probation and community
- Discuss appropriate information sharing and safeguarding protocols

**Costs:** £750.00 per course or £100 per person

**Duration:** 1 day with accreditation

## Substance Misuse Awareness for Non-Specialists

Substance misuse can often lead to dependence, defined as the continuous and compulsive misuse of substances. Often users fail to see the physical and/or psychological harm to themselves, their family and community.

This course aims to raise the awareness around the common substances and the practical steps that non-specialists practitioners can take to recognise and respond appropriately to substance misuse.

### Learning Outcomes:

- Recognise the signs of commonly used substances
- Describe patterns of substance use
- Explore the personal and social impact of addiction
- Examine harm reduction techniques to minimise risk
- Recognise appropriate interventions and support for different stages of recovery

**Costs:** £750.00 per course or £100 per person

**Duration:** 1 day with accreditation



## Harm Reduction, Abstinence & Everything in Between

Understanding the different philosophical approaches to substance misuse can reduce the harms, challenge stigma and engage substance users in the right practical strategies to promote effective recovery.

This course explores the different tools and resources available to have conversations and offer brief advice and interventions to influence change, and know when and how to support people into specialist services.:

### Learning Outcomes:

- Discuss our own beliefs about why people use substances
- Identify different stages of recovery
- Examine the need for different approaches to managing substance misuse
- Explore interventions and support during crisis
- Apply appropriate interventions and support for different stages of recovery

**Costs:** £750.00 per course or £100 per person

**Duration:** 1 day with accreditation

## Relapse Prevention and Moving On

Relapse prevention attempts to identify the factors that contribute to a person's relapse including environmental factors, emotions and high-risk situations that threaten coping strategies, sense of control, and outcome expectancies.

This course explores the different factors that influence relapse, including recovery capital, lifestyle issues, urges, and cravings. Learning is focused on applying evidence based techniques that can be used to support people through each stage of recovery.

### Learning Outcomes:

- Define what is meant by the term 'recovery'
- Identify risks of relapse and harm reduction methods of support
- Explore key skills needed to support a person at each stage of their recovery
- Build a relapse prevention plan that supports safety, health and an ability to move on and thrive

**Costs:** £750.00 per course or £100 per person

**Duration:** 1 day with accreditation



## Recognising & Responding to Domestic Abuse for Non-Specialists

Domestic Abuse knows no boundaries. Non-specialist often fear that they will do or say something that might 'make things worse' meaning that many professionals don't take action to prevent further harm.

This course will build an understanding around the short and long term impact of domestic abuse and help individuals develop a trauma-informed approach to working with individuals and young people.

### Learning Outcomes:

- State the prevalence of domestic abuse
- Identify the effects of domestic abuse on children and adults
- Examine different patterns of abusive behaviour and why individuals stay in a traumatic relationship
- Explore signs of controlling or coercive behaviours
- Apply interventions, resources and support for victims of domestic abuse

**Costs:** £750.00 per course or £100 per person

**Duration:** 1 day with accreditation

## Providing Effective Support for Neurodiverse Clients

'Neurodiversity' is a term that refers to people who have dyslexia, autism, ADHD, dyspraxia and other neurological conditions. These are 'spectrum' conditions, with a wide range of characteristics, but share some common features in terms of how people learn and process information.

This course gives an overview of neurodiversity and explore the impact that this can have on people taking risks and living complex lives.

### Learning Outcomes:

- Identify how to recognise Dyslexia, Dyspraxia, Dyscalculia, ADHD and Autistic Spectrum Condition?
- Examine what causes 'neurodiversity'
- Explore how other conditions such as anxiety, stress and depression affect thinking and communication
- Recognise appropriate interventions when working with neurodiverse people

**Costs:** £750.00 per course or £100 per person

**Duration:** 1 day



## Recognising & Responding to a Mental Ill-Health Crisis for Non-Specialists

4 in 4 people (yes, every single one of us!) will experience some level of mental ill-health during their life time. With all the evidence that surrounds us regarding Adverse Childhood Experiences and Trauma it is essential that every non-specialist worker undertakes this training.

This course identifies the factors influencing mental ill-health and the helpful and hindering factors that influence each stage of recovery.

Learning Outcomes:

- Identify what is meant by mental health and mental ill-health
- Describe the mental health continuum
- Explore factors and influences that affect mental health
- Recognise signs of distress and different mental health conditions
- Apply appropriate support and referral processes

**Costs:** £750.00 per course or £100 per person

**Duration:** 1 day

## Other Courses for Non-Specialist Practitioners, include:

The following courses are also available for delivery over a few hours or a full day:

- Understanding Depression
- Understanding PTSD
- Understanding Psychosis
- Working with Personality Disorders
- Safeguarding Adults
- Safeguarding Children





*98% of those who attended our training rated our training as 'very good' or 'excellent'*

# WHAT'S CO- OCCURRING?

A 12-WEEK ONLINE ACCREDITED  
COURSE FOR NON-SPECIALISTS

EST.



2016

kinbee

[www.kinbee.co.uk](http://www.kinbee.co.uk)



ilm   

# COURSE CONTENT

## Induction & Duty of Care

- Introductions to the group, its members, expert and expectations
- Identify safeguarding legislation
- Explore personal and professional responsibilities and duty of care

## Concepts of Addiction

- State the signs of commonly used substances
- Describe patterns of substance use
- Explore the personal and social impact of addiction
- Recognise appropriate interventions and support
  - for different stages of recovery
- 

## 4 in 4 of us have Mental Health

- Identify what is meant by mental health and mental ill-health
- Describe the mental health continuum
- Explore factors and influences that impact mental health
- Recognise signs of distress and apply appropriate support and referral processes

## Adverse Childhood Experiences in adulthood

- Identify the range of Adverse Childhood Experiences
- Discuss the impact that ACEs has on adults
- Explore the basics of Trauma-Informed Practice
- Apply skills and interventions that will build resilience
  - in individuals and their relationships

## Domestic Abuse

- State the prevalence of domestic abuse
- Identify the effects of domestic abuse on families
- Examine different patterns of abusive behaviour and why individuals stay in a traumatic relationship
- Recognise appropriate interventions and support

## Let's get accredited...

- Q&A
- Final submission of accredited work
- Personal and Professional Development planning
- Next steps





# COURSE CONTENT

## 1 Induction, Terminology & Back to Basics

- State the most commonly used substances
- Recognise signs and symptoms of substance use
- Distinguish different patterns of use
- Explore risks and methods of use

## 3 Core Practice

- Define evidence-based practice management
- Analyse common assessment questions
- Identify risks and risky behaviour
- Define tiers of support for substance users

## 5 Substance Misuse Interventions

- Describe techniques for coping with cravings
- Demonstrate use of appropriate interventions
- Explore relapse prevention techniques
- Explore life after substance misuse

## 2 Concepts of Addiction

- Define the law and legislation
- Explore dependence, tolerance and addiction
- Explore co-occurring conditions
- Discuss ideas of prevention v's cure

## 4 Substance Misuse Interventions

- Explore best practice tools for crisis intervention
- Apply cycle of change
- Explain appropriate harm reduction techniques

## 6 Let's get accredited...

- Q&A
- Final submission of accredited work
- Personal and Professional Development planning
- Next steps





*96% of those who attended our training rated 'an increase in their confidence'*

## 'PEOPLE TO PEOPLE' SKILLS...



At Kinbee, we understand that to recognise and respond effectively to the harms experienced by individuals and their families means huge gains are possible.

However, it isn't just about having an awareness around the complex issues that service users face - evidence informed and universal people skills greatly increases the positive outcomes for those you work with.

Kinbee believes that all professionals, regardless of their specialism, should have a 'toolkit' of resources to adapt and flex so that they can meet the complex needs of the people being supported.

The following courses are aimed at practitioners, volunteers and peer mentors and focuses on building different interpersonal and communication skills so that they will be able to help professionals dig deeper with those they are supporting - building a greater understanding of their own limitations and boundaries and avoid potentially doing further damage or harm.

## Introduction to Psychosocial Interventions

Effective communication is essential to the provision of compassionate, high-quality support and care. Being able to respond to challenging situations requires a range of skills, tools and communication methods that encourages change, reduces further harm and prevents crisis.

This course is a 2 day introduction to the core communications and support skills needed for effective engagement with people - and will include Motivational Interviewing, Solution Focused Brief Therapy and Cognitive Behavioural Therapy.

### Learning Outcomes:

- Define the basic principles of the different psychosocial interventions
- Examine elements of CBT, SFBT and MI
- Explore common complex issues and helpful interventions to use
- Apply techniques to encourage personal responsibility and effect change in their own live

**Costs:** £1600.00 per course or £200 per person

**Duration:** 2 day

## Professional Boundaries & Personal Ethics

Understanding both our professional and personal boundaries is an essential part of working with people with complex needs.

This course will look at the relationships and disruptive behaviours that can impact working boundaries and power imbalances across different scenarios within the working environment.

### Learning Outcomes:

- Discuss attributes and behaviours that constitute professionalism and ethical limitations
- Explore how personal lapses can adversely affect professional judgment and cause a range of other impacts and harms
- Detect warning signs of personal and professional problems in themselves and others
- Create a Personalized Protection Plan that includes strategies, safeguards, and systems to reduce the risk of incidents

**Costs:** £995.00 per course or £150 per person

**Duration:** 1 day



## Motivational Interviewing Skills

Motivational Interviewing (MI) is a client-centred, communication style that practitioners can use to develop inconsistencies with unhelpful or unhealthy thoughts. It is a skill set that builds self-efficacy, supports the management of discord and elicits long lasting change.

This course will explore the principles of MI and how these can be applied when supporting people with behavioural / lifestyle issues.

### Learning Outcomes:

- Identify the basic principles of MI
- Describe the conditions needed for change
- Explore common complex issues that MI can be helpful
- Examine how to apply MI skills into everyday practice
- Apply MI techniques to encourage personal responsibility and effect change in their own lives

**Cost:** £995.00 per course or £150 per person

**Duration:** 1 day

## Cognitive Behavioural Therapy Skills

Cognitive Behavioural Therapy (CBT) is a talking therapy which can help people look at the different situations that they find themselves in, and to understand their thoughts, emotions and behaviours.

This course will show how to use the Cognitive Behaviour model to understand potential unhelpful behaviour and introduce CBT tools that can be used to help navigate the complex needs.

### Learning Outcomes:

- Identify the basic concepts of CBT
- Explore common complex issues that CBT can be helpful
- Examine the use of CBT to complete assessment and support with service users
- Apply CBT techniques into everyday practice

**Cost:** £995.00 per course or £150 per person

**Duration:** 1 day



## Solution Focused Brief Intervention Skills

Solution-focused practice concentrates on building a conversation that is directed toward developing and achieving the client's vision of change. It can help people move towards the future that they want and learn what can be done differently by using their existing skills, strategies and ideas – rather than focusing on the problem.

This course will explore how solution-focused practice can be applied when working with people with who are living with complex needs and recognise the tools that can be used to bring change.

### Learning Outcomes:

- Identify the defining principles of solution-focused brief therapy
- Recognise how to sculpt SFBT responses
- Examine the challenges of getting people to think differently
- Apply solution focused tools into event day practice

**Cost:** £995.00 per course or £150 per person

**Duration** 1 day

## Neuro Linguistic Programming Skills

NLP is the practice of understanding how people think, feel, communicate and behave to produce the results they do. It provides a practical way to change the way that people react to changes needed and increase sustainable change.

This introductory course will provide a methodology and good grounding in some of the NLP skills, tools and ways thinking. Focusing on how it can help people to makes changes to their beliefs, behaviours and choices.

### Learning Outcomes:

- Identify what NLP is and understand its history
- Explain how to reduce the chances of misunderstanding through the NLP Communication Model
- Describe the 5 Principles to Success and effective ways to support clients make progress towards their goals
- Explore the themes of NLP- the 'Success mindset'
- Apply NLP techniques into everyday practice

**Cost:** £995.00 per course or £150 per person

**Duration:** 1 day





*95% of people who attended our training rated an 'increase in their ability to support others'*

# LEADERSHIP & ORGANISATIONAL EXCELLENCE



Building competence, capacity and resilience amongst the workforce is essential but it continues as a leader, CEO and commissioner.

Being able to respond to the complex needs of vulnerable groups requires the right skills, knowledge and tools to demonstrate value for money, an effective return on investment and improve the outcomes of those people accessing services.

The need to embed quality assurance is essential when maximising productivity and profitability, not only to manage tight budgets but also when working across political and socio-cultural norms.

78% of employers agree that investing in their staff is the most effective way to address the skills gap

34% felt they lacked effective leadership and management

41% felt that better collaboration was needed

(People Power Sector Report, 2019)

Our team of trainers and assessors are all experienced leaders and managers so can put in place a training and qualifications programme that supports all areas of operations and strategic delivery. Examples include:

## **Team Leadership**

- Supervision skills
- Leading with confidence
- Managing challenging team members

## **Operational Management**

- Business management
- Managing a Culture of Excellence
- Planning for progression

## **Senior Leadership and Commissioning**

- Co-production of services
- Future proofing and sustainability
- Understanding governance

# kinbee's Training & Consultancy Team

Our team are a handpicked group of dynamic and multi-disciplinary professionals who are all passionate about providing the right support for individuals working with people experiencing complex needs - every facilitator has direct experience working within a wide range of sectors from housing, mental health, substance misuse, family interventions, bereavement, criminal justice, education as well as other areas of vulnerability.

## DID YOU KNOW?

**01**

We have a combined 100+ years of experience behind us so we really are experts in what we do

**02**

We all undertake annual continuous professional development to maintain our knowledge, skills and experience

**03**

We use a 23-point quality assurance system to check the experience, professionalism and credibility of our team

**04**

We pride ourselves in delivering effective, high quality delivery that is engaging, interactive and enjoyable

**05**

We use Results Based Accountability methodology to evaluate the quality of our delivery, facilitators and materials

**06**

We work closely with commissioners, professional bodies and organisations to remain up-to-date with the rapid changes

# Workforce Development Planning

Being a manager isn't an easy job. Having to steer a multi-skilled team of people on the same pathway to success is not an easy task, and it takes a lot of skill and talent to do the job effectively but Kinbee can give you the correct guidance, support and qualifications to become outstanding.

Kinbee has over a twenty-five years of designing, delivering and implementing workforce and professional development strategies across organisations and consortiums within all business and educational sectors.



## LEVEL 3: Bronze

With our Bronze Package, one of our team will support you by completing:

1. A personal consultation to discuss your business needs
2. A full skills gap analysis for your leadership team
3. A comprehensive report that outlines future recommendations



## LEVEL 5: Silver

Our Silver Package moves your team further into the personal and professional development journey and includes:

4. A bespoke action plan for your leadership professional development
5. Series of training events to meet your action plan



## LEVEL 7: Gold

Our Gold Package completes the first step of your continuous professional development (CPD) journey, by finalising:

6. A specifically targeted training and qualifications plan
7. The production of your own bespoke 'Workforce Development Strategy' and '3 Year Action Plan'



## Kind Words...

"Charlotte is an absolute whirlwind, with more energy and business acumen than you can shake a stick at. Her energy is infectious and I've yet to meet anyone who isn't motivated by her."

"Charlotte excels at planning, visioning, relationship management, workforce development, coaching, leadership, communications and can basically turn her hand to anything. She is a pleasure to work with and someone I really trust in business"

"You were very clear, and your structured approach made me focus on the most effective way to grow my confidence into being a strong leader and demonstrate how I could increase my own self-belief"

"Gareth has extensive experience of the criminal justice arena, substance misuse provision and the community safety issues affecting communities across Wales...he is a rare gift!"

"...it was excellent. The best safeguarding training I've ever attended as it focused on the issues we deal with, i.e. homelessness, mental health, substance misuse, domestic violence etc rather than the traditional 'care homes' scenarios that you get in local authority training and which isn't very relevant to us. A heavy topic but delivered really well and I felt that everyone was really engaged in the training."

"Since working with Charlotte I have progressed through my career and am now moving into a brand new and exciting role. I would not hesitate to contact Charlotte in the future for support in progressing further in my career."



# GET IN TOUCH



**To find out some more information about any of our courses or to book in some training dates, you can contact us using the details below:**



07415806225



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www.kinbee.co.uk



training

qualifications

consultancy