

TOPHOUSE Curriculum

Introduction:

This training programme is composed of 8 modules based on 11 Learning Outcomes which reflects the separate elements of assessment, allocation, support and collaborative working. In order to provide an integrated housing and support assessment staff need to:

1. Work in a person-centred way
2. Treat service users with dignity and respect
3. Support choice and control by users of services
4. Practice co-production with service users who are ‘experts by experience’
5. Build trusting relationship with service users
6. Communicate effectively and openly
7. Enable service users to keep themselves and others safe
8. Enable clients to take positive risks
9. Safeguard service users
10. Work in a multi-disciplinary way
11. Develop networks and collaborate with other service providers

The Tophouse Training Course (THTC) is a comprehensive set of modules that can either be done together or separately. The different modules are linked and contribute to one or more of the learning outcomes as it can be seen in the table below:

TOPHOUSE PRODUCTS								
TOPHOUSE Staff Guide for professionals (TOOLS IO2/3/4/5)	IO2 - IO3 - IO4 - IO5	IO2	IO3 - IO4	IO3 - IO4	IO2- IO4	IO2- IO4	IO3 - IO4	IO5
	TOPHOUSE Training Course - Modules							
TOPHOUSE Learning Outcomes	Personalisation, choice, control and co-production	Human Rights, Equality and Diversity	Professional boundaries	Effective Interviewing Skills	Tools for Effective Assessments	Safeguarding and Protection from Abuse	Safety Planning	Building Networks and Partnership Working
Work in a person-centred way	X	X	X	X	X	X	X	X
Treat service users with dignity and respect	X	X	X	X	X	X	X	
Support choice and control by users of services	X							X
Practice co-production with service users who are ‘experts by experience’	X							X
Build trusting relationship with service users		X	X	X	X			
Communicate effectively and openly				X	X			
Enable service users to keep themselves and others safe						X	X	X
Enable service users to take positive risks						X	X	X
Safeguard service users			X			X	X	X
Work in a multi-disciplinary way						X		X
Develop networks and collaborate with other service providers								X

To gain the full set of competencies required to deliver a person-centred integrated housing and support assessment, **all modules** must be undertaken.

If the individual organisations/staff has already acquired some of the competencies listed in the modules they can choose which ones they can study to further develop their competency set. The aim is that with this training programme any staff member can conduct an effective, meaningful, respectful assessment of housing and support needs.

The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

The modules are as follows:

- ✓ M1 Personalisation, choice, control and co-production
- ✓ M2 Human Rights, Equality and Diversity
- ✓ M3 Professional Boundaries
- ✓ M4 Effective Interviewing Skills
- ✓ M5 Tools for Effective Assessments
- ✓ M6 Safeguarding and Protection from Abuse
- ✓ M7 Safety planning
- ✓ M8 Building Networks and Partnership Working

Module 1: Personalisation, Choice and Control and Co-production

This module contributes to the following learning outcomes:

- LO1 Work in a person-centred way
- LO2 Treat service users with dignity and respect
- LO3 Support choice and control by users of services
- LO4 Practice co-production with service users who are 'experts by experience'
- LO11 Collaborate and develop networks with other service providers

At the end of this module the learner will be able to demonstrate the following:

o Knowledge: Describe what is meant by personalisation

o Skills:

- Ensure that service users have choice and control in the services they require and the housing available to them
- Practice a person-centred approach

o Competences: Co-produce a housing and support assessment with 'experts by experience'.

Module 2: Human Right, Equality and Diversity

This module contributes to the following learning outcomes

- LO1 Work in a person-centred way
- LO2 Treat service users with dignity and respect
- LO5 Build trusting relationships with service users

At the end of this module the learner will be able to demonstrate the following:

o Knowledge: Describe Human Rights and Equality legislative frameworks

o Skills:

- Ensure that service users' human rights are upheld
- Carry out housing and support assessment in a way that respects equality and promotes diversity

o Competences:

Consider human rights, equality and diversity in the accommodation of service users with support requirements

Module 3: Professional Boundaries

This module contributes to the following learning outcomes:

- LO1 Work in a person-centred way
- LO2 Treat service users with dignity and respect
- LO5 Build trusting relationship with service users
- LO9 Safeguard service users

At the end of this module the learner will be able to demonstrate the following:

o Knowledge: Describe the term professional boundaries

o Skills:

- Clarify what behaviour breaches professional boundaries
- Identify examples of a breach in professional boundaries
- Appreciate the potential consequences when professional boundaries are not maintained

o Competences: Use tools to maintain professional boundaries

Module 4: Effective Interviewing Skills

This module contributes to the following learning outcomes:

- LO1: Work in a person-centred way
- LO2: Treat service users with dignity and respect
- LO3: Build trusting relationships with service users
- LO6: Communicate effectively and openly

At the end of this module the learner will be able to demonstrate the following:

o Knowledge: Understand the principles of motivational interviewing

o Skills:

- Apply a person-centred approach
- Utilise effective communication skills including active listening and asking appropriate questions
- Provide an empathetic response

o Competences: Manage practical issues- timing, planning, environment and record keeping

Module 5: Tools for Effective Assessments

This module contributes to the following learning outcomes:

- LO1 Work in a person-centred way
- LO2 Treat service users with dignity and respect
- LO5 Build trusting relationship with service users
- LO6 Communicate effectively and honestly

At the end of this module the learner will be able to:

o Knowledge:

- Describe tools that will assist them in the assessment process
- Understand Psychologically Informed Environments

o Skills: Implement a strength-based approach to assessment

o Competences: Apply trauma informed care approach to assessing service users

Module 6: Safeguarding and Protection from Abuse

This module contributes to the following learning outcomes:

- LO1 Work in a person-centred way
- LO2 Treat service users with dignity and respect
- LO7 Enable service users to keep themselves and others safe
- LO8 Enable service users to take positive risks
- LO9 Safeguard service users
- LO10 Work in a multi-disciplinary way

At the end of this module the learner will be able to:

o Knowledge: Describe what is meant by safeguarding

o Skills:

- Know how to safeguard service users
- Identify different types and indicators of abuse

o Competences:

- Respond appropriately to allegations, incidents and suspicions of abuse
- Operate within the legal framework

Module 7: Safety Planning

At the end of this module the learner will be able to:

- LO1 Work in a person-centered way
- LO2 Treat Service User with dignity and respect
- LO5 Build trusting relationship with service users
- LO9 Safeguard Service Users

At the end of this module the learner will be able to demonstrate the following:

o Knowledge: Describe what represents a risk to the safety of service users and others

o Skills:

- Identify and manage risks to the safety of service users and others
- Balance risks, rights and responsibilities

o Competences: Encourage positive risk taking

Module 8: Building Networks and Partnership Working

At the end of this module the learner will be able to:

- LO1 Work in a person-centred way
- LO3 Support choice and control by service users
- LO4 Practice co-production with service users who are experts by experience
- LO7 Enable service users to keep themselves and others safe
- LO8 Enable service users to take positive risks
- LO10 Work in a multi-disciplinary way
- LO11 Develop networks and collaborate with other service providers

At the end of this module the learner will be able to:

o Knowledge: Describe social capital and its role in person centred housing and support assessment

o Skills:

- Look at the effectiveness of partnerships and network
- Identify potential partners to work with

o Competences:

- What a person can do with autonomy and responsibility
- Establish and maintain an effective partnerships
- Support service users to build and maintain networks