

### **Making our community safer - Community First Responders receive free First Aid Course courtesy of Norvic Training**

On Saturday 14th April, Tony, a Norvic trainer and Community First Responder with Brundall team, led a **free first aid course** courtesy of Norvic Training, which was attended by Community First Responders from across the area. Although Responders are trained by the ambulance service in life support skills, first aid covers a much wider range of skills applicable to everyday life. Everyone involved found it a very worthwhile day and the following 'Thank you's' and feedback, for Tony and Norvic Training was appreciated!

"It was good fun and I learnt so much", "[The training] Confirmed for me the usefulness of first aid training for first responders as well as our normal training", "Good pace of learning, well delivered, clear and easy to understand".

### **First Aid Certificate Checker - Are you unsure when your First Aid certificate expires?**

Keeping track of when your certificate expires can sometimes be a problem. That is why we have introduced a simple certificate checker. All you have to do is to phone us with your name and certificate number and we will check your requirements for you. [Email us with your details](#)

### **PAEDIATRIC FIRST AID QUIZ**

We have just added a new Paediatric First Aid Quiz to test your knowledge! Take the quiz now and call us if you feel you need a training course or have a query. [Start Quiz](#)

### **JAUPT - Joint Approvals Unit for Periodic Training**

We are currently obtaining approval from JAUPT to deliver first aid training for the professional driver (who drive for a living). The course will deliver first aid training covering emergencies in public, spinal injury, safer handling and moving, bleeding, resuscitation and the unconscious casualty.

### **Read our spring newsletter**

[Newsletter 9 A5.pdf](#)

### **February 2012 - A message from Wendy Powles**

#### **New Course in PALLIATIVE CARE - Would this course be useful to you?**

Due to popular demand we are developing a new course on Palliative Care.

The course will cover areas including, Acceptance of loss, Supporting individuals with life limiting conditions, and Spiritual needs. Would this course be useful to you? Please let us know

your thoughts. **Call Jo 01603 861612**

## **February 2012**

First Aid Suspension Training is now available as a one hour bolt-on to any of the first aid courses we deliver. A request must be made at the point of booking. Do contact us for further details. [More](#)

## **January 2012 - Nutrition Training**

We are pleased to be launching a nutrition course in 2012 entitled **Nutrition and the Older Person**. The aims of the half day are to highlight some of the nutritional factors which put older people at risk of malnutrition. The course will highlight consequences of malnutrition in the older person, teach how to identify which factors put older people at risk of malnutrition and how to identify and assess patients at risk of malnutrition, as well as teaching how to provide nutrition support for older people. On **25th April** we will be holding our **first study day at Drayton Old Lodge**. The idea of the event is to build on the half day course and include:

Malnutrition Universal Screening Tool (MUST)

Explanation of Dysphagia - DYS (difficulty) PHAGIA (to eat)

There will be a chef on hand to demonstrate the effective use of liquid foods formed into an attractive meal using moulds. **Please contact us if you are interested.**

## **Read our winter newsletter**

[Newsletter 8 A5.pdf](#)

## **December 2011 - First Aid for New Parents**

### **Free course - held in Impington Pavilion Cambridge - 11 January 2012**

Come and join us for a new parent and baby first aid advice session over tea, coffee and biscuits.

We are pleased to be holding a free first aid session for new parents. We plan to hold three sessions in the day, each of two hours in length.

The following format for the first session of the day will be repeated for each session.

#### **10:00 - 10:15 Introduction**

*Fill in forms to state specific concerns – these are dealt with in the second part of the session.*

#### **10:15 - 11:15 Formal training**

Baby resuscitation

Baby choking

Febrile convulsions

Burns/scalds

Bleeding

**11:15 - 12:00 Tea and Coffee**

**Informal Q and A**

*Discussion of concerns written down earlier, general discussion.*

**Places are limited - call Andy or Jo to book. 01603 861612**

**December 2011 - A message from Wendy Powles**

**Moving and Handling Courses**

"We are please to announce that, due to demand, we are now planning to run open courses in Moving and Handling every month in 2012."

**First Aid Courses**

"Our open courses in first aid proved to be very popular this year with many courses selling out. In order to meet the needs of our clients we are planning to increase the number of open courses we run in 2012. We plan to alternate between holding an Emergency First Aid at Work course and a First Aid at Work course one month and a three day First Aid at Work every other month. We will continue to run First Aid courses at our sites in King's Lynn and Cambridge as these have both proved to be highly popular."

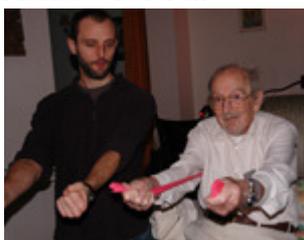
**Courses launched this year**

"This year we launched Tissue Viability, Phlebotomy and our highly popular Care Home Induction course as open courses. I am pleased to confirm that we will continue to run these sessions throughout 2012."

**Autumn 2011**

"We are delighted to bring you information about a new Fitness for All class for care homes. Reducing falls and increasing confidence is a bonus." Wendy Powles

**Fitness for All**



Classes are available for care homes wishing to offer their residents chair and balance based exercise sessions. Sessions are taken by Paul, a qualified Personal Trainer with specific experience of exercise classes for older adults. Sessions include strength based exercise using resistance bands, balance exercises and stretching and flexibility work. Benefits of sessions are:

- Improved strength
- Improved balance
- Increased muscle suppleness

The aim of the sessions is to help daily activities for residents become easier, reduce the chance of resident falls and improve confidence of residents to take on activities and tasks with more independence. Sessions will last for one hour, are for up to 12 participants and are priced at £30.

Classes are available in and around the Cambridge area.

To book call Jo on **01603 861612** or [jo.powles@norvictraining.co.uk](mailto:jo.powles@norvictraining.co.uk)

### **October 2011 - A message from Wendy Powles**

"Norvic has responded to the importance of tissue viability assessments of new service-users highlighted by the CQC. Due to high demand will now be running open courses which teaches the promotion of skin integrity, assessing and managing wounds and supports practitioners in developing competences in evidence-based care and interventions. The NHS spends £4 billion on the treatment of pressure sores and the cost increases every year. However, 95 % of pressure sores are preventable. If these sores do develop it can be regarded as a clinical incident and is reportable to the Care Quality Commission.

We are also aware that Nutrition is high on the CQC agenda and we are responding to this by working on a nutrition course that will be coming soon and will keep you updated. Over the last few months we have also launched courses on Dementia, Autism Spectrum Disorder and Sensory Deprivation Awareness. If you need advice on any of these courses or others we provide, please call us.

### **Community news**



**Buy a mask for £2.50 and 100% profits will go to our Local Community First Responders group who are raising money for a defibrillator.**

Norvic Training (UK) Ltd are running a campaign to raise money for a defibrillator for our local First Responders Group. They are a group of volunteers who respond to emergency calls in the area where they live or work on behalf of the East of England Ambulance Service. Their aim is to reach a potential life threatening emergency in the first vital minutes before the Ambulance crew arrive on scene. They receive no funding and have to rely solely on donations.

The mask is used to safely deliver rescue breaths during a cardiac or respiratory arrest. It comes supplied with a key chain to ensure a life saving device can always be at hand and effectively protects the casualty and first aider against cross-contamination. the mask is easy to use with plastic one way valve. **Call 01603 861612** to buy one today and help raise money for a defibrillator.

### **Read our autumn newsletter**

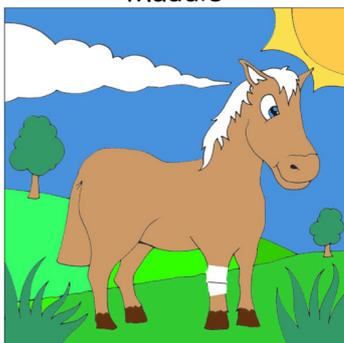
[Newsletter 7 A5.pdf](#)

### **First Aid Skills for Children - Summer 2011**



This is to certify that

**Maddie**



has attended

**First Aid Awareness**

Certificate Number: **FAA250811A/1** Issued: **25 August 11**

Wendy Poole  
BSc (Hons) Psych (A&C) PD

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This summer Norvic were requested to run a one-day first aid course for children as young as five at a local pony club. Our trainer James, a current Duke of Edinburgh leader, ran the session;

*"I feel it's great for young people to be learning a life-saving skill in addition to the academic subjects they learn at school. We started the day discussing what they consider first aid to be and what experiences of getting hurt they'd had."*

James understood the need for the session to be educational, so they went away with genuine new skills, but also fun so that they remained engaged. *"The focus for small children is on getting them to call for help so we designed posters showing what information they would need to include when calling for an ambulance."*

Norvic have successfully run a number of sessions designed for young people. We are looking forward to continuing this in the new year.

## Summer 2011

Read our latest summer newsletter

[Newsletter 6 page 1](#)

[Newsletter 6 page 2](#)

## July 2011

### Community News - Fundraising at Bilney Hall

On 31st July, Bilney Hall hosted a summer fete raising £891 to enable days out for it's residents. Norvic Training was happy to contribute to the raffle, and provided yummy chocolate biscuits and some wine for one well deserving winner.

If **you** have a community event, please contact us to see how we can help.

### **July 2011 - A message from Wendy Powles**

Last month we were delighted to be asked to write and deliver a training course in **Sensory Deprivation Communication** to a high profile client in Stansted. This month we have been commissioned to deliver a bespoke course on **Epilepsy** and, at the time of writing this, we are in the process of writing a more in-depth course on **Awareness of Dementia**. If you're struggling to find a course that contains all the elements that you would like it to cover, do contact us and we will see what we can do. We frequently incorporate clients' in-house policies and specific requirements into their training courses at their request.

### **June 2011**



#### **Challenge Norfolk 100 in 100 Campaign**

During Apprentice Week 2011 the National Apprentice Service (NAS) launched their exciting Challenge Norfolk 100 in 100 campaign. The aim was to recruit 100 apprentices for local businesses in 100 days. The advantages of apprenticeships for young people include the opportunity to earn whilst learning as well as enjoying all the ancillary benefits of being an employee. They also receive the support they require to make the transition into the working world. Apprenticeships are of particular value in today's highly competitive job market where a lack of work experience can be a real barrier to securing a position.

On hearing of the campaign we considered how an apprentice could aid us here at Norvic. As an ever-expanding company we have a real need for an administrative assistant to take on some of our daily tasks. The opportunity to support local school leavers and reap the rewards of their enthusiasm and eagerness to learn was highly appealing. In April we took on our young apprentice, Ashley, and he has already become an invaluable member of our team. Ashley's responsibilities include answering the telephone, handling some of our bookings, setting up training rooms and preparing handouts and course materials for our trainers. We would all heartily recommend exploring how an apprentice could help your business but don't just take our word for it; research undertaken by Populus revealed that:

- 8/10 of those who employ apprentices agree that they make the workplace more productive
- Over 8/10 consumers would prefer to use a company that employs apprentices

For further information about apprenticeships and the 100 in 100 campaign visit [www.apprenticeships.org](http://www.apprenticeships.org).

### **May 2011 - A message from Wendy Powles**

We have just launched a new open course starting in June for **Emergency Medical Technician** training. Covering 5 days training, it's aimed at training and qualifying delegates in the knowledge and skills required to deal with medical and trauma emergencies beyond the scope of basic first aid. So, if you are a person who may have to deal with trauma and

Archive News May 2011 – April 2012

medical patients using techniques and equipment beyond the scope of basic first aid, call us to reserve your place. The course is also ideal for private ambulance service personnel, fire fighters, medical response teams, on-site company ambulance staff and first aiders who wish to extend their basic skills.