

Unique Mental Health Training. Social Housing.

10 key advanced training modules for the social housing sector.



This is not just another ‘mental health awareness’ workshop. We are confident that the modules in this training are exactly what your organisation and staff need. We are also aware that other training providers are unable to offer this advance and highly qualified workshop despite their assurances:

This workshop is dedicated to the social housing sector. It is highly researched, evidence-based training that is unlike anything else available in the UK.

We have worked with hundreds of housing providers over the years and have developed this training as a consequence of understanding your organisational training needs in great detail.

This training is delivered by highly qualified experts in the field of psychiatry. Our organisation supports housing providers, NHS trusts and social workers / social care staff. As a consequence we know the challenges that each organisation faces and how to integrate solutions that fit the needs of all.

This training supports the learning needs of:-

- Housing Officers;
- Welfare and tenancy support staff;
- Antisocial behaviour teams;
- Customer facing staff;
- Maintenance teams;
- Supported housing support;
- Sheltered housing support;

- Hostels and homelessness support;
- Mental health and social care support;

10 Key learning objectives:

- 1) Recognise and understanding mental disorder in social housing tenancies and recognising the consequences of different psychiatric disorders on tenant wellbeing, including self-neglect, behaviours associated with depression and anxiety, behaviours associated with severe and enduring mental disorder including psychosis, antisocial behaviours and substance misuse. The training also focuses on behaviours that are NOT associated with mental disorder.
- 2) Understand complex issues surround Personality Disorder and improve communications / appropriate relationships between tenants and your organisation / staff;
- 3) Understand the complex issues surrounding self-harm and suicide and develop appropriate assessments, responses and strategies;
- 4) Understand the responsibilities and limitations of the local Community Mental Health Teams and now how improve engagements and responses;
- 5) Understand how to support and signpost vulnerable tenants into the healthcare system more effectively, including dual diagnosis / illicit substance-misusing tenants;

- 6) Understand best practice in motivating tenants to engage with your support and expectations and how to minimise poor engagement and unhealthy behaviours;
- 7) Manage conflict more effectively with techniques dedicated to tenants with emotional / behavioural disorders and antisocial behaviours;
- 8) Understand and manage behaviours associated with hoarding and self neglect;
- 9) Know when to challenge behaviours and non-compliance that is unrelated to mental disorder;
- 10) Improve risk assessments and risk management protocols for lone working staff and improve staff safety through an increased knowledge of forensic mental health risk;

One day or two day course formats available

All training is delivered on your premises.

Please telephone: 01332 362222

or email for further details

Mental Health Training

Parker House, Mansfield Road,
Derby DE21 4SZ

01332 362222

info@mentalhealthtraining.co.uk

www.mentalhealthtraining.co.uk

Client List & Evaluations Examples



A very small selection of recent delegate evaluations. Please ask to see copies of the original forms.

'This trainer is amazing! Level of knowledge & the medium in which it was communicated as excellent. Great to receive training at an appropriate level. Brilliant!
Conwy County Council

This comment does not come from politeness. I'm a business trainer and have been on hundreds of courses, or many types. This is by far the best delivered, best informed, most useful and relevant course I have ever been on'
Broadlands District Council

'Best course I've been on. Great delivery, Very comprehensive information which was targeted perfectly to the audience at a level which was understandable and absolutely relevant to our roles as support / key workers. Brilliant day and cannot think of an ways in which it could have been improved'
Riverside

'Best Course I've done for years! Bloody Brilliant!
AMHP Social Worker – Haringey Council

'The course was extremely stimulating and probably the best that I have been on with Longhurst Housing'
Longhurst Housing;

'I haven't gained so much from a day's training for a long while. It's a subject in which I have a great interest . I gained much in terms of revision also new information. I haven't enjoyed learning so much for a while - excellent trainer'
AMHP Social Worker – Haringey Council

'Great course! Wealth of information relevant to my role. Interesting combination of research, evidence-based practice of psychological interventions. Training of a much better academic level than lots of training within service at times. Really enjoyed the day
AMHP Social Worker – Haringey Council

"Hands-down the best training that I have ever had at Redbridge"
London Borough of Redbridge Council

'Very interesting course, learned a lot of valuable tools for use with individuals. Excellent delivery!'
Pembrokeshire County Council Social Care Workforce

'Excellent training, thank you! Interesting and thought provoking. All really relevant'
West Yorkshire Partnership NHS Foundation Trust

'Five star! Incredibly interesting, informative, clear and concise. Well done!'
London Borough of Bexley Council

'Best training I have been on at Riverside - very clear and knowledgeable. We should do more courses like this - much better than the usual mediocre training we are subjected to. No ridiculous games designed to waste time or trainer that have little knowledge of the subject. This course was excellent'.
Riverside ECHG

'Excellent course – trainer's knowledge was exceptional - really enjoyed the course and took away some valuable information/tips to assist me with Lone Working'
Spectrum Housing

'Fantastic tutor, would hope that I would be on a course with Simon again. Best one I have been on. Great material and information. More courses like this, hands down the best course I have been on. The information and knowledge is fantastic'.
Accent Foundation Housing

'An excellent course and trainer. Really interesting and very useful information. So very much better than the previous trainer, etc for lone working. Many thanks'
Spectrum Housing

'Superb. The trainer knows his stuff, very informative and well linked to health and safety. Recommend to all staff who work alone'.
Barnet Council (H&S manager)

'Simon is a great tutor and has great knowledge. It's lovely to be able to enjoy a course from start to finish. From the science to the backgrounds of people, to the videos and situations, couldn't fault a thing'.
Walsall Housing

'I was impressed by the trainer's vast knowledge around the subject. It was invaluable the psychology behind risk and behaviours and as delivered in a way we all levels and background knowledge could understand. Thank you so much for a brilliant course'.
Waltham Forest Council

'Most beneficial training I have ever had - relevant, interesting, inspiring - wish there could be more training like this'.
Northampton Probation Services
'Awesome Session. Trainer was excellent!'
Delos Community

'Simon is the best teacher & facilitator of any workshop I have ever been on'.
Riverside ECHG

'This was an excellent bit of training with superb use of PowerPoint. Everybody was very engaged'.
Poole Housing

'Wish I could do more training like this. Best training I have ever done'
Guinness Housing

'Excellent course, training style was brilliant. Thought provoking and explained content in a way that made sense. Really enjoyable day'
AMHP Social Worker – Havering Council

'Great course, would do it again, very, very good course'
Serco

'Very Good course, very good facilitator'
Barnet Council

'Excellent delivery, trainer extremely knowledgeable and held my attention throughout very relevant to my job'

Royal Windsor & Maidenhead Borough Council

'Really excellent and intellectually challenging training... Excellent facilitator'

Staffordshire County Council

'Brilliant! Recommend it to anyone!'

St Mungos

'Course was fantastic! Trainer as fantastic!'

Barnet Council

'Similar, I assume, to being machine-gunned. Most enjoyable and informative course I have ever attended!'

Pembrokeshire County Council Social Care Workforce

'It was excellent. A training course that I got a lot from and one that I will remember for a long time!'

Erewash Council

'Enjoyed the course, very informative. Knowledgeable facilitator'

South West Yorkshire Partnership NHS Foundation Trust

'Excellent. Best course I've been on!'

Barnet Council

'Thank you. A most stimulating and thorough experience for learning and consolidation. Very enjoyable course!'

West Yorkshire Partnership NHS Foundation Trust

'Really good course, informative, relevant to work, really well presented, knowledge of trainer was excellent.'

AMHP Social Worker – Havering Council

'Brilliant course and trainer. Learnt loads and would like more intense training over more days.'

Riverside

'This training is possibly the best I have ever been on. I found it all relevant to my role and I now feel more confident in spotting behaviour that could turn nasty and how to take measures to prevent it or to deal with it if the worst came to the worst! Very valuable information to have in my job! The trainer was extremely knowledgeable and excellent in his training methods.'

Ascis Housing

'This was an excellent training day. I have learnt so much and will be able to put what I have learnt into practice. Great Trainer!'

Nottingham Community Housing

'It was brilliant training, really informative and delivered at excellent pace'

Riverside

'Brilliant. Great use of PowerPoint / videos etc - suited different learning styles'

Royal Windsor & Maidenhead Borough Council

'The best violence and aggression course that I have ever been on. Very interesting'

London Barking & Dagenham Council

'The course has been most interesting and will be put to good use. I could have quite happily covered more on the subject matter'

Thames Valley Police

Very good course, trainer was very good at bringing the subjects together'

AMHP Social Worker – Havering Council

'A very good course, very detailed and informative. Strongly recommend it. The trainer was extremely skilful and knowledgeable.'

AMHP Social Worker – Haringey Council

'Hands-down the best training that I have had at Redbridge! Appropriately academic, excellent practical tips. This was brilliant, more of the same calibre training would be appreciated.'

Redbridge Borough Council

'Thought that this was an outstanding course and very beneficial'

Guildford Borough Council

'Most Interesting course I've been on in years!'

Nottinghamshire Probation

'I have done lone worker training etc in the past and this course was by far the best I have attended.'

Boston Mayflower

'Best training I have ever attended: Interesting, relevant & beneficial.'

Southern Housing Group

'Excellent training. Interesting and engaging material. Learnt new knowledge'

AMHP Social Worker – Haringey Council

'Ok there... just say a big thank you to Simon for today's presentation..... I was totally absorbed for hours! It was probably the best training day I have ever had!'

North Wales Housing

'Very, very useful. One of the best courses I have been on. Will certainly use what I have learnt. Highly recommended for anyone at all that works with tenants and the public. Almost essential in my opinion'

Guinness Housing

'Fantastic course!'

Accent Foundation Housing

'Excellent, very interesting course' Relevant to the job, very useful, very in-depth'

Spire Housing

'Excellent course, Excellent Tutor and very interesting'

Nottinghamshire Probation

'Brilliant course!'

Hightown Praetorian & Churches Housing

'Very good course, interesting subject and will be able to use the techniques in my work'

St Mungos

'Excellent Course! Very well presented, engaging, relevant and informative. Could have done with more time'

Derbyshire Fire & Rescue

'Extremely informative'

AMHP Social Worker –Enfield Council

'The case studies were most useful as I was able to link the learnt theory to a situation'

Thames Valley Police

'Very interesting, Simon was very knowledgeable & clearly an expert in his field'

Accent Nene Housing

'Almost all of the course was useful, and extremely well structured, and very well presented from start to finish'

Walsall Housing Group

'Excellent'

Harrow Council

'Very clear information. Excellent tutor. Very informative and interesting'

London Borough of Bexley Council

'1st Class!'

Guinness Housing

'How could it be improved? I don't think that it could be improved at all!'

Thurrock Council

Really enjoyed yesterday, the course was at a relaxed pace and the gentleman who delivered the training was clearly experienced and interesting to listen to. What I found useful is the importance of looking for signs to actually avoid confrontation, like tenants body language and remembering the value of checking tenant history before you go out on visits.

Ascis Housing

'Should have done this over a year ago'. Very Impressive'

Guinness Housing

'Very, very interesting. Very useful tools.'

London Borough of Bexley Council

'An excellent course which was very well presented and gave enough background information to understand'

Cheshire Plains & Peaks Homes

'Trainer had an excellent approach to the subject and was really personable. Interesting confidence-building session'

Broadlands District Council

'Brilliant course, totally absorbing and enlightening'

Impact Housing

'Invaluable experience best trainer. Made the learning experience worthwhile'

Erewash Council

'Felt the course was absolutely excellent. Trainer enables me to be engaged consistently. Brilliant Course'

Haringey Council

'Great use of media footage, good straight forward explanation of personality disorder and mental health and the differences therein. Great Trainer!'

Nottingham Community Housing

'One of the best courses I have ever attended. Very informative and useful for all public facing workers'

Thanet District Council

Client List

A2 Housing
AB Connectors
Accent Group
Accord Housing
Addaction
Addiction Dependency Solutions
Affinity Sutton Housing
Agriculture & Horticulture Development Board
Aire Valley Homes
Aldingbourne Trust
Alliance Homes
Ambassador Theatre Group
Anchor Trust
Arden & Greater East Midlands NHS Commissioning Group
Ascis Housing
Ashfield Homes
Askham Bryan College
Aske Haberdashers Foundation
Aylesbury Youth Offending Service
Affinity Sutton
Avon & Somerset Probation Services
Barnet Council
Barnet, Haringey & Enfield Mental Health Trust
Blaby District Council
Blackburn with Darwen Borough Council
Babergh District Council
Barca Leeds
Barchester Healthcare
Barking & Dagenham Council
Barnet & Enfield Mental Health Trust
Barnet Homes
Barnsbury Housing
Bournemouth Council
Blue Mountain Homes Blackpool
BPHA
Coastal Housing
Blackburn & Darwen Borough Council
Blackpool Council
Blackpool and the Fylde College
Blackwood Housing
Bloom Procurement Services
Blue Water Homes
Boston Mayflower
Bournemouth Borough Council
Bradford Community Housing Trust
Bridgnorth District Council
Brighton & Hove City Council
Bramble House Care
Branston Limited
Broadacres Housing Association
Broadland District Council
Bromsgrove & Redditch Council
Broadway Park Housing Association
Broxbourne Council
Broxtowe Borough Council
Buckinghamshire County Council
Building Design Partnership
CABA
Capita
Cambridgeshire County Council
Cambridge YMCA
Camphill Village Trust
Capel Manor College
Cardiff Bus Company
Cardiff Community Housing Association
Cardinal Newman College
Care & Repair Cymru
Care 2 Share
Care & Repair Cymru
Caretech / NCLD
Carlisle City Council
Carlisle Housing Association
Carrgomm
Castle Rock Edinvar Housing (Scotland)
CC Housing
Charnwood Council
Cheltenham Borough Council
Cheltenham Borough Homes
Cherwell District Council
Cheshire East County Council
Cheshire West & Chester Council
Chesterfield Borough Council
CHP Housing
Christchurch Borough Council
Christian Action Housing
City West Homes
Community Gateway Housing
Community Options
Community Building Services
Conwy Borough Council
Corby Council
Coventry City Council
Cross Keys Homes
Cumbria County Council
Cymdeithas Tai Clwyd Cyf (Housing)
Dartford Borough Council
Delos Community
Derbyshire Fire & Rescue Service
Derbyshire Probation Services
Derviento Housing
Derwent Living
Devon County Council
DCH Housing Group
Delos Community
Denbigshire County Council
Devon & Somerset Fire & Rescue
Dover District Council
Dumfries & Galloway Housing
Dumfries & Galloway Council (social services)
Dunbritton Housing
Dunstable College
Durham County Council
Dover Council (HR Partnership)
ECHG
Ealing Council
Easthall Park Housing
East Hertfordshire District Council
East North East Homes
East Northamptonshire Council
East Staffordshire Borough Council
East Sussex County Council
Eden Housing
EHRA / Blairtummock Housing Association
Elim Housing
Emmaus Oxford
Enable Housing
Endeavour Housing
Enfield Council
English Churches Housing Group
Erewash Borough Council
Falconwood Academy
Family Housing Association (Wales)
Family Mosaic
Fareham Borough Council
Fife Housing
First Choice Housing
Fitzroy
Flexicon Ltd
Flintshire Council
Forestry Commission Scotland
Futures Housing
G4S Care & Justice Services
Gateshead Council
Geffyre Museum
Geoff Ashcroft Community
Glaxo Smith Kline
Gloucestershire City Council
Gloucestershire County Council
Gloucester City Homes
Gloucestershire Housing Association
Gosport Borough Council
Govan Housing Association
Great Yarmouth Borough Council
Grange Housing
Granta Housing Society
Groundwork
Guildford Borough Council
Guinness Northern Counties Housing
Gwynedd Council
G4s
Haberdashers' Aske's Crayford Academy
Hackney Council
Harrow Council of London
Hart Council
Havebury Housing
Havering Council
Haringey Council
Harlow Council
Hart District Council
Harris Academy Falconwood
Harvey Girls Centre
Heantun Housing
Heritage Care
Hertfordshire Housing Association
Hestia Housing
Hexagon Housing
Homes for Haringey
Home from Home Care
Hornsey YMCA
Hounslow & Richmond NHS Community Care
Hull Churches Housing
Humberside Fire & Rescue
Huntingdonshire District Council
Hyde Housing
Hythe Rotary Housing
Incommunities Housing
Impact Housing
Incommunities Housing
Innisfree Housing
Institute of Engineering & Technology
InStreatham BID
Inverness Woman's Aid
Irene Taylor Trust

Isle of Anglesey County Council
Jem Support Services
Juniper Training
Keepmoat Homes
Keniston Housing Association
Kent Probation
Kettering Borough Council
Lakehouse
Lambeth College
Lambeth Borough of London Council
Lancashire County Council
Lancashire Fire & Rescue
Langley House Trust
Langstane Housing Association
Leicestershire NHS Trust
Lincolnshire YMCA
Lincolnshire Training Forum
Lincolnshire County Council
Lincolnshire YMCA
London Borough of Bexley Council
London Borough of Camden Council
London Borough of Harrow Council
London Borough of Havering Council
London Borough of Hillingdon Council
London Borough of Hounslow Council
London Borough of Lambeth Council
London Borough of Redbridge Council
London Borough of Richmond upon Thames Council
London Borough of Sutton Council
London Cyrenians
Longhurst Housing Group
Look Ahead Housing
Loreburn Housing
Lorretto Care
Lowestoft College
L&Q Group
Lakehouse
Luminus Group
The Lyme Trust
Macclesfield Borough Council
Magenta Living
Manchester Specialist Midwifery Services
Margaret Blackwood Housing Association (Scotland)
Mayday Trust
Melton Borough Council
Mendip District Council
Mental Health Matters
Mid Beds District Council
Milton Keynes Council
Mind
Mole Valley District Council
National Autistic Society
Network Housing
Newcastle City Council
Newcastle-Under-Lyme Council
New Boundaries Group
Newham College of Further Education
Newark & Sherwood District Council / Homes
New Boundaries Group
Newcastle City Council
Newcastle Under Lyme Borough Council
New Forest District Council
New Forest National Parks Authority
Newham College of Further Education
Newydd Housing Association

Northampton College
Northampton Probation Services
Northern College
North Star Housing
Nottingham Communiity Housing
Nottinghamshire County Council
Nottingham Probation Trust
Nottingham Housing
North Dorset District Council
North Herts District Council
North Kesteven Borough Council
Novas Scarman
Nuneaton & Bedworth Borough Council
Ocean Housing Group
Oldham Lifelong Learning Service (Oldham)
Orchard Shipman Housing
Oxfordshire County Council
Oxfordshire Crossroads
P3 Charity
Park Nursing
Partick Housing Association
Pembrokeshire County Council
Peveral Management
Pfizer Limited
Plus Dane Group
Poole Housing Partnership
Positive Steps
Preston City Council
Progress Housing Group
PRMA Consulting
Progress Housing Association
Reach Supported Living
Redbridge Borough Council
Redditch Borough Council
Reach Supported Living
Reason Care
Reliance Security Task Management (Prisoner Services)
Residential Management Group
Rhondda Cynon Taf County Borough Council
Richmond upon Thames College
Ridgill Housing Association
Riverside
Rochdale Boroughwide Housing
RMBC
Rosebery Housing
Rotherham Borough Council
Royal Berkshire Fire & Rescue
Royal Borough of Kingston upon Thames Council
Royal Borough of Windsor & Maidenhead Council
Rushmoor Borough Council
Rutland County Council
SAM
Sanofi Aventis
Saxon Weald Housing
Selby District Council
Serco
Second Step
Selby District Council
Sentinel Housing Association
Seton Care
Scottish Fire & Rescue
Sheffield City Council
SHI UK
Shropshire Council
Shropshire NHS

Staffordshire Moorlands District Council
Spire Housing
St Anne's Community Services
Start 2 Stop
Stafford and Rural Homes
Staffordshire County Council
Sova
South Birmingham NHS Trust
South Cambridgeshire District Council
South Derbyshire District Council
Southwark College
Southern Housing Group
Southend Council
South Northamptonshire Council
South Norfolk Council
South Tyneside Council
South Tyneside Homes
South West Yorkshire NHS –Foundation Trust
South Yorkshire Passenger Transport Executive
Southwark College
Spectrum Housing
SPV Group
St Mungos
St Vincent's Housing
Sussex Downs Conservation Board
Synergy Housing
Taff Housing
Teach First
Tewkesbury Council
Thanet District Council
Thales Training
Thanet District Council
Thermofisher Limited
Glaxo Smith Kline
The Ashdown Forest Centre
Thames Valley Police
Torfaen County Borough Council
Tonbridge & Malling Borough Council
Thurrock Council
Triangle Housing (Belfast)
Trust Housing
Tuntum Housing
Turning Point
Tyndale Council
United Welsh Housing
Royal Windsor & Maidenhead Youth Offending Team
Vertex
Wakefield District Housing
Walsall Council
Walsall Housing Group
Waltham Forest Borough Council
Wandle Housing
Waterloo Housing
Watmos Community Housing



Mental Health Training
Water House, Mansfield Road,
Derby DE1 1AS
01332 362222
www.mentalhealthtraining.co.uk