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# Older People: Key Knowledge and Skills for Providing Effective Support

There are certain things that everyone working in this area 'really should know'. This course covers them.

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A 3-day course for 6-15 people (2-day version also available).

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## Executive Summary:

This course aims to equip professionals with the knowledge and skills to interact powerfully and beneficially in the most frequent and fundamental interactions with older people - both formally and informally. It therefore covers: the image of ageing in society; person-centred care; the physical health problems associated with increasing age; the assessment of physical and mental health; how to enhance therapeutic contact; why it is important to know the person's life history and current situation; and how to match client and helper. Students attending this course can expect to feel overall more 'skilled up' as a professional working with older people.

## The course covers:

- The image of ageing in society in general, and for participants. How a speaker's age influences the perception of what they say. Positive images of ageing – the grey panthers etc.
- Person-centred care its history, current usage, and what it means in terms of the actions we should take (listening, recognising differences, treating people with dignity and respect and, especially, helping people make informed choices).
- Physical health problems associated with increasing age.
- Assessment: including physical and mental health, cognitive functioning, strokes, head injuries, adaptive functioning, social functioning. And methods (self-report, reports from others, observation), goals of assessment (screening, diagnosis, understanding). Risk assessment.
- Factors enhancing both formal and informal therapeutic contact: The skills of being less abstract and refraining from 'interpretations', how to compensate for reduction in memory, being flexible in session length, using informal interactions, flexible location. How to 'socialise' into therapy both the patient and family. How to be active rather than passive, how to be aware of age contrast in goal setting and empathy. Spotting your own latent ageism and eradicating it.
- Interview skills: listening, building rapport, credibility and empathy.

- Enhancing therapeutic conversations: Open questions, writing things down, flexibility on length of session, setting up a session so the person can hear and see you, helping the person to cope with memory problems, adjusting the length and physical setup of sessions.
- Life story: putting emotional responses in context, why it is important to know the person's life history and current situation.
- Matching client and helper: how to utilise the team most effectively, what to do when you don't 'make contact' with a person, how to choose 'key worker'.

## What this course will do for you:

1. You will be aware of the prejudice and discrimination – both deliberate and accidental – that older people experience, and have a feeling for what this must feel like. You will be aware whether you have any prejudice in your own attitudes, and how you may minimise it.
2. You may be surprised at the power and influence yielded by many older people.
3. You will know about the 'how and why' of treating people as individuals.
4. You will know what older people can and cannot do, physically, and why they cannot do what they cannot do.
5. You will be able to assess the physical and mental health of the people in your care: you will know what you are looking for and how and where to look for it.
6. You will know the most common risks associated with older people.
7. You will be able to get on better and more skilfully with your clients, and also their families.
8. You will be able to talk much better with your clients: to have conversations which are more useful and more enjoyable.
9. You will be able much better to empathise with your clients, and to know better how to respond to them.
10. You will feel overall 'skilled up' as a professional working with older people.

To discuss or place an order call **0116 241 8331** or email [office@apt.ac](mailto:office@apt.ac)

Over 100,000 professionals have benefitted from attending APT courses; APT tutors are a resource of academic and clinical expertise probably unequalled in the UK.

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## Executive Summary:

All delegates are registered at APT HQ as having attended the course, and receive a certificate to acknowledge their attendance and registration. As a bona fide APT event, this course automatically has accreditation from The Association for Psychological Therapies. This accreditation is given weight by the fact of over 90,000 professionals having attended APT training.

### Delegates' Feedback

Average presentation rating: 97%



Average relevance rating: 95%



#### Written Feedback:

"Hooray, the best presented, organized, stress-free course I have ever attended since working within mental health nursing. All sessions were relevant to my area of nursing. I hope to be attending future courses with APT."