WHAT IS SAFE&WELL?

A Safe and Well Visit is a person centred home visit carried out by both Operational and non-Operational staff within Greater Manchester Fire and Rescue Service. The visit expands the scope of its predecessor, the Home Safety Check. It involves the systematic identification of, and response to, health, wellbeing and home security issues in addition to focussing on fire risk reduction.

An effective Safe & Well visit takes a holistic approach to reducing risk. This is achieved by considering the individual, their home environment and lifestyle. The visit also emphasises a person centred approach. This means that it places the wishes, beliefs, needs and abilities of the individual at the heart of the intervention.

Throughout a Safe & Well visit our aim is to empower and motivate people to make positive changes to their health, wellbeing and fire safety. By doing this the process should not be limited to merely signposting to other agencies, but will also look to reduce risks during the initial visit where appropriate.

Wherever possible the approach adopted should be one of:

- A light touch health check of all individuals in the home;
- Identification of risk factors while in the home;
- Provision of brief advice or interventions;
- Provision of appropriate risk reduction equipment;
- Referral to specialist advice and support where appropriate;
- Signposting to further useful information;
WHY SAFE&WELL?

GMFRS’s core purpose is to ‘Protect and improve the quality of life of the people in Greater Manchester’ and by expanding the scope of our home visits to look at other risks alongside fire risk, we increase our ability to deliver against this core purpose and increase public value.

We know that many causes of poor health outcomes are the same as the factors that increase the risk of fire. By tackling these causes GMFRS will not only improve Public Health outcomes, but will reduce fire incidents, injuries and deaths amongst those communities who are most at risk.

Whilst it is true that we are broadening our focus, GMFRS has a proven track record of successfully delivering targeted prevention work which provides a solid platform from which to reduce risks other than fire. Our entrusted reputation and access to over 60,000 homes per year ideally places us to deliver advice and interventions on behalf of our partners, and identify people who might benefit from a referral into specialist services.

Furthermore, Fire and Rescue Services (FRS) have recognised that in order to maintain a resilient emergency response, and prevent the FRS from becoming a depleted service we must add public value to the service we provide. Safe & Well provides us with the opportunity to position fire as a health asset, therefore enabling us to deliver additional public value and reduce demand on other public services.
SKILLS FOR SAFE & WELL?

The first thing to remember is that GMFRS staff will not take on the role of specialist workers in other fields. Our role is to provide a contribution that is complementary to, and part of, the wider health, public health and community safety prevention agenda, adding value to the dedicated work that other professionals already provide.

Some of our staff already talk to people about their health, wellbeing and other risks during home visits and have received training to assist with aspects of this. However, we appreciate that these subjects might seem new and unfamiliar to others, so to help all staff feel confident and equipped to talk about these new areas, training, resources and guidance will be provided.

The following pages contain details on the various aspects of training available to staff in order to equip them with the skills, knowledge and confidence to deliver Safe & Well visits effectively.
SAFE & WELL INDUCTION SESSION

Course Overview
This short induction session is designed to provide an overview of the Safe & Well visit including what it entails and why GMFRS have developed and adopted its use. The session provides an increased awareness and understanding of GMFRS’s role in keeping people ‘safe’ and ‘well’ in their homes. Whilst specifically aimed at staff groups who will be responsible for conducting Safe & Well visits (Fire Fighters and Community Safety Advisors), this induction is also useful for wider staff groups in raising awareness of this approach.

Course Objectives
Delegates will gain a knowledge and understanding of:
- The definition of ‘Safe & Well’
- Why FRS Nationally are positioning themselves as a health asset
- Why GMFRS are developing and adopting the Safe & Well visit
- What a Safe & Well visit consists of
- The spirit and principles of Safe & Well
- Identifying and responding to risk relating to Safe & Well
- The benefits of Safe & Well to the people we visit

Course Duration: 2 Hours
Minimum Number of Delegates: N/a
Maximum Number of Delegates: N/a
Delivery Method: Watch based training (Delivered by WM/SM)
SAFEGUARDING

Course Overview
In 2010, GMFRS made statutory arrangements to safeguard and promote the welfare of children. In January 2013, the Safeguarding Children Policy was replaced by the Safeguarding Policy and Procedure. It is important that all GMFRS employees and volunteers are up to date with safeguarding legislation and the safeguarding procedures to follow if required. This training will explore the various approaches to safeguarding and the different safeguarding issues one needs to be aware of when representing GMFRS.

Course Objectives

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<thead>
<tr>
<th>Module</th>
<th>Key Learning Objective</th>
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<tbody>
<tr>
<td>1: Approaches to Safeguarding</td>
<td>Delegates will understand the meaning of safeguarding</td>
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<tr>
<td>2: Safeguarding Policy</td>
<td>Delegates will understand the safeguarding policy of GMFRS</td>
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<tr>
<td>3: Safeguarding Procedure</td>
<td>Delegates will be aware of the GMFRS safeguarding procedure</td>
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<tr>
<td>4: Supporting Information</td>
<td>Delegates will be aware of what further supporting information is available</td>
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Course Duration: 1.5 - 2 hours (e-Learning) / 3 hours (face to face)
Minimum Number of Delegates: 8
Maximum Number of Delegates: 20
Delivery Method: e-Learning (MANDATORY)
Face to Face - Available upon request on completion of e-Learning if required
Course Overview
This is a one day course consisting of 7 guided learning hours followed by a multiple choice examination which delegates must pass in order to achieve this accredited qualification. This qualification aims to provide learners with a knowledge and understanding of the principles of promoting health and wellbeing and of how to direct individuals towards further practical support in their efforts to attain a healthier lifestyle.

Staff responsible for carrying out Safe & Well visits will find this course invaluable as helping others improve their health is central to this qualification. Understanding how to promote and communicate improvements to health are essential skills in delivering a Safe & Well visit effectively.

This course also covers the process of behaviour change and provides an understanding of how to encourage positive change including why a person may be resistant to changing their behaviours. This knowledge is important when trying to reduce risk relating to a person’s health and wellbeing.

Course Objectives
Delegates will:
• Know how inequalities in health may develop and what the current policies are for addressing these
• Understand how effective communication can support health messages
• Know how to promote improvements in health and well-being to individuals
• Understand the impact of change on improving an individual’s health and well-being

Course Duration: 1 day (7 guided learning hours + 45 minute examination)
Minimum Number of Delegates: 5
Maximum Number of Delegates: 20
Delivery Method: Face to Face
LEGAL & ILLEGAL SUBSTANCE INTERVENTION TRAINING

Course Overview
Delivered by the Royal Society for Public Health, this is a one day course covering the key current issues and trends relating to substance misuse including alcohol consumption and smoking. The session will enable delegates to recognise different types of scenarios that will support them to deliver with confidence all elements of a Safe & Well visit relating to these subject areas. Throughout this training key resources, local agencies and national providers will also be identified to encourage further professional development.

Course Objectives

<table>
<thead>
<tr>
<th>Subject Area</th>
<th>Key Learning Objective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol</td>
<td>Understand current alcohol guidelines and recommended units</td>
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<td></td>
<td>Understand behaviours, signs, symptoms and be able to offer harm reduction advice</td>
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<tr>
<td></td>
<td>Encourage confidence to deliver brief interventions, challenging stigma and signposting to local &amp; national services</td>
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Contact
## Safe & Well

### Training Courses
- Safe & Well Induction Session
- Safeguarding
- Understanding Health Improvement
- Legal & Illegal Substance Intervention training
- Falls Risk Assessment Tool Training
- Mental Health First Aid
- Domestic Security Surveying
- Safe & Well Workshop
- Winter Warmth

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### Legal & Illegal Substance Intervention Training

**Subject Area** | **Key Learning Objective**
---|---
Substance Misuse | Identify categories of substances and their effects on the body
| Identify some commonly used illicit drugs/paraphernalia and common names
| Understand substance misuse legislation including legal highs
| Understand behaviours, signs, symptoms and give harm reduction advice
| Encourage confidence to deliver brief interventions, challenging stigma and signposting to local & national services

**Subject Area** | **Key Learning Objective**
---|---
Smoking Cessation | Understand current information regarding treatment
| Understand behaviours, signs, symptoms and give harm reduction advice
| Understand the impact of smoking on health and wellbeing
| Encourage confidence to deliver brief interventions, challenging stigma and signposting to local and national services

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**Course Duration:** 6 hours (1 day)
**Minimum Number of Delegates:** 8
**Maximum Number of Delegates:** 20
**Delivery Method:** Face to Face
Course Overview
This short session is aimed at individuals who are responsible for carrying out Safe & Well visits. In addition to gaining a knowledge and understanding of what the Falls Risk Assessment Tool is and how to use it, the session also explains the need for this tool when visiting the homes of people over the age of 65. Causes of falls in the home and the impact of falls on people’s lives are discussed and delegates are made aware of the role of Falls Prevention Services. This is essential knowledge for our staff as the FRAT is included within a Safe & Well visit for over 65’s.

Course Objectives
Delegates will;
• Gain an understanding of why GMFRS are working in partnership with Falls Prevention Services
• Understand why people fall
• Understand the impact of falling on an older person
• Learn how to use the Falls Risk Assessment Tools and the referral process

Course Duration: 1 Hour
Minimum Number of Delegates: 5
Maximum Number of Delegates: 20
Delivery Method: Face to Face
MENTAL HEALTH FIRST AID

Course Overview
This is an internationally recognised course which is split into four manageable chunks covering: what mental health is, suicide, anxiety, depression and psychosis. A mix of presentation, group discussions and group work activities are used to cover topics in a safe and supportive learning environment.

Mental health problems are common, especially depression, anxiety and those associated with misuse of alcohol and other drugs. It is therefore possible that staff will come in to contact with someone experiencing these issues when delivering Safe & Well visits. This course provides useful knowledge for individuals to recognise the symptoms of common mental health problems, provide immediate aid and support and also to guide a person towards further professional help if appropriate.

Course Objectives
Delegates will learn how to:
• Spot the early signs of a mental health problem
• Feel confident helping someone experiencing a mental health problem
• Provide help on a first aid basis
• Help prevent someone from hurting themselves or others
• Help stop a mental illness from getting worse
• Help someone recover faster
• Guide someone towards the right support
• Reduce the stigma of mental health problems

Course Duration: 14 Hours (2 days)
Minimum Number of Delegates: 8
Maximum Number of Delegates: 16
Delivery Method: Face to Face
Course Overview

This largely practical training session is designed to equip delegates with the knowledge, skills and understanding required to conduct a domestic security survey. The course is aimed at enabling delegates to carry out a ‘light touch’ basic survey confidently by applying simple crime prevention techniques in order to make home occupiers more secure in their homes.

The focus will be on providing appropriate, realistic and cost effective advice and basic interventions in order to reduce the opportunity for crime in line with the domestic security checklist which is included within a Safe & Well visit.

Course Objectives

Delegates will learn how to:
• Identify the three main types of domestic burglary.
• Identify tools and techniques that can be used to identify and respond to crime issues.
• Identify the Ten Principles of Crime Prevention.
• Identify the level of risk identified with residential properties.
• Identify a range of security measures that can be implemented to reduce the levels of risk associated with crime in residential properties.
• Conduct a (light touch) survey of a domestic property.
• Make recommendations to reduce the risk of crime.

Course Duration: 6 Hours
Minimum Number of Delegates: 8
Maximum Number of Delegates: 20
Delivery Method: Face to Face
Safe & Well Workshop: Conducting a Visit

Course Overview

The aim of this training is to ensure all delegates understand how to carry out a Safe & Well visit. The session will challenge candidates to draw upon knowledge gained from other aspects of the Safe & Well training programme and apply this learning to the visit itself through simulated activities.

It will also provide an opportunity to practice using the Safe & Well paperwork and will provide an understanding of the record keeping requirements of the visit. This interactive session will incorporate the theory behind a Safe and Well visit as well as practical activities and case studies to enhance practical application of this knowledge.

Course Objectives

Delegates will:
- Identify the purpose of completing a Safe & Well visit
- Understand the principles of Safe & Well
- Be able to identify and respond to risk in relation to Safe & Well
- Be able to understand and complete the Safe & Well paperwork correctly
- Understand record keeping in relation to Safe & Well
- Understand referral pathways for Safe & Well
- Identify the benefits of Safe & Well for the people we visit

Course Duration: 6 Hours
Minimum Number of Delegates: 8
Maximum Number of Delegates: 20
Delivery Method: Face to Face
SAFETY & WELL WORKSHOP
WINTER WARMTH

GMFRS are working in partnership with Public England in delivering the Winter Warmth intervention. Winter Warmth is a project involving a number of organisations aimed at delivering effective support to those who need it most during the winter months.

One of the drivers behind this intervention is the number of excess winter deaths currently occurring nationally. This is directly related to the cold weather and whilst many of these people have underlying health problems, they wouldn’t have been expected to die during this period. Public Health England estimate 36,000 elderly people die per year due to the effects of the cold.

GMFRS has a proven track record in prevention therefore we are ideally placed to assist Public Health England in reducing the number of excess winter deaths. We aim to do this by incorporating Winter Warmth specific; assessment, referral and advice, into the current Safe & Well visit. By enhancing the holistic nature of the visit we hope to further prevent poor outcomes relating to health and well-being and also contribute to reducing demand upon other services and A & E departments during the winter months.

Course Objectives
Delegates will know and understand;
• Risk associated with falls in the home, cold homes, flu vaccinations and social isolation.
• Common causes and impact of falls in the home.
• How to conduct the Falls Risk Assessment Tool and the Get Up and Go test.
• Potential signs and indicators of cold homes and social isolation.
• How, when and who to refer/signpost to for further support.
• How to utilise and complete the Winter Warmth sections of the Safe & Well paperwork.

Course Duration: 45-60 Mins
Minimum Number of Delegates: 8 (Face to face)
Maximum Number of Delegates: 20 (Face to face)
Delivery Method: Face to Face / Online Training Facilitation (Webinar)
HOW TO CONTACT US

To enquire about a course please use one of the following options:

• Telephone 0161 736 5866 and ask to speak to the Community Safety, Training and Development Co-Ordinator
• E-Mail CSTD@manchesterfire.gov.uk