

Making Every Contact Count (MECC) in Richmond – free online training

Richmond Council has developed a series of **online training courses** to support people working on the frontline of our local communities. These courses are designed to enable staff and volunteers to develop the essential skills needed to **identify** people who could benefit from additional support, **raise the issue** with them and **refer or signpost** that person to the appropriate service(s).

Each of the courses highlighted below should take no longer than 20-25 minutes to complete and all are about **providing access** to what is on offer within the borough.

Addressing Loneliness & Isolation
Loneliness and isolation is a growing issue, and it doesn't just affect older people. This course provides an awareness of isolation and loneliness, looking who might be vulnerable, how to spot signs that someone might need help and what you can do to help tackle this issue.

Dementia Awareness
This course provides an introduction to dementia and considers the causes, symptoms and treatments. It also provides an awareness of how dementia affects those who live with the condition and their carers . It is split into two modules: <i>Causes, Symptoms and Treatment</i> and <i>Living with Dementia</i> .

Accessing New Technologies
New technologies are important in helping to reduce isolation and loneliness. This course will provide an overview of the new technologies available in the borough and how they can help to reduce isolation and loneliness. It also highlights some of the challenges that people may face when accessing technology.

Supporting Winter Warmth
Living in a cold home can harm your health and have a negative impact on mental wellbeing. This course provides an awareness of the dangers of cold weather and living in cold conditions. It highlights the importance of keeping warm and will help in identifying individuals who may be at risk during the winter. The course also explores the different services available in Richmond and looks at how to refer to the Winter Warmth team .

Active Travel
Active Travel is a growing initiative which encourages people to become more active by making small, manageable changes to day-to-day life, which in turn have a positive effect on physical and mental wellbeing . This course provides an awareness of what active travel is, what the benefits are and how to encourage others to become more active .

Benefits of the training:

For Staff & Volunteers	For Service-Users	For Your Organisation
<ul style="list-style-type: none"> Develops essential skills needed for working in the local community Increases confidence in discussing issues with service-users Improved job satisfaction 	<ul style="list-style-type: none"> Improves access to the right services at the right time Boosts health and wellbeing through early intervention Contributes to the reduction of health inequalities 	<ul style="list-style-type: none"> Increases staff knowledge and competence Improves service quality through improved staff engagement Free, tailored training

Access to training: Email Matt Robinson at matthew.robinson@richmondandwandsworth.gov.uk and provide the following information for those who wish to undertake the training:

* **Name** * **Organisation** * **Email address** *

Personalised emails will then be sent in return providing a link to the training via the *Me Learning* website.