

About McSence

Community Business, Social Enterprise & Registered Charity - Offering a Wide Range of Care, Property & Training Services

McSence Group Formed in 1988, is an Award-Winning Community Business, Social Enterprise & Registered Charity Offering a Wide Range of Services:



CARE: Care at Home, Home-Help & Companionship



PROPERTY: Property Maintenance, Cleaning Services, Commercial Property Rental, Property Development Management & Support



TRAINING: Training Events & Courses, Conferencing Facilities, Manual Handling Suite, CSCS & SQA Test Centre

Our McSence Training Division, with our experienced team of professional Trainers deliver a range of course covering the following:

- ✚ Social Care
- ✚ Construction
- ✚ Health, Safety & courses

We can deliver the courses at your chosen venue or you can hire one of our conferencing, meeting and training suites where our facilities include the following:

- ✚ Conference Rooms
- ✚ Meeting & Boardrooms
- ✚ Manual Handling Suite Hire
- ✚ CSCS Test Centre
- ✚ Café
- ✚ Free On-Site parking
- ✚ Free Wi-fi

For an up to date list of all our current 2020 training courses - please see overleaf...



McSence Training

McSence Training Delivers a Range of Training Courses
With Modern Conferencing & Training Rooms for Hire

The following McSence Group Training Courses have been released for 2020:

A to Z of 2020 TRAINING COURSE TITLE(S)	PAGE(S)
Adult Support & Protection	3
Child Protection	4
Continence Care & Pressure Care Awareness	5
CSCS Construction Skills Certification Scheme	6
Core Values & Intro to SSSC & National Care Standards	7
Dementia Informed & Communication	8
Diabetes Awareness	9
Emergency First Aid at Work: 1 Day	10
Emergency First Aid at Work: 3 Day	11
First Aid: Paediatrics	12
Health & Safety in Social Care: Basic	13
Infection Control	14
Managing Challenging Behaviour	15
Moving, Handling, People & Objects	16-18
Positive Behavioural Support (PBS)	19
Professional Boundaries	20
Safe Administration of Medication	21
SVQ Medication Competency	22
Social Care Full Induction Program: 5 Days	23-24

All information is correct as of December 2019 and this brochure will be updated throughout 2020 to include availability and any new or additional course(s).

BOOKING & ENQUIRIES

**McSence Training & Conference Centre,
McSence Business Park, 32 Sycamore Road, Mayfield, EH22 5TA**



Bookings & Contacts

For bookings & enquiries, contact details are shown below:

✚ Phone	P: 0131 454 1500
✚ Email	E: mail@mcsence.co.uk
✚ Website	W: www.mcsence.co.uk
✚ Facebook	FB: https://www.facebook.com/McSenceGroup/
✚ LinkedIn	L: https://www.linkedin.com/in/mcsence-group-2613438/?originalSubdomain=uk
✚ Twitter	T: https://twitter.com/McSenceGroup
✚ Caroline Meagher	E: caroline.meagher@mcsence.co.uk
✚ Fidelma Muraska	E: fidelma.muraska@mcsence.co.uk
✚ Jackie McCloy	E: jackie.mccloy@mcsence.co.uk
✚ Kelly Ireland	E: kelly.ireland@mcsence.co.uk
✚ Martha Convie	E: martha.convie@mcsence.co.uk
✚ Steven Quinn	E: steven.quinn@mcsence.co.uk

Payment

An invoice is usually sent to you or your organisation after the training course preferably by email or you can pay on the training day by card or cash and prices are plus VAT.

Cancellation

If you need to cancel, please let us know as soon as possible, so that we can look to advertise and fill the space(s) where the following cancellation conditions apply:

- ✚ 4 weeks-notice: no charge
- ✚ 2 weeks-notice: half the cost(s) of the course
- ✚ Less than above or no notice: full charge of the course



ADULT SUPPORT & PROTECTION TRAINING COURSE

Course Summary

This three-hour course equips those working with vulnerable adults with an introduction to adult support and protection. A range of learning techniques are used, including group discussions, videos and reflection on real life scenarios. A key aim is to instil confidence in carers where this course clarifies exactly what needs to be done if harm is disclosed or witnessed. Run by our experienced Trainers, this course provides evidence for future Level 2 and 3 SVQ qualifications in Social Services and Health Care Awards, personal development goals and meets all sector specific requirements.

Who should attend?

This course is of value to individuals and/or groups but not limited to: **Home Care Workers, Coordinators, Care Assistants, Support Workers, Volunteers, Befrienders, Domestic or Housekeepers in a Home Care setting, Family Carers, Senior Carers, Care Coordinators, Community Carers, Support Workers, Support Assistants & Quality Assurance Staff.**

Learning Outcomes

The key learning outcomes for attendees are:

- ✚ Understanding of the legislation in place regarding adult support and protection
- ✚ Appreciation of different types of abuse
- ✚ What to look for, signs and indicators of abuse
- ✚ How to report concerns

Cost(s)

From £33.00 + VAT per person including tea, coffee, certificates and handouts.

Infill opportunities are available on the dates below.

There's the option to book a full day's course where each course can take up to 15 learners – please contact us direct for more details.

Dates & Times

The course times are from 1.00pm (prompt) to 4.00pm (approx.) and following dates are available:

Course Dates from 1.00pm – 4.00pm
Tuesday, 7th January 2020
Tuesday, 21st January 2020
Monday, 10th February 2020
Tuesday, 18th February 2020
Tuesday, 10 th March 2020
Tuesday, 17 th March 2020
Tuesday, 14 th April 2020
Tuesday, 21 st April 2020
Wednesday, 6 th May 2020
Tuesday, 26 th May 2020
Tuesday, 9 th June 2020
Tuesday, 23 rd June 2020

Course Dates from 1.00pm – 4.00pm
Thursday, 2 nd July 2020
Tuesday, 21 st July 2020
Friday, 21 st August 2020
Tuesday, 25 th August 2020
Wednesday, 9 th September 2020
Tuesday, 22 nd September 2020
Tuesday, 13 th October 2020
Tuesday, 20 th October 2020
Tuesday, 10 th November 2020
Tuesday, 17 th November 2020
Tuesday, 8 th December 2020
Tuesday, 15 th December 2020

CHILD PROTECTION & SAFEGUARDING TRAINING COURSE

Course Summary

This half day course will provide you with a foundation in child protection knowledge and skills. This course is crucial for anyone who has regular contact with children and young people. The training will enable you to recognise and respond appropriately to child abuse concerns and referrals. This course is an introduction to child protection and safeguarding and includes:

- ✚ Background and context for children's safeguarding
- ✚ Safeguarding and key principles in the Children and Young People Scotland Act and Getting it right for every child.
- ✚ Types of abuse and neglect
- ✚ Concerns, allegations and disclosures
- ✚ Information sharing between agencies
- ✚ Practice examples, scenarios and case studies

Who Should Attend?

This course is of value to individuals and/or groups but not limited to: ***Social Workers, Team Leaders, Residential Key Workers, Foster Carers, Teachers, Designated Safeguarding Staff, Nurses, Doctors, GP Practices, Voluntary Organisations, Care Workers, Coordinators, Care Assistants, Support Workers, Volunteers, Befrienders, Domestic, Housekeepers, Family Carers, Care Coordinators, Community Carers, Support Workers, Support Assistants & Quality Assurance Staff.***

Learning Outcomes

The key learning outcomes for attendees are:

- ✚ Establish a good knowledge of child protection and safeguarding
- ✚ Have an understanding of safeguarding legislation
- ✚ Be able to recognise potential indicators of abuse for children
- ✚ Know what action to take if there is a safeguarding concern or allegation
- ✚ Gain a person-centred approach in child protection and safeguarding

Cost(s)

£200.00 + VAT per day. Price includes tea, coffee, certificates and handouts.

Dates & Times

There's the option to book a full day's course where each course can take up to 15 learners – please contact us direct for more details.

CONTINENCE CARE & PRESSURE CARE AWARENESS TRAINING COURSE

Course Summary

This course is a half day to increase awareness and support understanding of continence and incontinence as well as understanding the structure of skin. This aim of the course is to support staff to understand good pressure care and continence care in the care environment including:

- ✚ Personal care and supporting independence with continence/pressure care
- ✚ How to promote good healthy skin
- ✚ Understanding of skin and organs regarding continence/pressure care
- ✚ How to monitor skin and identify pressure areas developing
- ✚ Awareness of other professionals involved in the care of continence and pressure
- ✚ Use of the Braden scale and waterlow tools to prevent sores
- ✚ Impact of poor practice in continence and pressure care

Who should attend?

This course is of value to individuals and/or groups but not limited to: **Home Care Workers, Coordinators, Care Assistants, Support Workers, Volunteers, Befrienders, Domestic or Housekeepers in a Home Care setting, Family Carers, Senior Carers, Care Coordinators, Community Carers, Support Workers, Support Assistants and Quality Assurance Staff.**

Learning Outcomes

The key learning outcomes for attendees are:

- ✚ Intro to bladder & bowel functions
- ✚ Continence awareness
- ✚ How to promote continence
- ✚ The causes of incontinence
- ✚ The role of the carer & support worker
- ✚ Products used in continence care
- ✚ Catheter care for males & females
- ✚ Emptying Catheters
- ✚ Leg bag changing
- ✚ Night bags, Sheaths, Stoma care

Cost(s)

From £38.50 + VAT per person including tea, coffee, certificates and handouts.

Infill opportunities are available on the dates below.

There's the option to book a full day's course where each course can take up to 12 learners – please contact us direct for more details.

Dates & Times

The course times are from 9.00am (prompt) to 1.00pm (approx.) and following dates are available:

Course Dates from 9.00am – 1.00pm
Wednesday, 22nd January 2020
Wednesday, 19th February 2020
Wednesday, 18 th March 2020
Wednesday, 22 nd April 2020
Wednesday, 27 th May 202
Wednesday, 24 th June 2020

Course Dates from 9.00am – 1.00pm
Wednesday, 22 nd July 2020
Wednesday, 19 th August 2020
Wednesday, 23 rd September 2020
Wednesday, 21 st October 2020
Wednesday, 18 th November 2020
Wednesday, 16 th December 2020

CSCS CONSTRUCTION SKILLS CERTIFICATION SCHEME

Course Summary

CSCS is the leading skills certification scheme within the UK construction industry. Most major contractors and homebuilders require construction workers on their sites to hold a valid CSCS card proving an individual's identity and that they have the required construction training, qualifications and experience. Training provides details of working safely in a construction environment followed by a 50-question on-line multi choice test with "real-time" results allowing successful candidates to work on construction sites straightaway and we provide:

- ✚ SQA Level 1 in Health and Safety in a Construction Environment
- ✚ CSCS Health, Safety and Environment Test with immediate "real-time" results
- ✚ CSCS Health & Safety in a Construction Environment application and arranging card i.e.
 - ✓ **Green Laborer's Card**
 - ✓ **Green Skilled Workers Card** for time served individuals with an SVQ Level 2 or above

Who Should Attend?

This course is of value to, but not limited to, those who are either working in or intending to work in the construction industry as well as those who need to renew their CSCS cards.

Learning Outcomes

The key learning outcomes for attendees are:

- ✚ An overview of health and safety in the workplace
- ✚ How to behave safely at work
- ✚ Awareness of risks encountered in a construction environment
- ✚ Awareness of accidents, hazards, lifting and moving in the workplace

Cost(s)

- ✚ SQA Level 1 in Health and Safety in a Construction Environment - £125.00 + VAT
- ✚ **Green Card** £200.00 + VAT per person for SQA Level 1 & Green Card
- ✚ **Green Card ONLY** £75.00 + VAT per person for Green Card only
- ✚ **Blue Card ONLY** £75.00 + VAT per person for Blue Card only

Course Dates & Times

The course takes approximately a half day to complete depending on experience of delegate(s) with availability Monday to Friday and timings are flexible to suit individual's needs.

Funding & Payment

Funding for the Green Card and SQA Certificate Level 1 may be available for those who are eligible. If you earn less than £22,000 per year funding is available through Skills Development Scotland's (SDS) Individual Training Account (ITA). Click here to check whether you are eligible for funding:

<https://www.myworldofwork.co.uk/learn-and-train/course/detail/health-and-safety-construction-environment-cscs-green-card-qualification-hx12-04-5b7b58329187cd7c28535cde/apply/f8285cf5-1e72-4ee1-ae58-72b031fe20b4#/>

For those not entitled to funding through the ITA scheme, card or cash payments are accepted on the day. Note: Funding for the Blue Card is not available through ITA.

CORE VALUES & INTRO TO SSSC NATIONAL CARE STANDARDS TRAINING COURSE

Course Summary

This is a three-hour course which is aimed at exploring values and the range of different values including those set out by organisations, those we have as individuals, those set by society and finally those we have as professionals in the care sector. This course will then support trainees to explore their values and where these have come from before then going on to see how our values as individuals and professionals match with the SSSC (Scottish Social Services Council) Codes of Practice 2016 and the new Health and Social Care Standards 2018. This course will help trainees familiarise themselves with the SSSC Codes and Health and Social Care Standards.

Who should attend?

This course is of value to individuals and/or groups but not limited to: ***Home Care Workers, Coordinators, Care Assistants, Support Workers, Volunteers, Befrienders, Domestic or Housekeepers in a Home Care setting, Family Carers, Senior Carers, Care Coordinators, Community Carers, Support Workers, Support Assistants and Quality Assurance Staff.***

Learning Outcomes

The key learning outcomes for attendees are:

- ✚ What are values?
- ✚ Professional and personal
- ✚ Where do they come from?
- ✚ How do we use our values?
- ✚ Explore professional boundaries

Cost(s)

From £33.00 + VAT per person including tea, coffee, certificates and handouts.

Infill opportunities are available on the dates below.

There's the option to book a full day's course where each course can take up to 15 learners – please contact us direct for more details.

Dates & Times

The course times are from 9.00am (prompt) to 12.00pm (approx.) and following dates are available:

Course Dates & Times 9.00am – 12.00pm	Course Dates & Times 9.00am – 12.00pm
<i>Monday, 20th January 2020</i>	Monday, 20th July 2020
<i>Monday, 17th February 2020</i>	Monday, 17th August 2020
Monday, 16th March 2020	Monday, 21st September 2020
Monday, 20th April 2020	Monday, 19th October
Monday, 25th May 2020	Monday, 16th November 2020
Monday, 22nd June 2020	Monday, 14th December 2020

DEMENTIA INFORMED & COMMUNICATION TRAINING COURSE

Course Summary

It is estimated that over 850,000 people are living with dementia in the UK. As people get older, the risk of developing dementia increases. This course is a 3-hour session to increase awareness of dementia and help develop understanding of dementia for the individual diagnosed as well as their family members.

Who should attend?

This course is of value to individuals and/or groups but not limited to: **Home Care Workers, Coordinators, Care Assistants, Support Workers, Volunteers, Befrienders, Domestic or Housekeepers in a Home Care setting, Family Carers, Senior Carers, Care Coordinators, Community Carers, Support Workers, Support Assistants and Quality Assurance Staff.**

Learning Outcomes

The key learning outcomes for attendees are:

- ✚ What is dementia
- ✚ Symptoms of dementia
- ✚ Different types of dementia
- ✚ Develop a range of skills that can support those diagnosed and their families

Cost(s)

From £33.00 + VAT per person per day including tea, coffee, certificates and handouts.

Infill opportunities are available on the dates below.

There's the option to book a full day's course where each course can take up to 15 learners – please contact us direct for more details.

Dates & Times

The course times are from 9.00am (prompt) to 12.00pm (approx.) and the following dates are available:

Course Dates & Times 9.00am – 12.00pm
Friday, 24th January 2020
Friday, 21st February 2020
Friday, 20 th March 2020
Friday, 24 th April 2020
Friday, 29 th May 2020
Thursday, 25 th June 2020

Course Dates & Times 9.00am – 12.00pm
Thursday, 23 rd July 2020
Thursday, 20 th August 2020
Friday, 25 th September 2020
Friday, 23 rd October 2020
Friday, 20 th November 2020
Friday, 18 th December 2020

DIABETES AWARENESS TRAINING COURSE

Course Summary

We have introduced this new half day course to give people who work in care, or family members of someone with diabetes, information about how they can best support others who live with this condition where according to the organisation Diabetes UK, 3.7 million people have been diagnosed with diabetes in the UK; this has risen rapidly in the last 20 years and is expected to affect 5 million people by 2025.

Who should attend?

This course is suitable for but not limited to those working in the care sector and carers of individuals with type 1 or 2 diabetes i.e. **Home Care Workers, Coordinators, Care Assistants, Support Workers, Volunteers, Befrienders, Domestic or Housekeepers in a Home Care setting, Family Carers, Senior Carers, Care Coordinators, Community Carers, Support Workers, Support Assistants and Quality Assurance Staff.**

Learning Outcomes

The course does not cover how to inject insulin and how to take blood sugar readings (although blood sugar is discussed) and the key learning outcomes for attendees are:

- ✚ Definition of diabetes
- ✚ The differences between type 1 and type 2 diabetes
- ✚ Signs and symptoms of hypoglycemia (low blood sugar readings)
- ✚ Signs and symptoms of hyperglycemia (high blood sugar readings)
- ✚ How to best respond to blood sugar readings

Cost(s) & Dates

From £33.00 + VAT per person including tea, coffee, certificates and handouts.

Dates & Times

There's the option to book a full day's course where each course can take up to 15 learners – please contact us direct for more details.

EMERGENCY FIRST AID AT WORK: 1 DAY PRACTICAL TRAINING COURSE

Course Summary

This one-day course is SQA SCQF Level 6 accredited. It is suitable for anyone in a workplace or organisation where a First Aider is required. Delegates are competency assessed throughout the course in scenarios they may reasonably encounter in real life.

Delegates will have the opportunity to learn in a practical way, with aids and products. There is also the chance to ask questions and build confidence in a learning environment.

Who should attend?

This course is suitable for but not limited to anyone who requires a First Aid knowledge to conduct their duties i.e. ***Home Care Workers, Coordinators, Care Assistants, Support Workers, Volunteers, Befrienders, Domestic or Housekeepers in a Home Care setting, Family Carers, Senior Carers, Care Coordinators, Community Carers, Support Workers, Support Assistants and Quality Assurance Staff.***

Learning Outcomes

The key learning outcomes for attendees are:

- ✚ Understand the role and responsibilities of a First Aider
- ✚ Able to assess an incident or emergency
- ✚ Able to provide first aid to an unresponsive casualty
- ✚ CPR (Cardiopulmonary Resuscitation)
- ✚ Seizures
- ✚ Recovery position

Cost(s)

From £55.00 + VAT per person including tea, coffee, certificates and handouts.

Dates & Times

There's the option to book a full day's course where each course can take up to 12 learners – please contact us direct for more details.

EMERGENCY FIRST AID AT WORK: 3 DAY TRAINING COURSE

Course Summary

This three-day course can be run over consecutive dates or split into 3 separate sessions depending on the operational requirements of your organisation. The course is SQA SCQF Level 6 accredited and meets the Health and Safety (First Aid) regulations 1981. It involves practical competency assessments and understanding theory which is assessed by a written paper. It is suitable for anyone in a workplace, or organisation where a First Aider is required.

Who should attend?

This course is suitable for but not limited to anyone who requires in depth First Aid knowledge to conduct their duties i.e. ***Home Care Workers, Coordinators, Care Assistants, Support Workers, Volunteers, Befrienders, Domestic or Housekeepers in a Home Care setting, Family Carers, Senior Carers, Care Coordinators, Community Carers, Support Workers, Support Assistants and Quality Assurance Staff.***

Learning Outcomes

The key learning outcomes for attendees are:

- | | |
|----------------------------------|---------------------------------|
| ✚ Assessing Emergency Situations | ✚ Fractures |
| ✚ Asthma | ✚ Head Injuries |
| ✚ Bandaging | ✚ Heart Attacks |
| ✚ Burns | ✚ Legalities & Responsibilities |
| ✚ Chest Injuries | ✚ Poisoning |
| ✚ Choking | ✚ Resuscitation |
| ✚ Controlling Bleeding | ✚ Shock, Including Anaphylaxis |
| ✚ Defibrillation | ✚ Spinal Injuries |
| ✚ Diabetes | ✚ Sprains and Strains |
| ✚ Epilepsy | ✚ Stroke |
| ✚ Eye Injuries | ✚ Unresponsive Casualties |

Cost(s)

From £165 + VAT per person per 3 days including tea, coffee, certificates and handouts.

Dates & Time

There's the option to book a full day's course where each course can take up to 15 learners – please contact us direct for more details.

FIRST AID PAEDIATRIC TRAINING COURSE

Course Summary

This qualification is designed for learners with a responsibility for the care of babies, infants and children providing the knowledge and practical competency to deal with a range of paediatric first aid situations. This requires 6 hours learning time to complete and includes a blend of theory, discussion and practical skills in real life situations.

Who should attend?

This course is suitable for but not limited to those who are involved in supporting and working with babies, infants and children i.e. ***Home Care Workers, Coordinators, Care Assistants, Support Workers, Volunteers, Befrienders, Domestic or Housekeepers in a Home Care setting, Family Carers, Senior Carers, Care Coordinators, Community Carers, Support Workers, Support Assistants and Quality Assurance Staff.***

Learning Outcomes

The key learning outcomes for attendees are:

- ✚ Understand the role and responsibilities of the paediatric first aider
- ✚ Be able to assess an emergency situation
- ✚ Be able to provide first aid for an infant and a child who are unresponsive
- ✚ Be able to provide first aid for an infant and child who are choking
- ✚ Be able to provide first aid to an infant and a child with external bleeding
- ✚ Know how to provide first aid to an infant and a child who is suffering from shock
- ✚ Know how to provide first aid to an infant or a child with bites, stings and minor injuries

Cost(s) & Dates

From £360.00 + VAT per day for 12 delegates including tea, coffee and certificates.

Dates & Time

There's the option to book a full day's course where each course can take up to 12 learners – please contact us direct for more details.

HEALTH & SAFETY IN SOCIAL CARE TRAINING COURSE

Course Summary

This course is a half day course on general Health and Safety awareness for social care employees. It begins by introducing delegates into some of the key pieces of legislations and some health and safety statistics. The delegates are also provided with the opportunity to explore safety cultures and the difference between moral, legal and financial importance.

Who should attend?

This course is of value to individuals and/or groups including, but not limited to: **Home Care Workers, Coordinators, Care Assistants, Support Workers, Volunteers, Befrienders, Domestic or Housekeepers in a Home Care setting, Family Carers, Senior Carers, Care Coordinators, Community Carers, Support Workers, Support Assistants and Quality Assurance Staff.**

Learning Outcomes

The key learning outcomes for attendees are:

- ✚ Understanding health and safety in the workplace and in the care environment
- ✚ How to support safe environment for each other and the people we support
- ✚ Understanding of fire awareness and what we can do to prevent this
- ✚ Understanding aspects of infection control
- ✚ How to safely use PPE in the care environment

Cost(s)

From £33.00 + VAT per person per day including tea, coffee, certificates and handouts.

Infill opportunities are available on the dates below.

There's the option to book a full day's course where each course can take up to 15 learners – please contact us direct for more details.

Dates & Times

The course runs from 1.00pm (prompt) to 4.00pm (approx.) and the following dates are available:

Course Dates & Times 1.00pm – 4.00pm
Monday, 20th January 2020
Monday, 17th February 2020
Monday, 16 th March 2020
Monday, 20 th April 2020
Monday, 25 th May 2020
Monday, 22 nd June 2020

Course Dates & Times 1.00pm – 4.00pm
Monday, 20 th July 2020
Monday, 17 th August 2020
Monday, 21 st September 2020
Monday, 19 th October 2020
Monday, 16 th November 2020
Monday, 14 th December 2020

INFECTION CONTROL TRAINING COURSE

Course Summary

This half day training course is a blend of theory and some practical exercises which support the learner to understand policies, legislation, theories and guidance which underpin infection control and to be able to relate to it within the context of their workplace.

Who should attend?

This course is of value to individuals and/or groups but not limited to: *Home Care Workers, Coordinators, Care Assistants, Support Workers, Volunteers, Befrienders, Domestic or Housekeepers in a Home Care setting, Family Carers, Senior Carers, Care Coordinators, Community Carers, Support Workers, Support Assistants and Quality Assurance Staff.*

Learning Outcomes

The key learning outcomes for attendees are:

- ✚ The causes of infection
- ✚ How infection is spread
- ✚ Universal precautions within health and social care
- ✚ Hand hygiene and effective hand washing
- ✚ Infection control in a health and social care setting

Cost(s) & Dates

From £200 + VAT per day for 15 delegates including tea, coffee and certificates.

Dates & Time

There's the option to book a full day's course where each course can take up to 15 learners – please contact us direct for more details.

MANAGING CHALLENGING BEHAVIOUR TRAINING COURSE

Course Summary

This full day course is mainly a theoretical examination of challenging behaviours and particularly in the context of caring for people with dementia. We will examine what is meant by the term “challenging behaviour”, how it manifests and what factors there might be. We will look at de-escalation techniques and the importance of a person-centred approach and consistent record keeping to support the individual whose behaviour challenge the provision of care.

Who should attend?

This course is of value to individuals and/or groups but not limited to: *Home Care Workers, Coordinators, Care Assistants, Support Workers, Volunteers, Befrienders, Domestic or Housekeepers in a Home Care setting, Family Carers, Senior Carers, Care Coordinators, Community Carers, Support Workers, Support Assistants and Quality Assurance Staff.*

Learning Outcomes

The key learning outcomes for attendees are:

- ✚ Define challenging behaviour, its causes and forms
- ✚ Discuss and practice the communication skills required to diffuse challenging behaviour
- ✚ Recognise when we might be at risk if situations escalate
- ✚ Describe how to avoid danger and recognise your limits of practice

Cost(s)

From £400.00 + VAT per day for 15 delegates including tea, coffee and certificates.

Dates & Time

There's the option to book a full day's course where each course can take up to 15 learners – please contact us direct for more details.

MOVING, HANDLING PEOPLE & OBJECTS TRAINING COURSE

Course Summary

Moving and handling of people, equipment, laundry, supplies, deliveries or waste, is a key activity for many people in the workplace. Poor moving and handling practice can cause back pain, which can lead to the inability to work and/or accidents where there are the following two courses available:

- ✚ **Day 1: Introduction & Awareness:** We provide a 1-day course as an introduction and awareness to moving people and objects safely, using real equipment to build understanding. Taking place in our fully equipped Manual Handling Suite, delegates can experience the equipment first-hand and learn how to avoid injuries and accidents.
- ✚ **Day 2: Competency Practice & Confidence Building:** This training session will provide staff with the Scottish Manual Handling Passport and ensure competency of a full range of techniques regarding moving and handling with people and equipment in the care sector. Every staff member will require to demonstrate the use of every piece of equipment in order to achieve this.

Who should attend?

This course is of value to individuals and/or groups but not limited to: **Home Care Workers, Coordinators, Care Assistants, Support Workers, Volunteers, Befrienders, Domestic or Housekeepers in a Home Care setting, Family Carers, Senior Carers, Care Coordinators, Community Carers, Support Workers, Support Assistants and Quality Assurance Staff.**

Learning Outcomes

The key learning outcomes for attendees are:

- ✚ Understanding incorrect moving and handling
- ✚ Increase awareness of correct moving and handling, including instruction of equipment
- ✚ Understanding how we cause ourselves injuries and how best to prevent them
- ✚ The 4 key principles of manual handling and how to apply them in our home life and work life
- ✚ Understanding of legislation
- ✚ Understanding of risk assessment

Cost(s)

From £38.50 + VAT per person per day including tea, coffee, certificates and handouts.

From £350.00 + VAT per day for 12 delegates including tea, coffee and certificates.

Infill opportunities are available on the dates overleaf:

- ✚ Day 1 is certificated as attendance and should be refreshed every 12-18 months.
- ✚ Day 1 and 2 together will qualify the learners to achieve a certificate of competency and Scottish Manual Handling Passport which requires to be renewed once every 3 years.

Dates & Times:

Day 1 Introduction & Awareness

The course runs from 9.00am (prompt) to 3.00pm (approx.) and the following dates are available:

Day 1 Course Dates & Times 9.00am – 3.00pm
Tuesday, 14th January 2020
Thursday, 23rd January 2020
Wednesday, 29th January 2020
Monday, 3rd February 2020
Thursday, 20th February 2020
Monday, 24th February 2020
Wednesday, 4th March 2020
Thursday, 19 th March 2020
Tuesday, 24 th March 2020
Tuesday, 7 th April 2020
Thursday, 16 th April 2020
Thursday, 23 rd April 2020
Wednesday, 29 th April 2020
Tuesday, 5 th May 2020
Thursday, 28 th May 2020
Wednesday, 3 rd June 2020
Thursday, 18 th June 2020
Friday, 26 th June 2020

Day 1 Course Dates & Times 9.00am – 3.00pm
Monday, 6 th July 2020
Tuesday, 14 th July 2020
Friday, 24 th July 2020
Tuesday, 4 th August 2020
Wednesday, 12 th August 2020
Tuesday, 18 th August 2020
Tuesday, 1 st September 2020
Wednesday, 16 th September 2020
Thursday, 24 th September 2020
Wednesday, 14 th October 2020
Thursday, 22 nd October 2020
Tuesday, 27 th October 2020
Thursday, 5 th November 2020
Thursday, 19 th November 2020
Wednesday, 25 th November 2020
Wednesday, 2 nd December 2020
Thursday, 17 th December 2020
Monday, 21 st December 2020

Day 2 Competency Practice & Confidence Building

The course runs from 9.00am (prompt) to 4.00pm (approx.) and the following dates are available:

Day 2 Course Dates & Times 9.00am – 4.00pm
Wednesday, 12th February 2020
Thursday, 12 th March 2020
Thursday, 9 th April 2020
Monday, 4 th May 2020
Thursday, 11 th June 2020
Thursday, 9 th July 2020

Day 2 Course Dates & Times 9.00am – 4.00pm
Thursday, 13 th August 2020
Tuesday, 8 th September 2020
Thursday, 15 th October 2020
Thursday, 12 th November 2020
Thursday, 10 th December 2020
Tuesday, 29 th December 2020

MANUAL HANDLING SUITE COURSE ADD-ONS

The McSence Manual Handling Suite gives delegates the opportunity to experience using a wide range of equipment that they are likely to come across in the workplace. (*1) Equipment includes:

- | | |
|--------------------------|------------------------|
| ✚ Electric Profiling Bed | ✚ Handibar |
| ✚ Sam Hall Rotary Turner | ✚ Walking Aids |
| ✚ Rigid Turntable | ✚ Slings |
| ✚ Wheelchairs | ✚ Stand Aid (Electric) |
| ✚ Client Hand Blocks | ✚ Fabric Turntable |
| ✚ Oxford Hoist | ✚ Transfer Board |
| ✚ Slide / Roller Sheets | ✚ Rope Ladders |
| ✚ Handling Belt | |

MOVING & HANDLING SUITE RENTAL

Our fully equipped Moving & Handling Suite is also available for rental. Cost(s) are £154.00 + VAT per full day and £88.00 + VAT per half day. Some examples of some of the equipment is shown below. To discuss your needs, please contact Martha Convie at: martha.convie@mcsence.co.uk



POSITIVE BEHAVIOURAL SUPPORT

Course Summary

Positive Behavioural Support Training Course is a full day course with interactive training involving group work and discussion. Staff are encouraged to analyse issues, identify problem areas and adopt a solutions-based approach. This training provides a forum whereby staff can examine current organisational policies, procedures, risk assessments and control measures and identify where systems might be improved. The training also encourages staff to reflect upon their own capabilities and experience and recognise their own accountability. Where appropriate we can also include non-injurious breakaway technique(s).

Learning Outcomes

The key learning outcomes for attendees are:

- ✚ To equip staff with the knowledge, skills and awareness to anticipate risk in all work environments and prevent the potential for conflict and aggression where possible
- ✚ To intervene when appropriate and effectively deal with challenging situations and people, working to resolve incidents and issues when they arise and with the least amount of harm and distress to self, colleagues and others
- ✚ To recognise when personal safety considerations are paramount and when disengagement is necessary and appropriate
- ✚ To analyse why it happens, help to minimise it and encourage a consistent strategy in the workplace
- ✚ Be able to define what is meant by 'behaviour' and be able to explain how internal and external factors influence behaviour
- ✚ Discuss how to create a positive environment to stimulate positive behaviour
- ✚ Be able to define socially disabling behaviour and be able to discuss how socially disabling behaviour affects service users and staff
- ✚ Become aware of your own personal reactions to "challenging" people
- ✚ identify and cope with your own emotional reactions when responding
- ✚ Develop early recognition of an escalating behavioural situation as well as being able to recognise when we might be at risk if situations escalate
- ✚ Describe how to avoid danger and recognise your limits of practice
- ✚ Implement de-escalation strategies to deal with people when they are agitated, aggressive, uncooperative and refusing to listen
- ✚ Restore and reconnect with "challenging" people following a behavioural situation

Who should attend?

This course is of value to individuals and/or groups but not limited to: ***Home Care Workers, Coordinators, Care Assistants, Support Workers, Volunteers, Befrienders, Domestic or Housekeepers in a Home Care setting, Family Carers, Senior Carers, Care Coordinators, Community Carers, Support Workers, Support Assistants and Quality Assurance Staff.***

Cost(s)

From £300.00 + VAT per day for 15 delegates including tea, coffee and certificates.

Dates & Time

There's the option to book a full day's course where each course can take up to 15 learners – please contact us direct for more details.

PROFESSIONAL BOUNDARIES TRAINING COURSE

Course Summary

We have developed this new course to help those in the workplace clearly understand the professional boundaries between colleagues, clients and members of the public. Boundaries are important for making sure no one is uncomfortable and to clearly define everyone's responsibilities. Professional Boundaries training can help workers to understand the necessity of behaving in a certain way at work - if boundaries are crossed, conflict and unease can arise and can have a negative impact on staff productivity and morale. This can also have a damaging effect on customers' experience of your company, affecting its reputation and general business. This course covers the difference between professional and personal boundaries and how easy it can be to cross the line between the two; particularly when we get to know the people we work with.

Who should attend?

This course is suitable for but not limited to all workers whether in Care, Retail, Education, Health, Construction, Services, Manufacturing, or any workplace where individuals are in contact with others - this course will be tailored to the needs of the delegates. ***Home Care Workers, Care Assistants, Family Carers, Retail and Hospitality Workers, Office Workers, Support Workers, Support Assistants, Senior Carers and Coordinators.***

Learning Outcomes

The key learning outcomes for attendees are:

- ✚ Acceptable and unacceptable boundaries
- ✚ How we should react when a boundary is crossed
- ✚ Limits of behaviour
- ✚ Use of power
- ✚ Exploring delegates' own personal boundaries and learn how to apply professional boundaries effectively without damaging relationships
- ✚ How to identify clear "do's" and "don'ts" in a professional capacity

Cost(s)

From £33.00 + VAT per person per day including tea, coffee and certificates.

Dates & Time

There's the option to book a full day's course where each course can take up to 15 learners – please contact us direct for more details.

SAFE ADMINISTRATION OF MEDICATION TRAINING COURSE

Course Summary

This half day course covers an introduction to medication legislation, discussions on the Care Inspectorate's levels of administering, prompting and assisting in the safe administration of medication. At the end of the course, delegates are given a 24-question multiple choice theory assessment to ensure the information has been understood and absorbed. Run by our experienced Trainers, this course counts towards delegates' SVQ levels 2, 3 and 4 qualifications in social services and health care, as well as personal development goals.

Who should attend?

This course is of value to individuals and/or groups but not limited to i.e. **Home Care Workers, Coordinators, Care Assistants, Support Workers, Volunteers, Befrienders, Domestic or Housekeepers in a Home Care setting, Family Carers, Senior Carers, Care Coordinators, Community Carers, Support Workers, Support Assistants and Quality Assurance Staff.**

Learning Outcomes

The key learning outcomes for attendees are:

- ✚ Introduction to medication legislation
- ✚ Common types of medications and their uses
- ✚ Procedures and techniques for administration including different routes of medication
- ✚ Adverse reactions and side effects
- ✚ Protocols for storing, receiving and recording medication
- ✚ Awareness of the differences between medicating in care home and community settings

Cost(s)

From £33.00 + VAT per person including tea, coffee, certificates and handouts. Infill opportunities are available on the dates provided over the page – however if you would like a full session, maximum of 12 per course.

Dates & Times

The course times are from 9.00am (prompt) to 12.00pm (approx.) and the following dates are available:

Course Dates & Times 9.00am - 12:30pm	Course Dates & Times 9.00am - 12:30pm
Tuesday, 7th January 2020	Thursday, 2 nd July 2020
Tuesday, 21st January 2020	Tuesday, 21 st July 2020
Monday, 10th February 2020	Friday, 21 st August 2020
Tuesday, 18th February 2020	Tuesday, 25 th August 2020
Tuesday, 10 th March 2020	Wednesday, 9 th September 2020
Tuesday, 17 th March 2020	Tuesday, 22 nd September 2020
Tuesday, 14 th April 2020	Tuesday, 13 th October 2020
Tuesday, 21 st April 2020	Tuesday, 20 th October 2020
Wednesday, 6 th May 2020	Tuesday, 10 th November 2020
Tuesday, 26 th May 2020	Tuesday, 17 th November 2020
Tuesday, 9 th June 2020	Tuesday, 8 th December 2020
Tuesday, 23 rd June 2020	Tuesday, 15 th December 2020

SQA MEDICATION COMPETENCY

Course Summary

This is an opportunity for employers to support their staff to gain competency in safe administration of medication by completing a stand-alone Medication unit from the SVQ Level 3 – Social Services and Health Care award. Learners will be allocated an assessor who will support them through this unit and help develop their understanding. The learner will require to complete a reflective account detailing how they administer medication at present and complete some research regarding medication knowledge, legislation and safe practices. This can be done in a distance learning format. The allocated assessor will follow up this reflective account by completing two medication observations with the candidate evidencing good practice and also highlighting areas of development where necessary.

Unit – Standard 3122 & Unit - Standard CHS6

There are two potential medication units to select from – both designed for different types of services:

-  **Unit - Standard 3122:** This standard applies to social care workers and identifies the requirements when supporting individuals to use medication in social care settings. Which includes the 3 levels of assist, prompt administer medication support. This involves promoting individuals' independence and rights while supporting them to use medication. The standard covers preparing for and supporting the use of medication, as well as implementing safe practices to ensure medication supplies are received, stored and disposed of safely – this is aimed at staff who work in the community within a client's own home.
-  **Unit - Standard CHS6:** This standard covers the administration of medication to individuals and monitoring the effects. This role is complex and will not be the role of all care staff, only those designated to undertake this activity according to their expertise and employers' decisions. The standard applies to all medication used for and by individuals, both prescribed and non-prescribed. This includes immunisation and vaccination. This standard is intended to be used in a variety of care settings including hospitals, nursing and residential homes, hospices, and community settings including the individual's own home and GP surgeries. This standard does not cover the use and administration of intra-venous medication. Users of this standard will need to ensure that practice reflects up to date information and policies. This allows learners to explore a range of knowledge surrounding medication. This can later be linked to the Personal Development Award (PDA) medication as a separate award.

Who should complete this unit?

Any staff members who are being asked to administer medication however don't hold a qualification for this. This can include home care workers working in the community as well as care home staff and residential staff.

Cost(s)

£250.00 + VAT per candidate and this course includes continuous support and communication with the assessor throughout, one initial face to face induction meeting, feedback on reflective account, completion of 2 observations at the learner's workplace and SQA print out confirming achievement and McSence certificate of achievement.

SOCIAL CARE FULL INDUCTION PROGRAM

MONTH	DAY 1: MONDAY	DAY 2: TUESDAY	DAY 3: WEDNESDAY	DAY 4: THURSDAY	DAY 5: FRIDAY	DAY 6: COMPETENCY
<u>JANUARY 2020</u> WEEK BEGINNING: 20TH JANUARY 2020	Core Values, SSSC & NCS Health & Safety in Care 9.00am – 4.00pm	Medication 9.00am – 12.30pm Adult Support & Protection 1.00pm – 4.00pm	Continence, Pressure & aspects of Personal Care 9.00am – 1.00pm	Moving & Handling Awareness 9.00am – 3.00pm	Dementia Informed 9.00am – 12.00pm	Wednesday 12th Feb Moving & Handling Competency 9.00am – 4.00pm
<u>FEBRUARY 2020</u> WEEK BEGINNING: 17TH FEBRUARY 2020	Core Values, SSSC & NCS Health & Safety in Care 9.00am – 4.00pm	Medication 9.00am – 12.30pm Adult Support & Protection 1.00pm – 4.00pm	Continence, Pressure & aspects of Personal Care 9.00am – 1.00pm	Moving & Handling Awareness 9.00am – 3.00pm	Dementia Informed 9.00am – 12.00pm	Thursday 12th March Moving & Handling Competency 9.00am – 4.00pm
<u>MARCH 2020</u> WEEK BEGINNING: 16TH MARCH 2020	Core Values, SSSC & NCS Health & Safety in Care 9.00am – 4.00pm	Medication 9.00am-12.30pm Adult Support & Protection 1.00pm - 4.00pm	Continence, Pressure & aspects of Personal Care 9.00am – 1.00pm	Moving & Handling Awareness 9.00am - 3.00pm	Dementia Informed 9.00am - 12.00pm	Thursday 9th April Moving & Handling Competency 9.00am – 4.00pm
<u>APRIL 2020</u> WEEK BEGINNING: 20TH APRIL 2020	Core Values, SSSC & NCS Health & Safety in Care 9.00am – 4.00pm	Medication 9.00am – 12.30pm Adult Support & Protection 1.00pm - 4.00pm	Continence, Pressure & aspects of Personal Care 9.00am – 1.00pm	Moving & Handling Awareness 9.00am - 3.00pm	Dementia Informed 9.00am - 12.00pm	Monday 4th May Moving & Handling Competency 9.00am – 4.00pm
<u>MAY 2020</u> WEEK BEGINNING: 25TH MAY 2020	Core Values, SSSC & NCS Health & Safety in Care 9.00am – 4.00pm	Medication 9.00am – 12.30pm Adult Support & Protection 1.00pm - 4.00pm	Continence, Pressure & aspects of Personal Care 9.00am – 1.00pm	Moving & Handling Awareness 9.00am - 3.00pm	Dementia Informed 9.00am - 12.00pm	Thursday 11th June Moving & Handling Competency 9.00am – 4.00pm
<u>JUNE 2020</u> WEEK BEGINNING: 22ND JUNE 2020	Core Values, SSSC & NCS Health & Safety in Care 9.00am – 4.00pm	Medication 9.00am – 12.30pm Adult Support & Protection 1.00pm - 4.00pm	Continence, Pressure & aspects of Personal Care 9.00am – 1.00pm	Dementia Informed 9.00am - 12.00pm	Moving & Handling Awareness 9.00am - 3.00pm	Thursday 9th July Moving & Handling Competency 9.00am – 4.00pm

MONTH	DAY 1: MONDAY	DAY 2: TUESDAY	DAY 3: WEDNESDAY	DAY 4: THURSDAY	DAY 5: FRIDAY	DAY 6: COMPETENCY
<u>JULY 2020</u> WEEK BEGINNING: 20TH JULY 2020	Core Values, SSSC & NCS Health & Safety in Care 9.00am – 4.00pm	Medication 9.00am-12.00pm Adult Support & Protection 1.00pm - 4.00pm	Continence, Pressure & aspects of Personal Care 9.00am – 1.00pm	Dementia Informed 9.00am-12.00pm	Moving & Handling Awareness 9.00am- 3.00pm	Thursday 13th August Moving & Handling Competency 9.00am – 4.00pm
<u>AUGUST 2020</u> WEEK BEGINNING: 17TH AUGUST 2020	Core Values, SSSC & NCS Health & Safety in Care 9.00am – 4.00pm	Moving & Handling Awareness 9.00am - 3.00pm	Continence, Pressure & aspects of Personal Care 9.00am – 1.00pm	Dementia Informed 9.00am-12.00pm	Medication 9-12:30pm Adult Support & Protection 1.00pm - 4.00pm	Tuesday 8th September Moving & Handling Competency 9.00am – 4.00pm
<u>SEPTEMBER 2020</u> WEEK BEGINNING: 21ST SEPTEMBER 2020	Core Values, SSSC & NCS Health & Safety in Care 9.00am – 4.00pm	Medication 9.00am-12.30pm Adult Support & Protection 1.00pm - 4.00pm	Continence, Pressure & aspects of Personal Care 9.00am – 1.00pm	Moving & Handling Awareness 9.00am- 3.00pm	Dementia Informed 9.00am -12.00pm	Thursday 15th October Moving & Handling Competency 9.00am – 4.00pm
<u>OCTOBER 2020</u> WEEK BEGINNING 19TH OCTOBER 2020	Core Values, SSSC & NCS Health & Safety in Care 9.00am – 4.00pm	Medication 9.00am-12.00pm Adult Support & Protection 1.00pm - 4.00pm	Continence, Pressure & aspects of Personal Care 9.00am – 1.00pm	Moving & Handling Awareness 9.00am- 3.00pm	Dementia Informed 9.00am-12.00pm	Thursday 12th November Moving & Handling Competency 9.00am – 4.00pm
<u>NOVEMBER 2020</u> WEEK BEGINNING: 16TH NOVEMBER 2020	Core Values, SSSC & NCS Health & Safety in Care 9.00am – 4.00pm	Medication 9.00am-12.30pm Adult Support & Protection 1.00pm - 4.00pm	Continence, Pressure & aspects of Personal Care 9.00am – 1.00pm	Moving & Handling Awareness 9.00am - 3.00pm	Dementia Informed 9.00am - 12.00pm	Thursday 10th December Moving & Handling Competency 9.00am – 4.00pm
<u>DECEMBER 2020</u> WEEK BEGINNING: 14TH DECEMBER 2020	Core Values, SSSC & NCS Health & Safety in Care 9.00am – 4.00pm	Medication 9.00am-12.30pm Adult Support & Protection 1.00pm - 4.00pm	Continence, Pressure & aspects of Personal Care 9.00am – 1.00pm	Moving & Handling Awareness 9.00am - 3.00pm	Dementia Informed 9.00am-12.00pm	Tuesday 29th December Moving & Handling Competency 9.00am – 4.00pm

Social Care TV – All staff will require to complete Food Hygiene and First Aid Awareness ONLY

*** All staff will complete reflection at the end of each course – This will generate SSSC and SVQ evidence***

All care staff will require to register with the SSSC – this will be introduced in Day 1