

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, HomeHelp & Companionship



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



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

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

- ✚ Health and Social Care
- ✚ First Aid
- ✚ SVQ ins Care – all levels, Learning and Development and Management

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

- ✚ Conference Rooms
- ✚ Meeting & Boardrooms
- ✚ Manual Handling Suite Hire
- ✚ Free On-Site parking

For an up to date list of all our current 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 2024:

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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 T: 0131 454 1515
- ✉ 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/company/mcsence/>
- 🐦 Twitter T: <https://twitter.com/McSenceGroup>

- 👤 Caroline Meagher – Training Manager E: caroline.meagher@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**. Invoices will be issued at the end of the month after the training has taken place. Please note there will be a price increase for any course booked from April 2024.

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). 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



ACCESS ARRANGEMENTS

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



We have a large car park which is **free** to use for all those attending training.

Moving and Handling Suite is room 14

All other training – room 10

There are 2 access gates into the McSence Business Park. Please enter using the gate behind the Mayfield Community Club EH22 5PG

If you use the smart phone app – what3words you will find us by searching

///unpacked.contained.debate

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what3words

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what3words

There are 2 doors to enter the building.

The front entrance is at the top of the hill as you enter the McSence Business Park behind the Mayfield Community club EH22 5PG. This door has a buzzer system – press your room number – this will let the trainer know you have arrived and they will come and collect you from the front door area.

The rear entrance is a **grey door**, you will see this if you drive around or walk around the car park to the rear of the building or enter McSence Business Park via the Gospel Hall/School Entrance EH225PD and has “training and conference” above the door – this door will take you directly into the moving and handling suite and the trainer will greet you. **Please only use this door if you are booked into the moving and handling course.**

Tea and Coffee will be provided. Lunch is not provided. There are no catering facilities on site however there is a local newsagent/shop within a 2 minute walking distance.

Please ensure you bring your own pen/notepad to your course. If you have any COVID 19 symptoms please DO NOT attend the training course.

Please share these access instructions with any staff members that you book into a training course at McSence.



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

The cost of this course is £210 and there is also opportunity for infill places on courses that are already booked to take place. Infill spaces cost £30 per person. The training will be invoiced at the end of the month. If you would like to book, please contact.



AUTISM AWARENESS TRAINING COURSE

Course Summary






This course is a blend of theory and some practical exercises which support the learner to understand the wide range of characteristics and behaviours which may affect those on the autistic spectrum. Learners will discuss the importance of effective care planning and documentation and looks at the techniques and skills that care workers need to support people with autism and help them achieve their goals.

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

This ½ day course (3 hours) will cover:-

-  Demonstrate an understanding of the Autism Spectrum
-  Understand what is meant by the triad of impairment
-  Understand how the triad will impact on the lives of people with ASD
-  Explain the difficulties experienced by people with ASD i.e., stress, anxiety
-  Understand the 5 key areas of motivation when supporting a person with ASD

Cost

The cost of this course is £210 The training will be invoiced at the end of the month. If you would like to book, please contact.



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

The cost of this course is £210 and there is also opportunity for infill places on courses that are already booked to take place. Infill spaces cost £30 per person. The training will be invoiced at the end of the month. If you would like to book, please contact.



CONTINENCE, PRESSURE and PERSONAL CARE AWARENESS TRAINING COURSE

Course Summary

This full day course will increase awareness and support understanding of continence and incontinence as well as understanding the structure of skin. The aim provides support staff with a understanding of good pressure care and continence care and give the opportunity for staff who have never worked in care, experience in utilizing different continence products. This course also includes personal care awareness and how to provide support with basic personal care tasks in a way that is dignified and respectful.

The delegates attending this course will have a practical opportunity to use and see continence aids as well as having the opportunity to explore personal care and how to deliver this in a dignified and respectful way.

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 on incontinence
- ✚ The role of the carer & support worker
- ✚ Washing and drying – personal care
- ✚ Infection control considerations
- ✚ Products used in continence care
- ✚ Catheter care for males & females
- ✚ Emptying Catheters
- ✚ Leg bag changing
- ✚ Night bags, Sheaths, Stoma care
- ✚ Oral hygiene
- ✚ Promotion of healthy skin

Cost

The cost of this course is £420 and there is also an opportunity for infill places on courses that are already booked to take place. Infill spaces cost £50 per person. The training will be invoiced at the end of the month. If you would like to book, please contact.



CORE VALUES & INTRO TO SSSC & HEALTH AND SOCIAL 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 should have as professionals in the care sector. This course will 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

The cost of this course is £210 and there is also opportunity for infill places on courses that are already booked to take place. Infill spaces cost £30 per person. The training will be invoiced at the end of the month. If you would like to book, please contact.



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

The cost of this course is £210 and there is also opportunity for infill places on courses that are already booked to take place. Infill spaces cost £30 per person. The training will be invoiced at the end of the month. If you would like to book, please contact.



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. 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)
- ✚ Signs and symptoms of hyperglycemia (high blood sugar)
- ✚ Emergency first aid for a diabetic emergency

Cost

The cost of this course is £210 and there is also opportunity for infill places on courses that are already booked to take place. Infill spaces cost £30 per person. The training will be invoiced at the end of the month. If you would like to book, please contact.



EMERGENCY FIRST AID AT WORK: 1 DAY PRACTICAL TRAINING COURSE

Course Summary

This one-day course is SQA SCQF Level 6 accredited. We also offer a 4-hour awareness session. It is suitable for anyone in a workplace or organisation where an emergency First Aider is required. Delegates are competency assessed throughout the course, in scenarios they may reasonably encounter in real life. This course can be split and delivered over 2 or more days. We are also able to deliver via a blended learning solution virtually for the theory and face to face for the practical.

Delegates will have the opportunity to learn in a practical way, with aids and resource. 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

The cost of this course is £500 for the full one-day session. We also offer an awareness session which is 4 hours long this is £300 and there is also opportunity for infill places on courses that are already booked to take place. Infill spaces cost £60 per person. The training will be invoiced at the end of the month. If you would like to book, please contact.



FIRST AID AT WORK: 3 DAY TRAINING COURSE

Course Summary

This three-day course can be run over consecutive dates or split into 3 or more 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. We are also able to deliver via a blended learning solution virtually for the theory and face to face for the practical.

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

The cost of this course for the 3 day session is £1300. The training will be invoiced at the end of the month. If you would like to book, please contact.



EPILEPSY AWARENESS AND EMERGENCY MEDICATION ADMINISTRATION TRAINING COURSE

Course Summary

This course is a blend of theory and some practical exercises which support the learner to understand the different types of epilepsy, how they affect the individual, how to support the individual during a seizure and how to administer emergency medication if required. Particular attention is placed on the importance of effective care planning in supporting the individual to manage their epilepsy. Training is in accordance with guidelines issued by the Joint Epilepsy Council (UK) and Epilepsy Scotland.

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

This full day course will cover:-

- ✚ Causes & types of epilepsy
- ✚ The general management of seizures
- ✚ The use of emergency medication (rectal or buccal)
- ✚ Identifying and managing an overdose of or adverse reaction to emergency medication
- ✚ The use of care plans and risk assessment in supporting an individual with epilepsy

Cost

The cost of this course is £420. The training will be invoiced at the end of the month. If you would like to book, please contact. We can also deliver a stand along epilepsy awareness course where there is no requirement to administer emergency medication, this course is 4 hours and costs £210.



EQUALITY AND DIVERSITY TRAINING COURSE

Course Summary

This 4 hour course. This interactive course consists of a blend of presentation, group-based activities, discussions and case studies designed to encourage learners to reflect upon their own biases, preconceptions and experiences and understand how discrimination can impact upon the individual and in the workplace. They will understand how legislation supports and underpins equality & diversity , how to ensure this culture is embedded into their workplace, how to challenge discriminatory practice and where to get support.

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

- ✚ Equality, Diversity & Discrimination
- ✚ Underpinning Legislation
- ✚ How Prejudice and Discrimination can impact on individuals
- ✚ How to Promote Equality & Diversity in the Workplace

Cost

The cost of this course is £210. The training will be invoiced at the end of the month. If you would like to book, please contact.



EMERGENCY PAEDIATRIC FIRST AID 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. This course can be split and delivered over 2 or more days. We are also able to deliver via a blended learning sessions virtually for the theory and face to face for the practical.

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

The cost of this course is £500 if held at Mcsence or £420 if at your own location. The training will be invoiced at the end of the month. If you would like to book, please contact. We can also deliver the 2 day paediatric first aid for a more in depth knowledge of the subject. This cost £1000 if held at Mcsence or £800 if at your location of choice.



HEALTH & SAFETY IN SOCIAL CARE TRAINING COURSE

Course Summary

This course is a half day course (4 hours) on general Health and Safety awareness for social care employees. It begins by introducing delegates to some of the key pieces of legislation and gives context with some health and safety statistics. The delegates are provided with the opportunity to explore safety cultures and the difference between moral, legal and financial imperatives, practical exercises, demonstration where risks may be present and how they might be mitigated.

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 health and safety in the work place 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

The cost of this course is £210. The training will be invoiced at the end of the month. If you would like to book, please contact.



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

The cost of this course is £210. The training will be invoiced at the end of the month. If you would like to book, please contact.



MALNUTRITION TRAINING COURSE

Course Summary

During this half-day course staff will learn the importance of promoting healthy nutrition and hydration how to respond if there are any concerns regarding a persons eating or drinking.

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:

- ✚ What is Malnutrition/Dehydration
- ✚ What this looks like and how to recognise this
- ✚ Procedures and who to report to
- ✚ Why a person might be malnourished or dehydrated.
- ✚ What we can do to support
- ✚ The food first approach
- ✚ Fortification

Scotland is a multicultural nation, and we recognize this within our care teams. We have prepared some easy-to-follow videos on how to prepare and present food, in a persons own home, to support a diverse workforce. These videos are available as part of this training – with supporting recipes sheets for staff to follow.

Cost

The cost of this course is £210 half day and there is also opportunity for infill places on courses that are already booked to take place. Infill spaces cost £30 per person. The training will be invoiced at the end of the month. If you would like to book, please contact.



MANAGING CHALLENGING BEHAVIOUR and POSITIVE BEHAVIOUR SUPPORT

TRAINING COURSE

Course Summary

This full day course comprises of a theoretical examination of behaviours which challenge, 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 challenges the provision of care. We will also look at some disengagement techniques.

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

The cost of this course is £420 and there is also opportunity for infill places on courses that are already booked to take place. Infill spaces cost £50 per person. The training will be invoiced at the end of the month. If you would like to book, please contact.



MENTAL HEALTH FIRST AID TRAINING COURSE (MHFA)

Even before the COVID-19 pandemic, there was a growing mental health crisis in the UK with one in four adults experiencing mental illness each year.

Though talking about mental health has become much more common, there can still be a real stigma when it comes to the workplace.

As a result, many employees don't speak up until they're really struggling to cope. What measures do you have in place to recognise the warning signs and respond in a crisis?

Embedding Mental Health First Aid training into your organisation encourages people to talk more freely about mental health, promoting early intervention which enables recovery, reducing stigma and creating a positive culture.







Having a qualified Mental Health First Aider in the workplace provides a point of contact for an employee who is experiencing a mental health issue or emotional distress. This interaction could range from having an initial conversation through to supporting the individual to get appropriate help in a crisis. Mental Health First Aiders can spot the signs of mental ill health and are valuable in providing early support for someone who may be developing a mental health issue.

We offer the following courses: -

Awareness of First Aid for Mental Health (SCQF Level 4) - 4 hours

This is a half day course (4 hours) SCQF level 4 for 6 to 14 people. This course will give learners a basic awareness of First Aid for Mental Health.

Learning outcomes – The learner will: -

-  know what mental health is
-  understand why people develop mental health conditions
-  understand the role of a First Aider for mental health
-  know how to provide advice and practical support for a person presenting with a mental health condition.
-  know how to recognise and manage stress.
-  know how to recognise a range of mental health conditions, including depression, anxiety, psychosis, eating disorders, suicide and self-harm.

Assessment - will be in the form of a question paper, and learners must achieve 13 out of possible 18 marks to pass.

Cost

The cost for this course is £320 for a group of staff. If you would like to book, please contact.

First Aid for Mental Health (SCQF level 5) – 8 hours

This is a one-day course, for 6 to 12 people, and will give learners the knowledge to confidently be an appointed First Aider for Mental Health in the workplace. It will provide the learner with a good understanding of the most common types of mental health conditions.

Learning outcomes - The learner will:-

- ✚ know what mental health is
- ✚ understand why people develop mental health conditions
- ✚ understand the role of a First Aider for mental health.
- ✚ know how to provide advice and practical support for a person presenting with a mental health condition.
- ✚ know how to recognise and manage stress.
- ✚ know how to recognise a range of mental health conditions, including depression, anxiety, psychosis, eating disorders, suicide and self harm.
- ✚ understand the impact of substance abuse on mental health.
- ✚ understand the First Aid action plan for mental health and be able to put it in place.
- ✚ know how to implement a positive mental health culture in the workplace.

Assessment - written assessment paper (13 questions – learners must achieve minimum of 20 marks out of a possible 27 to pass), and practical demonstration of the first aid action plan for first aid.

Cost

The cost of this course is £500 for a group of staff. If you would like to book, please contact.

Supervising First Aid for Mental Health (SCQF level 6) – 8 hours per day

This 2-day course, for 6 to 12 people, will provide the learner with an understanding of more extensive mental health conditions. It is intended for key people i.e., supervisors or managers or lead people in a team of mental health first aiders.

Learning outcomes - The learner will: -

- ✚ know what mental health is
- ✚ why people develop mental health conditions
- ✚ the role of a First Aider for mental health
- ✚ know how to provide advice and practical support for a person presenting with a mental health condition.
- ✚ know how to recognise and manage stress.
- ✚ know how to recognise a range of mental health conditions, including depression, anxiety, psychosis, eating disorders, suicide, and self-harm.
- ✚ understand the impact of substance abuse on mental health.
- ✚ understand the First Aid action plan for mental health and be able to put it in place.
- ✚ know how to implement a positive mental health culture in the workplace.
- ✚ understand a range of mental health disorders and the support/therapy provided by the health care professionals. (Disorders will include depression, anxiety, PTSD, self-harm, suicide, eating disorders, personality disorders, Bipolar, psychosis and schizophrenia.)

Assessment – practical demonstration of the first aid action plan for mental health and a written assessment paper.

(We also have a First Aid for Youth Mental health course available which is a one day (SCQF level 5) course.)

Cost

The cost of this course for the full day is £1000. If you would like to book, please contact.



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 There are the following three 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 firsthand and learn how to avoid injuries and accidents.
- ✚ **Day 2: Competency Practice & Confidence Building:** This training session which 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.
- ✚ **2 Day Moving and Handling Champions:** This is a training session aimed at developing a moving and handling champion within your service. Day 1 is an opportunity to experiencing the use of a wide range of equipment, how it works, who it's for, safety features, proper use and what competency looks like, including common poor practice and techniques. Day 2 is all about understanding manual handling legislation, guidelines, risk assessment processes and theories and procedures. Understanding how people learn. This is also an opportunity for observed practice in delivery of theory and practical sessions and how to give constructive feedback

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, how to apply them in our home life and work life
- ✚ Understanding of legislation
- ✚ Understanding of risk assessment

Dates & Times:

- ✚ 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.
- ✚ 2 Day Champions should ensure that they maintain their CPD and attend refreshers every 1 – 2 years.



Day 1 Introduction & Awareness

The course runs from 9.00am (prompt) to 3.30pm (approx.) and the following dates are available for infill spaces (spaces are limited). If you would prefer a full session for a group of staff please contact us directly to agree a suitable date.

Tuesday 30 th January 2024	Wednesday 31 st July 2024
Tuesday 27 th February 2024	Thursday 22 nd August 2024
Thursday 21 st March 2024	Thursday 19 th September 2024
Tuesday 30 th April 2024	Wednesday 30 th October 2024
Thursday 23 rd May 2024	Thursday 21 st November 2024
Thursday 20 th June 2024	Wednesday 4 th December 2024

Day 2 Competency Practice – Scottish Manual Handling Passport Day

Those attending this day must have attended a day 1 introduction session first within the last 2 months. Infill opportunities are available (spaces are limited) on the following dates, however if these do not suit or you would prefer a session for your staff only please contact us to arrange a suitable date:

Thursday 1 st February 2024	Monday 5 th August 2024
Wednesday 3 rd April 2024	Monday 7 th October 2024
Wednesday 12 th June 2024	

2 Day Moving and Handling Champions

Those attending this day must have completed day 1 introduction and day 2 passport before being developed into a moving and handling champion. There are infill opportunities available (spaces are limited) for attend these sessions, however if these dates don't suit or you would like a group of your staff to become champions, please contact us directly to arrange a suitable date. Dates can be split over 1 – 2 weeks to support service delivery.

12 th and 13 th February 2024	14 th and 15 th August 2024
15 th and 16 th May 2024	6 th and 7 th November 2024

Cost

The cost of each day is £420 and there is also the opportunity for infill places on courses that are already booked to take place. Infill spaces cost £50 per person. The training will be invoiced at the end of the month. If you would like to book, please contact.

MANUAL HANDLING EQUIPMENT

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

- | | |
|--|---|
| ✚ Electric Profiling Bed | ✚ Handibar |
| ✚ Rota Turner | ✚ Walking Aids |
| ✚ Rigid Turntable | ✚ Glide glove |
| ✚ Wheelchairs | ✚ Stand Aid (Electric) standard sling and transport |
| ✚ Client Hand Blocks | ✚ Fabric Turntable |
| ✚ Invacare Hoist | ✚ Transfer Board |
| ✚ Slide and Roller Sheets | ✚ Rope Ladders |
| ✚ Handling Belt | ✚ Abel Steady |
| ✚ Range of slings deluxe, quickfit, access | ✚ Molift |
| ✚ LPL turning sheets and Satin Sheets | ✚ Goldman bariatric twin turner |

MOVING & HANDLING SUITE RENTAL

Our fully equipped Moving & Handling Suite is also available for rental at a cost of £175 per day. If you already have a trainer and would like to book the room for use, please contact: mail@mcsence.co.uk



OLDER PEOPLES AWARENESS

Course summary

This is 1-day older person awareness skills based course with a range of practical hands on sessions and discussion groups. The aim is to provide Attendees with a broad understanding of older people and the key things staff need to be aware of in providing services to housing or care tenants or care at homes. It includes a simulated practical experience of some of the health conditions experience by many older people. The attendees will be introduced to an awareness of the conditions affecting older people, communication strategies and person centred approaches.

The course is designed as to cover the core elements of dementia at the awareness level of the framework for excellence, managing tenant stress and distress reactions including de-escalation and breakaway techniques, a small section on mental health and finally boundaries training. It provides broad content around older people's needs and awareness that is unique to this course.

Learning outcomes

- ✚ Recognise the physical & mental health factors that affect older people in general including Dementia
- ✚ Have an awareness of what its like to live with the effects of aging
- ✚ Have a simulated experience of some of the conditions that can affect older people
- ✚ Get a broad awareness of Dementia
- ✚ Understand the concept of Person Centred Approach and how to apply it to your role
- ✚ Understand strategies for effective communication with older people
- ✚ Understand the importance of activity
- ✚ Introduction to management and prevention of stress and distress reactions
- ✚ Understand what a Distress Reaction is know some of the behaviours and distress reactions
- ✚ Be able to identify the common potential triggers for distressed reactions.
- ✚ Be able to use a tool like STAC / ABC to help understand and distress reactions and the associated behaviours
- ✚ Learn some strategies to manage distress reactions, stay safe and increase confidence when dealing with situations
- ✚ Introduction to de-escalation techniques
- ✚ Understand how antisocial behaviour and violence at work policies link in and what actions to take in different situations.
- ✚ Understand professional boundaries when supporting service users
- ✚ Know code of conduct in relation to professional boundaries

Cost

The cost of this course is £420 if the training is taking place at a venue of your choice. If the training is taking place at our training venue this will be £500. If you would like to infill on a course that is scheduled already, this will cost £50 per person. The maximum number of trainees per course will be 14.



PALLIATIVE CARE AWARENESS TRAINING COURSE

Course Summary

This course is a full day course (6 hours) which supports the learner to understand and examine the policies, legislation, theories and guidance and their own attitudes to death and dying. This provides an opportunity to discuss death and dying in a safe environment and learn about the support that is required for a dying person and what to expect in the last few months, days and hours.

Learning outcomes

- ✚ Staff will understand how care and support is planned and delivered in a person-centred way, with the person's priorities, including spiritual, emotional and cultural needs, guiding all decisions and actions.
- ✚ Staff will discuss how communication should be straightforward, appropriate and timely, and is delivered sensitively, taking account of the circumstances, needs and abilities of the person and their carers. Communication reflects an understanding of, and respect for, the person's cultural and spiritual needs.
- ✚ Staff will learn how end of life care is provided through integrated working, with practitioners collaborating to ensure seamless care and support at the point of delivery and that:
 - ✚ Needs are met in ways that are appropriate to the person, rather than being service led.
 - ✚ Workers maintain ongoing communication so that care and support is properly co-ordinated and responsive to changing circumstances and priorities.
- ✚ Staff appreciate how regular reviews and effective communication ensures that care and support is responsive to the needs and changing circumstances of people at the end of life, and their carers. Forward planning, including advance care planning, facilitates well-coordinated, planned and organised care and support.
- ✚ Staff understand how the needs and rights of carers are recognised and acted upon. Carers are offered support both while caring, and during bereavement. Employers recognise the ways in which workers are affected while caring for someone who is dying, within the context of care for the elderly and caring for those with dementia and ensure appropriate guidance and support is provided which should cover:-
 - ✚ Diagnosis of dying
 - ✚ Resuscitation, the NHS policy on this and the CPR policy including resuscitation wishes and the associated DNA CPR forms.
 - ✚ Healthcare Improvement Scotland guidelines
 - ✚ Living wills/ Advance care directives
 - ✚ Anticipatory care planning
 - ✚ Personal care and end of life wishes
 - ✚ Caring for people in last days of life

Cost

The cost of this course is £400. The training will be invoiced at the end of the month. If you would like to book, please contact.



PERSON CENTRED OUTCOME FOCUSED CARE TRAINING COURSE

Course Summary

This course is a blend of theory and practical case studies and exercises which support the learner to understand the policies, legislation, theories and guidance which underpin person centred care planning and be able to relate to it within the context of their workplace.

Learning Outcomes

This half day course (4 hours) will cover:-

- Separating output from outcomes
- Focussing the plan on the outcome
- Making the plan personal
- Enabling rights, including the right to take risks.

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.

Cost

The cost of this course is £210. The training will be invoiced at the end of the month. If you would like to book, please contact.



PROFESSIONAL BOUNDARIES TRAINING COURSE

Course Summary

We have developed this new half day course (3.5 hours) 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

The cost of this course is £210. The training will be invoiced at the end of the month. If you would like to book, please contact.



SAFE ADMINISTRATION OF MEDICATION TRAINING COURSE HALF OR FULL DAY

Course Summary

This 4 hour 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 20-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

We can also deliver this course as a full day session (6 hours) including above and extra practical opportunities to administer/use the following:

- ✚ Eye drops and nasal spray
- ✚ Compression stockings
- ✚ Applying creams/ ointments
- ✚ Using Nebuliser/ awareness of oxygen condenser
- ✚ Measure out liquid medication
- ✚ Follow MARS charts and preparing tablet medication

This full day course also has a practical competency assessment that will be completed by all delegates to ensure that the practical learning is put into practice.

Cost

The cost of this course is £320 half day or £500 full day and there is also the opportunity for infill places on courses that are already booked to take place. Infill spaces cost £30 for a half day, £50 for a full day per person. The training will be invoiced at the end of the month. If you would like to book, please contact.



SQA MEDICATION COMPETENCY

In the height of the covid 19 pandemic, the Scottish Deputy Nurse Director forum issued the “Frame worker for Administration of Medicines to Adults by Health and Social Care Employed Support Workers” - this highlighted the requirements and arrangements for a consistent and safe approach to administration of medication. This framework highlighted the need for all staff completing medication tasks will require a recognised qualification in the safe administration of medication.

Course Summary

This is an opportunity for employers to support their staff to gain a recognised qualification and 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 full day training for safe administration of medication, this will be followed by a medication assessment to develop and evidence the knowledge of medication. This can be completed classroom based or on ZOOM. The allocated assessor will follow this up by completing up to 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 aim 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 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 recognised qualification for this. This can include home care workers working in the community as well as care home staff and residential staff.

Cost

The cost of this course is £250 per unit. The training will be invoiced at the end of the month. If you would like to book, please contact.

SQA ACCREDITED QUALIFICATIONS

Course Summary

We deliver a range of SQA accredited qualifications. These cover SSSC requirements for social care staff and coordinators and progression into managerial level and staff development qualifications. The learner, once inducted into the program, will have continuous access and support from an allocated assessor throughout the award.

Award	No of Units	Cost *
SVQ Social Services and Health Care Level 2	6 units	£1200
SVQ Social Services and Health Care Level 3	8 units	£1870
SVQ Social Services and Health Care Level 4	8 units	£3000
Assessor Award	1 unit	£350
Internal Verifiers Award	1 unit	£350
SVQ Management	8 units	£4000
Learning and Development Level 3	8 units	£2500
Learning and Development Level 4	8 units	£3000

***payment plans are also available to help spread the cost**



SOCIAL CARE FULL INDUCTION PROGRAM

Course Summary

We have developed a social care full days induction program at Mcsence. This is offered to any new team of care staff newly joining the health and social care sector or to refresh their knowledge. Whilst holding the training during a calendar week is most beneficial, the training could be spread across two or more weeks to suit the needs of the service.

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.*

DAY 1	DAY 2	DAY 3	DAY 4	DAY 5	DAY 6	DAY 7
Medication	Moving & Handling Awareness	Mental Health First Aid and First Aid Awareness	Meal Preparation, Malnutrition, Dementia and Professional Boundaries Equality & Diversity	Health and Safety in Care, Including Infection Control and Adult Support Protection	Personal Care Continence and Pressure Care	Moving & Handling Passport Day 2 months after starting role

Cost

The cost of this induction program for a group of staff is £3700. The training will be invoiced at the end of the month. If you would like to book, please contact mail@msence.co.uk. This induction week can also be tailored to meet your specific needs.