What is Making Every Contact Count (MECC)?

MECC is about capitalising on the thousands of conversations that happen in the borough each day, to improve the health and wellbeing of the local population. It recognises that **council staff and frontline workers in the community, including volunteers**, are in a unique position to help residents through 'healthy conversations' and by directing them to services for additional and appropriate support.

With this in mind, Richmond Council has developed a series of free online courses to help workers develop the skills needed to:

- Identify people who could benefit from additional support
- Raise the issue with them through a conversation
- Refer or signpost to the appropriate service(s)

Training is completed via e-learning and each module takes on average, 30-35 minutes to complete.

What courses are available?

Introduction to Making Every Contact Count
Looks at the basic principles of MECC and how it can help improve the health and wellbeing of the local population when used as a light touch intervention. A precursor to the full MECC training programme, this course is for anyone who is new to MECC and has contact with the general public.

Emotional Health and Wellbeing
Looks at the importance of good emotional wellbeing and how to recognise stress triggers. Considers risk factors relating to both work and life such as financial worries, housing, loneliness, employment and Covid-19 and provides practical advice on how to have a conversation about someone's wellbeing and where to signpost them for additional support.

Loneliness & Isolation
Focuses on the wide-reaching consequences of loneliness and considers the signs that someone might need help, who might be most vulnerable and what can be done to address the issue.

Dementia Awareness
Provides a general understanding of dementia and considers the different types, causes and symptoms and those at greatest risk.

Falls Prevention

Outlines the main risk factors which can result in a fall and the impact of falls on older people. Provides tips on how to start a conversation and assess someone's falls risk and gives information on how and where to signpost for additional support.

Accessing New Technologies

Provides an overview of the different technologies available in the borough and how they can be used to help combat loneliness and isolation.

Recognising and Supporting People Providing Unpaid Care

The course describes what constitutes an unpaid carer, considers the signs which may suggest someone is struggling with their caring role and explores how this might affect their overall health and well-being. The module concludes by providing tips on how to start a conversation with unpaid carers about support that can help them balance their caring role with a life outside caring.

Supporting Winter Warmth

Focuses on the dangers of cold weather and living in cold conditions. Provides help in identifying those at most risk and looks at how to refer to local support during the winter months.

Active Travel

Looks at a growing initiative which encourages people to become more active and considers how walking and cycling can benefit the individual, the local community and the environment.

COVID-19 Vaccination Hesitancy

Looks at the concerns that people may have regarding the vaccination and how these may be addressed; focusing on behaviour change to allay fears, bust myths, and provide the necessary information to help people get vaccinated*.*

Air Pollution and Health

Outlines the main causes of air pollution, types of pollutants, impact on health, vulnerable groups that are more likely to suffer from air pollution and what people can do to minimise exposure.

Climate Change and Health

For people working in the council, the voluntary sector, and the local NHS; this module has been developed to provide a better understanding of what climate change is, how to identify, engage and support those most vulnerable and what can be done to reduce our contribution to the problem.

How to access?

Training can be accessed by all using the link: https://richmondandwandsworthtpd.learningpool.com

First time login for Council staff: Click on 'Employed by the Council (SSA staff)'. If you had an account on the previous TPD system, please email tdservice@richmondandwandsworth.gov.uk for a new password. If not, please click 'create new account' and follow the instructions.

First time login for external users: Click on 'Not employed by the Council (SSA staff)'. If you had an account on the previous TPD system, please email tdservice@richmondandwandsworth.gov.uk for a new password. If not, please click 'create new account' and follow the instructions.