



**Birmingham  
Community Healthcare**  
NHS Foundation Trust

# Improving Education, Awareness, and Training to Increase the Effectiveness of the Workforce

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# Presentation Key Points to Note

- **Resources to support the implementation of the NHS's Living Well Pathway for dementia care: building a skilled workforce**
- **Engaging staff in the Dementia Training Standards Framework: advice on reaching Tier 2 and 3**
- **Strategies for training staff to create dementia-friendly environments in healthcare settings**
- **Communicating effectively with people living with dementia: addressing signs of distress and agitated behaviour**
- **Teaching staff to sensitively engage with families and carers**



# The Scope of the Work (1)

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- Awareness
- Identification, assessment and diagnosis
- Risk reduction and prevention
- Person centred
- Communication, interaction and behaviour
- Health and Well being
- Pharmacological interventions
- Living well with dementia and promoting independence
- Families and carers as partners in dementia care
- Equality, diversity and Inclusion in dementia care
- Law, ethics and safeguarding in dementia care
- End of Life Dementia Care
- Research and Evidence based practice
- Leadership in transforming care

# The Scope of the Work (2)

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- **Included: multitude of guidance and information across health and care (globally)**
- **User guide**
- **Comparisons with professional syllabuses, commissioning frameworks, practice standards and frameworks in existence – worldwide.**
- **Research evidence, implementation guides, evaluations of various interventions**
- **Links to Social Care qualification framework**
- **We suggested standards for training delivery and made recommendations for refresher training and assessment**
- **Commissioned an independent research into its use and effectiveness**
- **We followed a pathway from the individual's home, inpatients, primary care, community into care homes.**
- **Surveys, consensus building conferences, communities of practice**

# Levels of Learning & Mode of Spreading Learning

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- **TIER One**

Awareness raising (all who come in contact with people living with dementia.

- **TIER Two**

Improve knowledge, skills and attitudes for roles with regular contact (in personalized direct support)

- **TIER Three**

Key (Experts) staff knowledge, skills and attitudes enhancement – those in leadership positions

- The Prime Minister's Challenge on Dementia 2020 is the anchor for our work
- Part of Health Education England's mandate from Government
- Keen to be clear that this is a Core Skills/Education Framework – not meant to cover everything

## How we did it

- **DESK RESEARCH** – to identify and review resources, leading to production of report:
- identified and reviewed existing resources from the UK including relevant guidelines
- training resources, qualifications, frameworks and curricula
- reviewed the current position regarding relevant nationally available e-learning provision
- reviewed the literature to consider any significant developments in other countries of Europe and globally that could inform development of the Framework
- provided analysis of core competencies for dementia education and training across the health and social care workforce



# What's the evidence in practice *A Case Study*

*This is a Deep Dive into an organization's progress despite the pandemic.*

- The focus is on **PERSON CENTRED CARE**
  - **The Life Passport**
    - Who is the person?
    - What did they do before diagnosis?
    - What hobbies did they enjoy (Is this available?)
    - What food do they like/dislike
    - Who are the family
  - **The Communication Box**
    - Family involved in co-creating care (photographs, can bring food or drink patient likes, open visiting even during the height of pandemic)
  - **Get to know the Person**



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# What's the evidence in practice *A Case Study....*

- ***Other care Linkages***
- ***Applying the Mental Capacity Act & Liberty Protection Safeguards monitoring/DoLs***
- ***Friends and Family Tests***
- ***Monitoring Complaints/Compliments***
- ***Listening to Freedom to Speak out Guardians/Champions***
- ***Routinely measuring effectiveness of Essential Care Indicators (Quality Performance Reports to Board)***
- ***All staff receive training appropriate to their roles & supplementary skills training – managing behaviours and de-escalations***



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# So how Useful is the Framework?



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***Designed to support organisations to:***

- **standardise the interpretation of dementia education and training**
- **guide the focus and aims of dementia education and training delivery**
- **ensure the educational relevance of dementia training**
- **improve the quality and consistency of education and training provision**
- **Support assessment of competence, training needs assessment, performance management**

# So how Useful is the Framework?

- It is used in all education commissioning
- Organisations use it to meet their practice training needs
- I am aware the framework is being used in supervision/performance management etc.
- It is helping researchers assess effectiveness of education (pedagogy)
- We set the standards for training for TIER One
- We have standardized Dementia Education & Training



**THANK YOU**



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