

MAKING A START

Dementia – Skilling The General Needs Housing Workforce

Resource Pack

Sue Garwood

On behalf of the Dementia and Housing Working Group

MAY 2014

CONTENTS

1	Awareness-raising and training framework for various staff categories	3
2	Good practice examples	9
	Abbeyfield	9
	Axiom Housing Association	12
	B3 Living	13
	Gentoo	14
	Heantun Housing Association	17
	Knowsley Housing Trust	20
	Midland Heart	21
	Riverside	23
	Taunton Deane Borough Council	25
3	Training provider details including index	27 -60
4	A selection of useful resources	61

TRAINING LEVELS AND CONTENT

LEVEL1: DEMENTIA AWARENESS RAISING – MAINLY STAFF CATEGORY 1

1 – 2 hours

Target groups

All staff, board members, available to residents

The criterion for this being sufficient is that:

- The staff members never or almost never have contact with customers
- They do not manage staff who have contact with customers
- They are not responsible for major decisions, policy, strategy or procedure of relevance to people with dementia

Some of the roles included in this list may have contact with customers and if so, would be better off with the next level of training

Suggested outcomes

- An understanding of why dementia-awareness is an important part of the organisation's ethos and culture
- "Giving staff permission" to raise with managers any issues with dementia they may be personally experiencing which may impact on their work, e.g. caring responsibilities
- Enabling staff to be a bit more dementia-savvy as citizens:
 - Identify signs which may signify dementia
 - Understand the benefits and issues of early diagnosis and intervention
 - Improve understanding of, and empathy for, the individual with dementia and his/her carer, resulting in reduced prejudice and stigma
 - Improve confidence in communicating with person with dementia

STAFF FOR WHOM THIS MAY BE SUFFICIENT	SUGGESTED TOPIC AREAS	LEARNING OPTIONS/FORMATS	LINKS TO OTHER CORE TRAINING
<p>These may include:</p> <ul style="list-style-type: none"> • Finance officers and accountants • Caterers • Board members • Administrators • Grounds maintenance <p>If any of the staff listed here fall into one of the other two categories, then they would benefit from the next level of training</p>	<ul style="list-style-type: none"> • National context • Organisation's own relevant statistics if available • What is dementia? • Dispel misconceptions • Value of diagnosis • Things it can be confused with • Individual manifestation so don't make assumptions • Fundamentals of communicating with person with dementia • Basic signposting information – e.g. GP and Alzheimer's Soc • Relevance to housing • Dementia-friendly organisations • Dementia-friendly communities • ?MCA and capacity 	<p>Free face to face sessions, e.g. Alzheimer's Society Dementia Friends and Dementia Champion sessions; tap into what local authority may have to offer. These will not be bespoke.</p> <p>Free or paid-for e-learning programme – may be difficult to ensure all staff have taken part</p> <p>Purchasing face-to-face sessions from trainers, local Alzheimer's Society</p> <p>Supplemented by individual research/ reading / browsing e.g. Housing LIN tools & resources</p> <p>Refresher from time to time in form of sessions, information in staff newsletters about initiatives, use of the intranet</p>	<p>Should ideally form part of induction for all staff, and followed up from time to time with refresher sessions and/or information</p>

TRAINING LEVELS AND CONTENT

LEVEL 2 – STAFF CATEGORY 2

Ideally at least one day

Target Group

Public-facing staff, whether face-to face contact or by email or telephone, plus those who manage them – role limited to responding appropriately and signposting to someone else, probably within the organisation.

Outcomes

- 1) Staff who are able to play their part confidently and effectively in enabling customers with dementia and their carers to live as well as possible
 - a) Timely diagnosis and support – improved knowledge
 - Staff able to identify signs which may signify dementia
 - Improved understanding of the benefits and issues of early diagnosis and intervention
 - Improved ability to provide relevant information, advice and signposting
 - b) Improved understanding and practice
 - Reduced stigma and prejudice through improved understanding of the person with dementia
 - Practise in a way which promotes autonomy, choice and control and protects individual’s rights, including sustaining occupancy
 - Improved ability to assess, minimise (not eliminate) and manage risks to safety and security
 - Improved confidence and ability to communicate with person and respond appropriately in difficult situations
 - Improved understanding of how the physical environment can affect independence and wellbeing of the person with dementia
 - c) Improved inter-agency working
 - Understand responsibilities and limits of own role generally and in the context of mental capacity and safeguarding
 - Understand the responsibilities and limits of staff working in other agencies, e.g. adult social care and mental health services

STAFF	SUGGESTED TOPIC AREAS	LEARNING OPTIONS/FORMATS	LINKS WITH CORE TRAINING
<ul style="list-style-type: none"> • Human Resources • Telephone and call centre operators, and receptionists – customer services staff, housing advisers • Specialist complaints team • Communications and PR • Sales & marketing • Allocations and lettings • Domestic staff, cleaners • General scheme managers, caretakers and concierge • Night porters and night staff • Security staff incl CCTV monitoring 	<p>As in awareness-raising but more detail in each</p> <ol style="list-style-type: none"> 1. DAA outcomes (i.e. what people with dementia say they want) 2. National and local context – very general – policy and stats including own organisation’s stats 3. Understanding dementia <ol style="list-style-type: none"> a. What is dementia b. Common signs and symptoms c. Dispelling misconceptions d. Types of dementia e. The experience of dementia – Tom Kitwood’s person with dementia f. Concurrent conditions e.g. sensory impairment g. Other causes of confusion – Dementia, depression and delirium 4. Front-line practice <ol style="list-style-type: none"> a. Person-and-relationship centred approach, language with 	<p>Ideally face to-face one day session combining a range of approaches and materials – blended learning – and tailored for the housing sector, or even better, the particular organisation. Emphasis on 3 & 4 in face-face session.</p> <p>E-learning but probably not tailored for housing e.g. the Free SCIE e-learning Open Dementia Programme covers a lot of this content but is not tied in to housing aspects</p> <p>Distance learning using workbooks etc – unaware of any housing-specific ones at present.</p> <p>Supplemented by:</p>	<p>Safeguarding</p> <p>Anti-social behaviour</p> <p>Managing aggression or challenging behaviour</p> <p>Customer engagement</p>

TRAINING LEVELS AND CONTENT

STAFF	SUGGESTED TOPIC AREAS	LEARNING OPTIONS/FORMATS	LINKS WITH CORE TRAINING
<ul style="list-style-type: none"> • Repairs, maintenance, energy advisers and handypersons • Housing officers, arrears recovery, tenancy sustainment, benefits advice • Anti-social behaviour teams • Customer engagement staff • Learning & Development/Training • IT/digital inclusion • Chief Executive • Community regeneration <p>Depending on their level of contact some of the staff above may fall into category 3 and benefit from specific additional input.</p> <p>The following staff functions require Level 2 training but may also benefit from learning on topics outlined under Level 3, – see next table – unless the Level 2 training is tailored to their specific role</p> <ul style="list-style-type: none"> • Support (floating) and case workers (HIAs) • Sheltered or extra care scheme managers • Middle and senior managers of front-line, public-facing staff • Surveyors, architects, and development staff • Dementia champion • Policy and strategy officers 	<ul style="list-style-type: none"> examples and importance of life stories (most NB bit) b. Spotting signs of dementia – housing-related examples c. Communicating with people with dementia d. Behaviour as communication – understanding and responding to “challenging behaviour” with case examples e. Signs of ill-being and well-being f. Referral routes – Local systems and resources for people with dementia, including assistive technology g. Safeguarding and positive risk taking h. MCA enough to be aware of the possibility that someone may not have the mental capacity to make a particular risky decision <p>5. Physical aspects – very general – refer to resource file</p> <ul style="list-style-type: none"> a. Dementia-friendly design and decor – essential principles b. Assistive technology as part of individualised support plan c. Housing-specific issues and case studies – e.g. weighing up familiarity and adaptations; misinterpreting what is seen <p>6. Other – very general – refer to other information sources</p> <ul style="list-style-type: none"> a. Carers’ perspective b. Cultural issues c. Features of dementia-friendly organisations (quite general) d. Features of dementia-friendly communities (general) <p>7. Useful links and resources</p>	<ul style="list-style-type: none"> • Resource file accessible to all to include things like local systems and resources, factsheets on different aspects of dementia, other sources of information, principles of design and decor • Factsheets handed out at session • Individual reading • Support from managers • Periodic/regular group reflection and discussions • Use of own intranet and newsletters • Browsing relevant websites 	

TRAINING LEVELS AND CONTENT

LEVEL 3 – MAINLY STAFF IN CATEGORY 3

No indicative time allocation is suggested as it will depend on what is being delivered, how, and the number of additional areas staff need to engage in

Target Group(s)

- Staff with significant direct contact with customers, especially with older people and those with learning difficulties
- Staff responsible for managing staff who have significant direct contact with older people and those with learning difficulties
- Staff responsible for developing / delivering strategies, policies, products and procedures

In addition to Basic Level 2 training, each of the following topics will be of great relevance to some staff, depending on their particular role.

SUGGESTED TOPIC AREAS	OUTCOMES	STAFF	LEARNING OPTIONS/FORMATS	LINKS WITH CORE TRAINING
Legal aspects, in particular Mental Capacity Act and Equality and Diversity legislation, safeguarding	Understand responsibilities and powers under the Mental Capacity Act including: <ul style="list-style-type: none"> • Key principles • Test of capacity as it applies in housing • Best interests • s5 protection • Right to be consulted • What can be expected from others • Deprivation of liberty in a housing setting • Signing tenancies • Court of protection 	<ul style="list-style-type: none"> • Support (floating) and case workers (HIAs) • Sheltered or extra care scheme managers and their managers • Policy and strategy officers 	<ul style="list-style-type: none"> • Face to face formal training 	Safeguarding Law Antisocial behaviour Mental health awareness
Dementia-friendly ethos, policies and procedures	<ul style="list-style-type: none"> • Understand the importance of being a dementia-friendly organisation and ways to achieve it • Review of policies, practice and procedures 	<ul style="list-style-type: none"> • Policy and strategy officers • Senior managers • Board members 	<ul style="list-style-type: none"> • Consultancy • Conferences • Join the DAA and attend meetings 	Safeguarding
Sensitive communication, involvement and co-production	<ul style="list-style-type: none"> • Improve ability to communicate with person and respond appropriately • Improve ability to deal effectively with challenging situations • Practise in a way which promotes autonomy, self-esteem, choice and control • Practise in ways which maximise involvement of those living with dementia in co-design and co-production of policies, procedures and services • Review of corporate and customer 	<ul style="list-style-type: none"> • Sheltered or extra care scheme managers • Policy development staff • Customer engagement staff • Research and/or marketing staff 	<ul style="list-style-type: none"> • Face-to-face courses • DEEP Guides • E-learning • Research 	Tenant involvement Challenging behaviour

TRAINING LEVELS AND CONTENT

SUGGESTED TOPIC AREAS	OUTCOMES	STAFF	LEARNING OPTIONS/FORMATS	LINKS WITH CORE TRAINING
	communications strategy, including access to information and advice			
Providing leadership and staff support within the wider housing context	<ul style="list-style-type: none"> Understand how to support and inspire staff working with people who have dementia Understand how to support and inspire people who have dementia and their carers to champion work of the organisation 	<ul style="list-style-type: none"> Middle and senior managers Dementia champion 	<ul style="list-style-type: none"> Formal face-to-face courses Resident/carer involvement 	
Dementia design and decor	<ul style="list-style-type: none"> Understand the principles of good dementia-friendly design Improve understanding of how the physical environment can affect independence and wellbeing of the person with dementia 	<ul style="list-style-type: none"> Surveyors, architects, and development staff Home visiting staff 	<ul style="list-style-type: none"> Specific tailored training session by trainer and/or experienced architect Bespoke training Self-learning using websites, books, articles, studies 	Could be combined with assistive technology and adaptations
Assistive technology & adaptations	<ul style="list-style-type: none"> Practise in a way that helps to sustain occupancy for as long as possible Assess, minimise (not eliminate) and manage risks to safety and security Practise in a way which promotes autonomy and independence 	<ul style="list-style-type: none"> Home visiting staff Technical staff Support staff HIA case workers and/or handy person Repairs and maintenance staff 	<ul style="list-style-type: none"> Talks and demonstrations from providers Self-learning from websites Housing LIN/Telecare LIN newsletters 	Could be combined with design and decor
Purposeful activity, life story work and activities toolbox	<ul style="list-style-type: none"> Improve understanding of, and empathy for, the individual with dementia and his/her carer, resulting in reduced prejudice and stigma Improve ability to deal effectively with challenging situations Practise in a way which promotes autonomy and self-esteem, including through meaningful activity 	<ul style="list-style-type: none"> Sheltered and extra care managers Activities co-ordinators Dementia champions Support and HIA case workers 	<ul style="list-style-type: none"> Specific projects Activity toolbox – May include ideas of activities, memory box, lists of external organisations that offer universal or specialist activities, local museums, interest clubs 	Would combine well with person-centred support since understanding a person's life story and what is important to someone is central to person-centred support
Person-centred support and support planning in the context of a meaningful relationships	<ul style="list-style-type: none"> Improve understanding of, and empathy for, the individual with dementia <u>and his/her carer</u>, resulting in reduced prejudice and stigma More effective personalised support and support planning Improve inter-agency working 	<ul style="list-style-type: none"> Support staff and HIA caseworkers 	<ul style="list-style-type: none"> Face-to -face training 	Would combine well with life story work. Domestic violence
Safeguarding and positive risk taking	<ul style="list-style-type: none"> Understand the balance between reducing risk by safeguarding and supporting positive 	<ul style="list-style-type: none"> Policy officers Sheltered and extra care 	<ul style="list-style-type: none"> Face-to -face training 	Safeguarding training

TRAINING LEVELS AND CONTENT

SUGGESTED TOPIC AREAS	OUTCOMES	STAFF	LEARNING OPTIONS/FORMATS	LINKS WITH CORE TRAINING
	risk-taking and self-determination, assessed on an individual basis	scheme managers and their managers <ul style="list-style-type: none"> Support staff and case workers 		
Dementia and cultural issues	<ul style="list-style-type: none"> Understand how particular backgrounds may affect the experience of dementia for both the person with the condition and his or her family 	<ul style="list-style-type: none"> Particularly relevant for staff who have contact with customers where customer base is ethnically diverse 	<ul style="list-style-type: none"> Face-to-face training Attending conferences and DAA meeting Talks from local community representatives 	Equality and Diversity Cultural competence
Dementia, disability and long term conditions	<ul style="list-style-type: none"> Understand how disability or long term conditions may affect the experience of dementia for both the person with the condition and his or her family 	<ul style="list-style-type: none"> Particularly relevant for staff who have contact with customers where customer base has specific needs arising from a disability or long term condition 	<ul style="list-style-type: none"> Face-to-face training Attending conferences and DAA meeting Talks from local community representatives 	Equality and Diversity Mental health awareness Health-related training

Whoever provides the training, and irrespective of which level, the following features should characterise it:

- It should be tailored to housing settings wherever possible with relevant examples and case studies, and recognition of how setting affects what is appropriate
- It should adopt a psycho-social, person and relationship-focused approach as distinct from a medical model. It should
 - encourage focus on each person as an individual with assets as well as needs
 - emphasise the individual experience of dementia and the range of factors that may influence behaviour
 - encourage staff to try and look at the world from the perspective of the person with dementia
- Wherever possible, it should directly involve those living with dementia in the design and delivery of sessions

ABBNEYFIELD

Abbeyfield is a specialist housing provider for older people. It has over 600 houses and homes throughout the UK, catering for about 8,000 residents and also has member societies in 13 countries. We provide a range of housing and care services for individuals over the age of 55 including independent living, sheltered housing and care homes.

Last year Abbeyfield began the implementation of a number of new training packages within the organization focusing specifically on dementia and how individuals who have dementia can be supported in sheltered accommodation. We linked with Skills for Care and they ran 7 sessions throughout the UK for housing staff. There were 125 participants in the first Skills for Care round, almost 100% of which were from housing, and in subsequent training last year about 59 more individuals from housing attended. There were a range of individuals including house keepers, domestic assistants and catering staff.

We currently run all training sessions throughout the UK and we have recently started to develop a team of trainers within the organisation to take over some of the sessions. There will be about 8 trainers all trained to Level 3 on OCN accredited courses.

We have also recently launched a new learning and development training matrix that highlights recommended and essential training for each job role within Abbeyfield. Dementia Awareness is compulsory for all staff in both housing and care and also strongly recommended for volunteers. We also offer an Advanced Dementia course which is also open to everyone that has attended the awareness course, regardless of their job role.

The training sessions have received extremely positive feedback from those in housing and we have had some excellent examples of cases where the training has resulted in our residents being able to stay in sheltered housing longer because of support that has been put in place.

Abbeyfield Dementia Training Outcomes: A Case Study

Before attending the dementia training, my staff and I labelled one of our residents, Agnes, as confused, wandering, aggressive and agitated. We attributed this to Agnes having dementia and tried to solve this 'problem' behaviour by increasing medication, getting her to sit down when she wandered and telling her to go back to bed when she got up at night. Agnes also had a stroke several years ago which made communication difficult and often resulted in needs being misinterpreted. This increased her agitation and behavioural problems.

The training increased our understanding of what dementia is and how we can support residents in sheltered housing. It gave us real case studies from within our organisation that we could directly relate to and this, coupled with the skills and knowledge of the trainers, helped us look past the dementia and see the person instead.

When we returned to our house after the training, my senior and I began to monitor Agnes's actions and what happened around the times Agnes became agitated. We noticed that when she got agitated she would hold her skirt and we soon realised that this was because Agnes needed the toilet. Before this, staff would ask Agnes if she needed the toilet but Agnes will always say no. Once we understood that holding her skirt meant that she needed the toilet, Agnes calmed within only a couple of days.

The training also taught us about the concept of 'rollback' and we quickly realised that Agnes thought she was in her 40s. She hadn't smoked for years but would often ask for a cigarette when she felt anxious. We use pictures of when she was younger to help us understand how old she believes she is and using these pictures also allows her to reminisce. They calm her and give an opportunity to talk about what she did and who she was at that point in time. Within a couple of weeks, Agnes began to sleep better, from around 11am until 6 am, and is a lot happier within herself. She still does have unsettled nights sometimes but staff are now actively looking for ways to help Agnes rather than simply telling her to go back to bed. She is mixing with staff and residents more and we are trying to train all staff to think the way we had been taught to on the training session.

'Molly', who was a key case study used throughout the training session, was also labelled as 'aggressive' and 'wandering' and by working through her life story we began to understand that individuals with dementia behave in certain ways for a reason. We just need to find that reason so we can help them.

We talk so much about person centred approaches and then simply focus on negativity and medication when we don't understand someone. This training has taught us the importance of understanding the individual and seeing them and their past as a whole, thereby ensuring that they receive the support they need and deserve.

The Abbeyfield Society: Dementia Awareness

Aims

By the end of this session, participants will be able to:

- Understand what dementia is and how it impacts society and individuals
- Recognise the early signs and symptoms of dementia
- Know what support options are available to those who may have dementia and how you can support them in getting a diagnosis
- Understand how to communicate sensitively with those who may or do have dementia
- Know how to promote independence for people with dementia and recognise the importance of environment and social interaction

Programme

Timing	Activity	Detail
10.00-10.45	Dementia: An Overview	What dementia is. <i>Group discussion and feedback</i> Types of dementia. Worldwide and UK statistics. Media campaigns. Common Core Principles.
10.45 -11.00	The Causes of Dementia	SCIE video clip. <i>Group discussion and feedback</i>
11.00 - 11.30	Know the Signs	Early signs. Other conditions with similar symptoms. Action Planning (<i>ideas for practical implementation of knowledge</i>).
11.30 – 11.40	Refreshment break	
10.40 -12.00	Benefits of Early Diagnosis	How people feel when diagnosed. <i>Group discussion and feedback</i> Where people can get help and diagnosis. Support options in the UK .
12.00 – 13.00	Sensitive Communication	Starting difficult conversations. <i>Group discussion and feedback</i> 'What do you do/say when' activity (is designed to offer practical solutions to common situations). Validation therapy.
13.00 – 13.45	Lunch break	
13.45 – 14.00	Family and Communication	How to involve family and loved ones in the diagnosis process. <i>Group discussion and feedback</i> Action Planning (<i>ideas for practical implementation of knowledge</i>).
14.00 – 14.30	Equipment and Technology	Promoting independence. Common types of equipment. New technologies. Useful links and organisations.
14.30 – 15.00	Promoting Activities	Adapting activities. Innovative activities in practice (real examples). Dementia friendly communities.
15.00 – 15.10	Refreshments break	
15.10 – 15.20	Promoting Independence	Action Planning (<i>ideas for practical implementation of knowledge</i>).
15.20 – 15.30	Becoming Dementia Friendly	Dementia friendly communities. The dementia friends and champions (Alzheimer's Society).
15.30 – 15.50	What is Abbeyfield Doing?	Additional training. Online resources and the Team Pages. Dementia champions.
15.50 – 16.00	Conclusion Questions Evaluation	

The Abbeyfield Society: Advanced Dementia

Aims

By the end of this session, participants will be able to:

- Understand the 5 key concepts in the area of cognitive decline and how this understanding can support a diagnosis of dementia
- Use this knowledge to enable individuals to develop effective management strategies for the promotion of positive behavior
- Actively problem solve and think of innovative ways to help people with dementia remain independent for as long as possible
- Understand how life story work can be used to help increase the quality of support and communication people with dementia receive

Programme

Timing	Activity	Detail
10.00-10.20	Advanced Dementia: An Introduction	Activity around imagining what a person with dementia might be doing – behaviours, symptoms, etc.
10.20 -10.40	Dispelling Myths and Stereotypes	True and false questions. Case study – An Abbeyfield resident. <i>Group discussion and feedback</i>
10.40 - 11.00	Barbara’s Story	DVD from the NHS Foundation Trust. <i>Group discussion and feedback</i>
11.00 – 11.20	Aphasia	Understanding language and its breakdown. <i>Group discussion and feedback</i> Practical examples.
11.20 – 11.30	Refreshment break	
11.30 -11.50	Apraxia	Understanding breakdown in translating verbal commands into motor expressions. <i>Group discussion and feedback</i> Practical examples.
11.50 – 12.10	Agnosia	Understanding breakdown in associating an object with its meaning, to recognize objects, people and yourself. <i>Group discussion and feedback</i> Practical examples.
12.10 – 12.30	Darkness in the Afternoon	DVD from Stirling University. <i>Group discussion and feedback</i>
12.30 – 12.50	Executive Dysfunction	Understanding breakdown in ability to make goals or carry out plans to reach a goal. <i>Group discussion and feedback</i> Practical examples.
12.50 – 13.20	Amnesia	Understanding breakdown in ability to make new memories. <i>Group discussion and feedback</i> Practical examples, including
13.20 – 13.50	Lunch break	
13.50 – 14.20	Understanding Life Story Work	What is life story work? Thinking about your own identity and what your life story would look like. <i>Group discussion and feedback</i>
14.20 – 14.50	Looking at ‘Rollback’	Understanding the concepts of ‘Rollback’ and the ‘Bookcase Analogy’. Looking at timelines and personal history in relation to our residents.
14.50 – 15.10	Spirituality and Life Story Work	What is important to you? What does spirituality mean? <i>Group discussion and feedback</i>
15.10 – 15.30	Life Story Work in Practice	Barriers to facilitating life story work. Hints and tips in practice.
15.30 – 16.00	Conclusion and Reflection Questions Evaluation	

AXIOM

Based in Peterborough, Axiom Housing Association provides a broad range of quality, affordable mixed tenure housing throughout the counties of Cambridgeshire and Lincolnshire. Their stock comprises 1,450 general needs properties, 350 sheltered and 130 extra care units.

They cater for single people, families and older people, as well as specially designed accommodation for people who have additional housing or support needs. Their vision is to 'make a positive difference to people's lives'.

Axiom concentrates its dementia expertise in their older people housing team:

- The whole team received training delivered by Dementia UK in November 2011 – this is due to be repeated as part of a newly refreshed training package from April 2014
- Four scheme managers (sheltered and extra care) are currently undertaking the Council for Further Education Certificate in The Principles of Dementia Care – 7 modules over 14 weeks.
- One scheme manager is also signed up as a Dementia Champion with Alzheimer's Society – she is also their Dementia Champion within their sheltered housing team and regularly brings best practice information to their meetings. The role of a champion includes:
 - Developing her own understanding of dementia and the impact it can have.
 - Delivering information sessions within her community to encourage people to sign up as a dementia friend.
 - Linking to other local developments or events, where possible, to raise awareness of Dementia Friends.
 - Signposting enquiries to the relevant resource, helpline, service or agency.
 - Receiving support and resources from the website, from a growing group of other champions, and from her trainer.
- In Axiom's general housing, staff will signpost to the sheltered team if they come across any dementia related issues. All staff have good broad awareness of dementia issues as a result of the two dementia wings incorporated into two of their Extra Care schemes.

Axiom joined the Dementia Action Alliance in 2013 and is involved in the development of the local alliance in Peterborough.

B3 LIVING

B3Living owns and manages more than 4,000 homes for rent, 9 independent living projects which are housing for older people, and over 750 leasehold and shared ownership properties. It is the largest provider of social housing in the Broxbourne area, giving thousands of people access to affordable, high quality homes and services. They work in partnership with over 50 community organisations to sustain and regenerate communities along the Lea Valley and recently have developed new homes for rent and shared ownership in Welwyn Hatfield. They deliver an accessible service focused on their residents' needs and aspirations.

Over 2 years ago they introduced a tenancy support team to complement their staff who support older people living in housing for older people. It became apparent over time that a number of referrals to the team were for people in the community who were having issues with memory loss, some of whom were diagnosed with dementia. They recognised the need to skill up the staff to enable them to work with people with challenges such as memory loss.

They advertised in house for a person to act as a dementia champion. The successful person attended a dementia champion training course called 'advanced dementia pathway' delivered by HCPA (Herts Care Providers Association) and is now undertaking the Ptlls course so she is qualified to train others. When completed, she will undertake dementia training with all front line staff. She is already acting in an advisory capacity.

As a service they aim to be 'dementia friendly' when carrying out refurbishments, when possible trying to use aspects from the Stirling Standard.

B3 have recently joined the Dementia Action Alliance and committed to raising dementia awareness amongst tenants and the local community and continue to train and skill staff, including by arranging for them to shadow staff in a local dementia unit.

GENTOO

Gentoo's Vision

Gentoo is a general needs housing provider in Sunderland. It has 29,200 properties in management of which 194 are sheltered and 47 extra care. The organisation is underpinned by a strong vision and ethos, called 'the Art of Living'. The vision is 'To improve the Art of Living Beyond our Imagination' by generating opportunities for people to improve their lives. Gentoo has developed and delivered a wide range of initiatives aimed at enriching and adding value to the lives of their customers: improving skills; enhancing employment prospects; promoting enterprise; encouraging good citizenship; helping to achieve home ownership aspirations; providing a feeling of security.

"Our staff are at the heart of our business and our success is built on their hard work and dedication. It is their ideas and efforts that will ensure we deliver what we believe in, well in to the future." The value placed on their staff has received national recognition; they were included in the Sunday Times Best Companies list and have Investors in People status. Gentoo also finished at the top of the Stonewall Workplace Equality index for 2014, illustrating their commitment to equality and diversity.

Becoming a dementia-friendly organisation

It is within the context of this culture that Gentoo has developed its approach to dementia. There are currently 3,300 people living in Sunderland with dementia and only half with a diagnosis. This figure is set to increase to 4,500 over the next 15 years. Within their properties, Gentoo conservatively estimates that 750 people are living with dementia and this is set to increase to 1,000 over the next 15 years. As part of their drive to become a dementia friendly organisation, their first step was to ensure they had a dementia aware workforce.

They started with their Wellbeing Team. The Wellbeing service is part-funded by Sunderland City Council and provides housing-related support across all tenures with the aim of taking a preventative approach, enabling older people to live for as long as possible in their own home. The pro-active support that the wellbeing team delivers helps prevent hospital admissions, reduces the need for institutional care, and improves the quality of life of older people. Within the Wellbeing Service, Gentoo has invested significant resource in ensuring staff are appropriately qualified to support customers presenting with dementia. All staff have completed their NVQ Level 2 in Dementia Awareness and one member of staff has completed Dementia Care NVQ level 3.

All of the Wellbeing Team has recently been trained by the Dementia Lead at Sunderland Clinical Commissioning Group (SCCG) to carry out the GPCOG which is a cognitive assessment tool. This training included an overview of dementia, the local picture and how to communicate sensitively to an individual about dementia. A letter of referral was drawn up between Gentoo and the SCCG Lead on Dementia following the training session. This means that the Wellbeing Team are able to assess a person's cognitive impairment and send an endorsed referral onto the individual's GP with their consent.

Since July 2013, members of the Health and Wellbeing Team have been delivering low level dementia awareness training to all Gentoo public-facing staff in Sunderland. This training has been developed in house, specifically from a housing perspective, and lasts about an hour. It covers the following:

- What is dementia
- Different types of dementia
- Signs and symptoms – specifically how it may present to Gentoo

- Importance of early diagnosis
- What to do if you have a concern

Future plans

As society ages and the prevalence rates of dementia are set to increase dramatically, Gentoo considers it has a crucial role to play in helping those living in the community with dementia to live well and independently. It aims to do so by challenging the stigma associated with dementia and raising awareness of the condition.

Gentoo has developed an innovative software package called “Healthwise” which will record and monitor all individuals presenting with memory loss. It is intended that this information will enable a more targeted, co-ordinated and personalised service.

Memory Roadshow

Gentoo is working in partnership with the Alzheimer’s Society to take Memory Roadshows across all five locality areas and has allocated £5,000 towards them. The Alzheimer’s Society devotes time and staff resource to the event, and volunteers who live with dementia and are happy to talk about their experiences and also participate. The roadshow delivers workshops which:

- Raise awareness and understanding of dementia
- Tackle the stigma which is associated with dementia
- Help people plan for the future
- Show that you can live well with dementia
- Deliver a Dementia Friends Session

So far these roadshows have proved a great success. Residents have enjoyed the events, learnt about dementia and report taking actions which will help people living with dementia.

Dementia Friends/Dementia Friends Champions

Gentoo is encouraging staff to volunteer and become Dementia Friends and Dementia Champions with the view to recruiting more Dementia Friends in the community and within their staff base. So far they have three Dementia Friends Champions and have delivered Dementia Friends sessions to 150 residents through their Citywide Dementia Roadshow in partnership with Alzheimer’s Society.

Repairs case study

In one of the sheltered schemes in the north of the city a fault was activated on the fire alarm system towards the end of the working day. The fault was showing in one of the apartments and following a visit to it by one of the support team, the customer reported that there was no electricity in the bedroom. On checking, the staff member noticed the bedroom carpet was also wet but when asking the customer what had happened, the customer who had short term memory loss, had no recollection. Further inspection in the apartment revealed that water was seeping through the ceiling wiring which had triggered the fault on the smoke alarm.

A visit was then carried out to the upper floor apartment. There, a leak was discovered in the bathroom. The customer living in this apartment had vascular dementia and had been unaware of the problem. The leak had been going on for some time without any action being taken and the water had penetrated and spread throughout the building.

Due to memory issues and dementia, both customers had been unable to recognise the problem and report the incidents promptly. Doing so would have reduced the damage to the apartments and the upheaval to the customers as more substantial repair work had to be carried out.

The cost of the repairs which included the electrical, plastering, decoration and emergency plumber was £183. Early identification of the leak in the upper apartment and prompt repair would have cost £30.

Lessons Learnt

For people living with dementia, property checks need to be carried out more regularly to ensure that all is in order, and if a repair is identified this needs to be carried out promptly.

Closer working also takes place with the care staff to share information and the care teams have now received training on what to look for in terms of hazards in the home.

For more information, please contact:

Lindsay Gibbins, Operations Manager (Health)

Tel: 0191 5255012 or email Lindsay.gibbins@gentoo.com

HEANTUN HOUSING ASSOCIATION

Heantun Housing Association is a small to medium sized Registered Social Landlord which provides 1,200 properties, a mix of general needs housing and specialist supported housing for older people, those with mental health issues, learning difficulties and ex-offenders. It is based in Bilston and provides a diverse range of services including support services, domiciliary care and nursing home care in the Black Country and Staffordshire.

The association worked with Worcester Association for Dementia Studies to deliver dementia training to more than 100 staff who were involved in delivering services to older people (from directors to front line staff). The training was tailored to the individual’s role and there were 3 levels of training:

- 1 day introduction – basic awareness for staff not involved directly with care or support (76 staff) – reception staff, repairs staff, etc. attended this one.
- 6 day specialist practitioner course – those directly involved with care or support (22 staff)
- 2 day leadership course – for senior managers responsible for delivering care or support (9 staff)
- A briefing for the Board

Following the leadership course, a group of leaders have emerged who lead and support staff in the areas of work. Heantun is taking other steps to become a dementia-friendly organisation. They have joined the Dementia Action Alliance and signed up to the Dementia Declaration. Actions to which they have committed include:

- Developing a range of social and health-promoting activities for people living with dementia to enjoy
- Raising awareness of dementia amongst our tenants and service users
- Linking with local dementia networks
- Keeping staff skills and knowledge up to date, including Incorporating dementia awareness into new staff induction
- Providing suitable dementia friendly environments by carrying out an audit of our buildings and developing an action plan to make them dementia-friendly

The Association offers support services specifically for people with dementia, receiving referrals from the local Dementia Advisers with whom they work very closely. See evaluation below of their Dementia Support Pilot Services.

The local falls prevention team uses communal facilities in sheltered schemes and all work together to identify those with possible signs of dementia.

Heantun Housing Association Initial Pilot Evaluation January 2014

Service	Dementia Support Pilot Service(DSPS)
Provider Lead	Helen Garbett – Service Director Janet Chand – Service Manager
Dementia Advisors	Michelle Cash Julie Rogers John Read

1. Pilot aims and service description

The Dementia Pilot aims to support older people (aged 65+) who have dementia to continue living in their own homes safely, participate in community life and prevent or delay the downward spiral towards loss of independence.

The pilot aims to bring about the following outcomes:

- Increased access to appropriate housing
- Increased ability to deal with housing related issues
- Improved wellbeing and feelings of safety and security
- Reduced social isolation and loneliness
- Increased participation in health promoting activities
- Increased uptake of welfare benefits
- Increased participation in community life
- Increased ability to overcome the difficulties of everyday life
- Increased knowledge and information about services that can help
- Reduced avoidable admissions to hospital and long stay care settings

The DSPS provides practical support with day to day difficulties encountered by people living with dementia. It does not offer personal care. It comprises 3 elements:

- Immediate provision of information, advice and guidance in response to a simple problem or query
- Short term support in response to a more complex or extended problem requiring networking with and referral to other external service providers
- Longer term support to resolve problems with housing, housing related support needs and support to reduce risks and enable people to participate in community life

2. Outputs and outcomes

The pilot service ran from July 1st to December 31st 2013 using existing resources from Heantun's Priority Care and Older Peoples service

Number of referrals	63
Diversity information	Age: Under 65 1.58% 65-74 6.34% 75-84 47.68% 85+ 44.4% Gender: F 29% M 71% Ethnicity: WB 73% BAME 27%
Number of people supported throughout the pilot	63
Number of direct support hours delivered throughout the pilot	Allocated hours available: 810 hours (30 per week) Delivered: 576

Range of support needs identified	Loneliness and isolation: 25% Loss of independence: 25% Safety and security: 6% Access to health services: 28% Housing related issues: 4% Access to welfare benefits: 12%	
Examples of intervention provided to reduce risk associated with: <ul style="list-style-type: none"> • loss of independence • declining health • reducing quality of life 	The pilot provided support to service users and carers to:	Outcomes:
	Access to incontinence advice	Improved health and confidence
	Access to aids and equipment	Improved safety at home
	Apply for Blue badge	Increased mobility
	Get out and socialise	Reduced loneliness and isolation Reduced anxiety and worry
	Participate in an allotment group	Improved mental health and physical activity
	Access falls prevention group	Reduced falls and increased confidence
	Get key safe fitted	Increased safety at home
	Attend and participate in men's social group	Increased well-being and reduced isolation
	Undertake short walks	Increased physical activity
	Plan menu's and go shopping	Improved diet
	Apply for Attendance Allowance	Increased income
	Attend medical appointments	Improved health and confidence
	Gain fire safety check and advice	Improved safety
Access Ring and Ride transport	Reduced isolation Increased confidence	
Apply for more appropriate housing	Improved safety and well-being	
% of people at high or very high risk of emergency admission (EARLI tool)	Very high or high: 38% Medium: 61% Low: 1%	
Discharge destinations	Remained at home: 90.5% Residential/Nursing care: 9.5%	

3. Satisfaction and experience

Service users reported:	
Feeling better following support from the service	100%
Increased contact with others	89%
Feeling less lonely	89%
Enjoying life more	91%
Staff were polite, respectful and courteous	100%
Satisfaction with the support provided	100%

Helen Garbett January 2014

KNOWSLEY HOUSING TRUST

Knowsley Housing Trust (KHT) has approximately 13,200 general needs lettings, 13 supported lettings and 699 sheltered housing lettings. A couple of extra care schemes are in the pipeline.

In partnership with the Liverpool House of Memories KHT has rolled out dementia awareness training to all public facing members of staff, 109 in all. They now plan to roll out in-house awareness training to every other member of staff in the business. They believe it is important that even if it doesn't benefit a resident directly, if a member of staff who has a relative with dementia can feel confident in dealing with this, and has appropriate support, then their work will improve to the benefit of residents.

The Trust hopes that this training will help staff not only to identify residents who are suffering with dementia, but also help to recognise the signs earlier and help Knowsley as a borough achieve higher levels of earlier diagnosis.

KHT is currently waiting to hear back from the House of Memories with a projected cost to continue the partnership next year and are also in the process of developing a module to be uploaded onto their organisation's learning management system.

They have joined the Dementia Action Alliance and made three pledges:

- To roll out dementia awareness training to all members of staff
- To create dementia champions throughout the business who can be used as point of support and knowledge
- To turn the extra care schemes we are currently developing into centres of excellence for dealing with dementia in housing.

Two brand new extra care schemes are being developed, both of which have been designed to be dementia friendly and will have specialist dementia flats. The first scheme will open later on this year and the second will open a year after that.

More broadly:

- Leaders throughout the organisation are being asked to drive home the message within their teams
- KHT has held positive discussions with another organisation, *The Reading Rooms* who deliver reading groups and support and specialise in supporting people with mental health and dementia related issues
- They are also utilising our apprentice independent living co-ordinator who is looking at activities that are currently being run throughout their schemes and will be looking to develop some reminisce exercises/classes
- They have been working in partnership with other RSLs, and have attended 'dementia cafes' that they have set up for their residents. They are something that KHT is also looking to develop.

MIDLAND HEART

Midland Heart is dedicated to making a difference to people in the greatest need through housing, care and support services and support 70,000 customers through our services:

- It provides and maintain 32,000 homes, across 34 local authorities, working in some of the most deprived areas to build strong communities by providing and maintaining affordable quality homes, which meet the needs of our customers.
- It provides care and support to 7,000 customers with the most complex needs, through tailored support that aims to help an individual to thrive and live happy, fulfilled and independent lives.
- It provides supported housing schemes and services for a range of customers; older people, homeless people, individuals with learning difficulties and those with mental health issues.
- It works locally and invests in its communities through partnerships and engagement initiatives aimed at helping a person and their family, neighbours and community to flourish.

Strategy

Midland Heart developed a dementia strategy which covers the whole organisation. This outlines the organisation's commitment to becoming a dementia friendly community and is pursuing accreditation. A dementia campaign was launched with a statement from the CEO outlining their commitment. They have embarked on a range of activities to improve awareness and understanding amongst staff, residents and the wider community, and tackle stigma.

Awareness Raising

In June they brought staff, residents, the local community and the Alzheimer's Society together for a dementia day which had quizzes experiences to stimulate memories, talks for staff who have cared for people with dementia, meals from their chefs promoting recipes for healthy living and mental health. The purpose of this day was to raise awareness and break down stigma. They are developing road shows with their Excellence panel (customers) which will be delivered at different services or locations across the region to help staff, customers and families find out more about dementia and the support available for them.

In order to raise awareness and understanding of dementia amongst staff, Midland Heart has worked with the Alzheimer's Society to plan their free awareness training for staff across the region. Over Christmas they ran a "12 days of Christmas" quiz about dementia, and there were prizes of a hamper and cup cakes made by their social enterprise. In addition, they launched their Dementia Lunch and Learn sessions for anyone in the organisation. The first one was attended by over 35 people and more are in the pipeline. Staff were made aware and given time to attend *Grandma Remember Me* - a play about dementia commissioned by the local training alliance. To keep the momentum going, the Director of Care and Support has written a blog about dementia and will be doing an online Q&A session for staff.

Training

External training was commissioned for managers currently working in learning disability and mental health services. Although they do not work in specialist dementia services they do support customers within their services and their skills are being used to support the wider organisation. The organisation has also met with Worcestershire University who run the Association for Dementia Studies to explore the potential of a partnership approach to training and supporting staff. This will include training some senior staff as leaders in Dementia for the organisation.

Physical environment

In terms of the physical environment, Midland Heart has invested in a dementia pod to stimulate

discussion generally and help to establish a common discussion subject for people with dementia and their families to share. The pod is a replica of a 1950s living room including wallpaper, TV, and sofa It stimulates discussion of memories and interest from the younger generation bringing them together in a way that dementia has less ability to disrupt.

They have also explored how they can design their buildings better to support people with dementia and key staff will be trained in 'design and Build' principles via Stirling University. They are reviewing their approach to interior design to try and establish a standard of design that is dementia friendly whilst retaining a modern homely feel.

A case study

The following case study illustrates the beneficial outcome achieved for one customer because staff had the necessary knowledge and tools to understand the behaviour and deal with it in a constructive, person-centred way. It demonstrates the phenomenon of rollback (going back in time), the importance of understanding what lies behind a person's behaviour and the value of anything that may prompt memories acting as a trigger for conversation and valuable life story information.

An extra care resident who had developed dementia since moving in was managing his condition well. He was well known to the team and had a good relationship with them and fellow residents. Over a relatively short period of time they began experiencing aggression that was out of character. He started to cause a disturbance trying to access staff areas of the building and became agitated and aggressive and staff were assessing the suitability of care they were able to provide given the change in behaviour.

As part of the programme of engagement activity in the organisation's extra care schemes, they use the dementia pod described above. It gives residents the opportunity to recall memories and share these with others. For residents living with dementia it often gives them a discussion point that they can share with family with telling children and grandchildren about the items in the room and provides some valuable meaningful interaction. When the dementia pod was in the service where this customer lived he started to talk to a member of staff about the beer bottle that was in the room. He told the story of being a bar tender and part of his job being to bottle up every other day. The member of staff started to link some of the things he said to the regular outbursts.

The next time he tried to access the staff area the member of staff had arranged to give access and accompany the resident re-engaging him in the discussion they had a few days before. The resident went on to explain that he had to get on with the bottling up before the bar opened. This resident believed he was going to work and would be in trouble if he was late and previously being barred from the route he wanted to take had angered him as he believed he was being prevented from going to work. After this staff arranged to open the access he needed every other morning. He would go outside, smoke a cigarette, check for any bottles and then return to his flat. Understanding what was going on for this resident enabled staff to make some very easily accommodated changes which eliminated the aggressive behaviour. This enabled this resident to remain in his home for a further 2 years before his physical health required nursing care.

RIVERSIDE

Riverside is one of the largest housing association groups in the country, owning and managing over 53,000 properties across England and Scotland. The Riverside Group Limited is the main asset-owning association in the group. In addition to providing general needs accommodation, Riverside delivers supported housing through a sheltered and supported arm of the business, Riverside ECHG (RECHG).

Riverside joined the national Dementia Action Alliance in 2013. It has a ten-point action plan:

1) Life story network/ House of memories – tenants and staff training

- Training on dementia awareness and the use of life stories as a tool for planning the care and support journey for a person living with dementia.
- House of Memories is delivering the first part of training and Life Story Network has trained around 30 staff and tenants.

2) LiveTime testing the King's Fund's "Is your Housing Dementia Friendly" Assessment Tool

- The tool focuses on those aspects of the physical environment known to impact on people with dementia. It offers an evidence-informed means of making judgements about the dementia friendliness of the physical environment of the housing development. The tool can be used to establish a baseline and reviewed at intervals to show progress. Although it focuses on those aspects of the physical environment that are particularly important for people with dementia, these are also likely to positively enhance the experience of all the people who live in, work in and visit the housing.

3) Working with the 2012/14 Corporate Charity: Alzheimer's Society, Dementia Action Alliances and Dementia friends

- The corporate charity for 2012-2014 is the Alzheimer's Society.
- To date over £35k has been raised, which is helping to support people living with dementia and their carers.
- Promotion of the local Dementia Action Alliance membership and Dementia Friends attendance amongst all services across the country.

4) Older Person's Conference 2012/13 (for tenants)

- An active learning event which was held free of charge for tenants and which 120 tenants and residents of Liverpool attended.
- This was part funded by the PCT and The Alzheimer's Society and Life Story Network presented two of the workshops.

5) Communal lounge refurbishments

- RECHG has worked with interior designers to develop a set of modern standard 'mood boards' for lounge refurbishments, which provide choice but deliver an environment which is safe for all.

6) New dementia-friendly schemes opening and developing model on dementia café that will work

- Sheltered and extra care home – Dorset Gardens in Runcorn. RECHG is developing new extra care schemes, which will provide accommodation for those diagnosed with dementia.
- The Helpline Scheme Transfer Project Manager is rolling out a menu of assistive technology, which will be beneficial to those with dementia

7) Working with Tunstall to develop the provision for General Needs accommodation

- Looking at ways to best utilise technology with regard to supporting people with dementia and their carers.

8) Develop an Older People's strategy

- Riverside has begun developing a Group-wide Older People's strategy, which will encompass all older tenants regardless of what type of accommodation they live in.
- The strategy will cover Buildings and Environment, Health and Care and Lifestyles.
- Dementia will be included as an element throughout the strategy, although this is about a general offering so dementia services may be included as options throughout rather than having a specific section dedicated to it.

9) Cumbria Dementia Strategy working party involvement

- Although this work only applies to Cumbria, the learning from this group can be applied elsewhere.
- Any areas of good practice or simply just good ideas will be shared and may be adopted if appropriate or cost effective. This may be either nationally or by location.

10) Tenant awareness and supporting national initiatives

- Raising awareness through articles in tenants' newsletters and the corporate website.
- To actively support and follow national leads e.g. Alistair Burns (National Clinical Director from Dementia, NHS England) and to promote good practice.

TAUNTON DEANE BOROUGH COUNCIL

Taunton Deane Borough council manages 5000 general needs housing and 1000 sheltered and extra care housing units.

The Supported Housing Department has taken the lead on this item as it has a direct impact on its Sheltered and Extra care Housing Provision. In 2013 the management team attended a number of national conferences to research a range of best practices. The Somerset Dementia Strategy was also researched to identify any KPI's that Somerset NHS had prioritised. Current local initiatives were investigated and one of the managers attended all the current training available (Dementia Friends, Dementia Friends Champion training, and Dementia Awareness formal training as commissioned by SCC) to assess how best the council could contribute. This led to the conclusion that a pathway model could be implemented within Taunton Deane as a starting point to developing a dementia friendly community. The pathway model involves:

- All staff receiving Dementia Friends information sessions. This can be delivered in-house by staff who have had the Dementia Friends Champions training.
- Key staff in each department becoming Dementia Friends champions
- Front-line staff receiving formal awareness training – one day course from Alzheimer's Society
- Champions complete facilitator training – four day train the trainer's course provided by the Alzheimer's Society
- Facilitators deliver refresher awareness training on an annual basis

Although it still needs formal approval, the plan is to prioritise front line staff who have regular contact with the public and our tenants to become Dementia Friends, by delivering the Dementia Friends information sessions over a 3 to 6 month period as an agenda item at team meetings, assisting the council to qualify as being Dementia Friendly. From the Dementia Friend programme staff will be encouraged to become Dementia Champions by attending the one day training, thus enabling them to deliver Dementia Friends information sessions. This should help to retain the skills within the council in the longer term, and also identify staff who would be suitable to attend formal one-day awareness training delivered by the Alzheimer's Society. This could be rolled out over a 12 month programme as agreed in the individual department training programmes. So far three front-line services have had this formal training: sheltered housing officers; extra care and leasehold managers; and the allocation team.

This activity has had a snow-balling effect. It has attracted the attention of Councillors who have approved the Dementia Friends programme across TDBC and West Somerset. The Assistant Director for Housing has taken the lead on this within TDBC to prepare a business plan and present it to full council to get approval for formal training of all front-line staff. Two councillors have attended the formal one day dementia awareness training and have been impressed with the quality of the training so it is hopeful they will approve resourcing the one day training for all frontline staff.

The advantage of this pathway model is that it is cost effective and sustainable; it retains within the organisation the capacity for providing refresher sessions and sessions to new staff members.

In addition to training, a lead manager was appointed who met with the South West Regional Manager for Dementia Action Alliance (DAA) to discuss best practice and how that might be adopted by TDBC. He was then adopted as the Taunton Lead for the DAA and Dementia Friends Champion initiatives in order to promote a consistent approach amongst external agencies across the borough.

GOOD PRACTICE EXAMPLES – TAUNTON DEANE BOROUGH COUNCIL

It is believed that that the work undertaken since September 2013 has led to improved service delivery to Sheltered Housing tenants and the number of safeguarding alerts to Social Services has increased. Elected councillors will hopefully see the potential for the council to influence their contractors, and the wider community. Dementia awareness has now been accepted as a priority for the health and Wellbeing Board.

For the supported housing department, dementia awareness will complement the person centred support delivery, and be considered when reviewing policies, procedures and all paperwork.

LIST OF DEMENTIA TRAINING SOURCES
Correct at March 2014

PROVIDER	WEB AND/OR E-MAIL	COMMENTS	PAGE NO: IN RESOURCE PACK
FREE AWARENESS RAISING AND TRAINING			
Alzheimer's Society Dementia Friends and Champions sessions	http://www.dementiafriends.org.uk/	Social action initiative. Probably time limited	29
Hull Dementia Academy	http://www.dementiaacademy.co.uk/ dementia.academy@hullcc.gov.uk	For those living or working in Hull	58
IDEA – University of Nottingham	http://idea.nottingham.ac.uk/ beverley.smith@nottingham.ac.uk	Lists free on-line courses. Not own on-line course.	55
SCIE free on-line open dementia programme	http://www.scie.org.uk/publications/elearning/dementia/index.asp	Range of resources on SCIE Gateway website	30
Workwise Personnel	http://www.workwisepersonnel.com/ leanne@workwisepersonnel.com	Distance learning. Accredited	31
DEMENTIA CENTRES AND SPECIALIST DEMENTIA TRAINERS			
Association for Dementia Studies – University of Worcester	http://www.worc.ac.uk/discover/association-for-dementia-studies.html s.pinfoldbrown@worc.ac.uk		32
Dementia Services Development Centre – Stirling	http://dementia.stir.ac.uk/education Lynsey.manson@stir.ac.uk		34
Alzheimer's Society	http://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=1007 dementiatraining@alzheimers.org.uk		36
Beth Noray Consultancy and Training	b.noray@btinternet.com www.bethnoray.co.uk		38
Buz Loveday and Associates	www.dementiatrainers.co.uk buzloveday@googlemail.com		39
Dementia Friendly Training and Consultancy	dementiafriendly@btinternet.com		40
Forget me Not Dementia Training	http://www.forgetmenotdementia.co.uk/ chris@elsley.uk.com		42
Jackie Poole Associates	Enquiries@jackiepoolassociates.org		43
Ladder to the Moon	www.laddertothemoon.co.uk relationship@laddertothemoon.co.uk		44
Life Story Network	info@lifestorynetwork.org.uk http://www.lifestorynetwork.org.uk/		45
Training2Care UK Ltd	info@training2care.co.uk		47
NOT-FOR-PROFIT AND HOUSING SECTOR SOURCES			
Age UK Training	http://www.ageuk.org.uk/work-and-learning/further-education-and-training/age-uk-training		48
Centre for Housing and Support	www.chs.ac.uk		49
Liverpool Museum – House of Memories	http://www.liverpoolmuseums.org.uk learning@liverpoolmuseums.org.uk		51
Mental Health Foundation	http://www.mentalhealth.org.uk twilliamson@mentalhealth.org.uk		52
SITRA	www.sitra.org annar@sitra.org		53

INDEX TO AWARENESS RAISING AND TRAINING PROVIDERS

E-LEARNING COURSES		
Centre for Housing and Support	www.chs.ac.uk	49
IDEA – University of Nottingham	http://idea.nottingham.ac.uk/ beverley.smith@nottingham.ac.uk	55
KWANGO dementia e-learning	www.kwango.com Peter.bomphrey@kwango.com	56
SCIE free on-line open dementia programme	http://www.scie.org.uk/publications/elearning/dementia/index.asp	30
Skillsoft	www.skillsoft.com/emea	57
Association for Dementia Studies – University of Worcester	http://www.worc.ac.uk/discover/association-for-dementia-studies.html s.pinfoldbrown@worc.ac.uk	32
Workwise Personnel	http://www.workwisepersonnel.com/ leanne@workwisepersonnel.com	31
LOCAL SOURCES		
Hull Dementia Academy	http://www.dementiaacademy.co.uk/ dementia.academy@hullcc.gov.uk	58
North Tyneside Council	http://www.northtyneside.gov.uk/ pam.mcardle@northtyneside.gov.uk	59
POTENTIAL SOURCES OF TRAINING FOR WHICH NO PROFORMA COMPLETED – Likely to be many others		
Bradford Dementia Group	http://www.bradford.ac.uk/health/career-areas/bradford-dementia-group	Specialist dementia centre
Chartered Institute of Housing	www.cih.org/training	Currently developing training offer with DSDC Stirling
Learn from Learning website	http://www.learnfromlearning.co.uk/	Comparison website for social care and social work with links to more than 2000 learning resources
Reading Borough Council	www.reading.gov.uk/pvittraining and scroll down to PVI Training programme link deshtrainingadults&housing@reading.gov.uk	Free e-learning

DEMENTIA FRIENDS AND CHAMPIONS INITIATIVE

The Alzheimer's Society is leading a government funded initiative, Dementia Friends. It is a social action movement and people volunteer to take part. The aim of Dementia Friends is to deliver a basic information session to people in the community to improve their understanding of dementia and to inspire them to turn this understanding into action. These information sessions are delivered by Dementia Friend Champions – people who are keen to spread the word about dementia awareness and the Dementia Friends initiative.

People with dementia sometimes need a helping hand to go about their daily lives and feel included in their local community. Dementia Friends sessions give people an understanding of this condition and the simple things they can do to make a difference to the lives of people living with dementia; from helping someone find the right bus, to showing a little patience if someone is struggling with the right change at a till point.

The criteria for becoming a Dementia Friend are very basic - to attend a one hour information session, learn a little about dementia and commit to an action that will make the lives of people with dementia better. There is no "pass/fail" here - only an understanding that if someone wants to become a Dementia Friend (and takes a pin badge) they are committing to an action.

Actions could include:

- behaving patiently with someone showing the signs of dementia
- spending more time with or supporting a friend or relative affected by dementia
- signposting people affected by dementia to more information and support
- volunteering with an organisation to support people with dementia
- fundraising for a dementia-related cause
- helping your workplace to be more dementia friendly
- telling other people about Dementia Friends or spreading the word through social media

The one-day Dementia Friends Champion training session is not dementia awareness training. It is an interactive session which helps you understand Dementia Friends and enables you to run information sessions for relatives, friends, communities, work colleagues, faith groups etc

To become a **Dementia Friends Champion** you need to:

- be over 18 years old
- be a good communicator
- enjoy talking to groups of people
- have access to the internet and be willing to record attendee numbers online
- be keen to set up information sessions in workplace or community
- be enthusiastic about Dementia Friends
- voluntarily attend a whole day training session
- try to reach 150 people to become Dementia Friends

For more information and to sign up for a Friends information session or Champion's training session go to <http://www.dementiafriends.org.uk/>

SCIE FREE ONLINE OPEN DEMENTIA PROGRAMME

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
Name and contact/access details	Broad approach to dementia e.g. medical or psycho-social model	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content <i>If various options and levels use separate cell for each</i>	Materials	Training format	Expertise and track record in dementia training; Referees	Sessions tailored specifically for housing or not?		e.g. Qualifications, CPD certificate; Countries or regions covered;
http://www.scie.org.uk/publications/elearning/dementia/index.asp	Psycho-social, person centred		Off the shelf	The Open Dementia Programme 7 modules, each broken up into 20-40 minute sessions: 1. What it is and what it isn't (4 sessions plus self-assessment (SA)) 2. Living with dementia ((5+SA) 3. Causes of dementia (4+SA) 4. Diagnosis and who can help (4+SA) 5. Common difficulties and how to help (5+SA) 6. The emotional impact (4+SA) 7. Positive communication (5+SA)	Text and voice narrative, case examples and exercises, videos, self-assessment at end of each module	On-line	Developed by Buz Loveday and Damian Murphy (See separate proformas)	No	Free	Can print out record of having completed a section with the score for the self-assessment at the end

WORKWISE PERSONNEL

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
	Broad approach to dementia	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials	Training format				
Workwise Personnel 01429 862888 ext 2213 leanne@workwisepersonnel.com Contact: Leanne Barraclough http://www.workwisepersonnel.com/	Dementia Awareness	Distance Learning	Flexible Learning (learner lead workbooks)	Level 2 Course title: Certificate in Principals of Dementia Care Duration: 6-8 weeks	One initial induction at clients premises, tutor contact details given to learners, workbooks or on-line log in details given	On-line or Workbook	Supplied courses to circa 3,500 employers including various councils and South Yorkshire Police. 93% overall success rate in 2012/13	General Course	Free to anyone 19 yrs or over and have lived in the EU for 3 yrs or more	e.g. Qualifications, CPD certificate; Countries or regions covered; Level 2 nationally recognised QCF listed qualification gained with certificate Accredited by NCFE All of England covered
				Workbook 1 - Understanding dementia including person-centred care and administration of medication						
				Workbook 2 – understanding how dementia can influence communication and behaviour, and the benefits of engaging in social activities						

ASSOCIATION FOR DEMENTIA STUDIES – UNIVERSITY OF WORCESTER

TRAINING PROVIDER	TRAINING OFFER					DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION	
Name and contact/ access details	Broad approach to dementia	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials	Training format	Expertise and track record in dementia training; Referees	Experience of training within the housing sector?	e.g. Qualifications, CPD certificate; Countries or regions covered;	
<p>Susan Pinfold-Brown Contract Manager and Associate Specialist</p> <p>Association for Dementia Studies, University of Worcester Room BB 212 Bredon Building, Henwick Grove Worcester WR2 6AJ</p> <p>01905 542665 07891 290379</p> <p>http://www.worc.ac.uk/discover/association-for-dementia-studies.html</p> <p>s.pinfoldbrown@worc.ac.uk</p>	<p>Psycho-social</p> <p>The aim of the Association for Dementia Studies (ADS) at the University of Worcester is to make a substantial contribution to building evidence-based practical ways of working with people living with dementia and their families to enable them to live well</p> <p>We are committed to a person centred approach in all our work. The person-centred approach is an ethical code that encompasses all relationships. This includes not just</p>	<p>Either trainer’s or client’s premises</p>	<p>Bespoke</p> <p>We have developed and delivered an extensive programme of bespoke education courses on person centred dementia care.</p> <p>Our approach to the courses we deliver, involves a whole systems approach, providing education within organisations which influences leadership, develops specialist practice and raises appropriate</p>	<p>Examples of programmes available:</p> <p>Our courses are designed to fit individual organisational requirements. The following are just two examples and other courses can be developed using our Action Learning set model to suit the needs of the staff group.</p> <p>Leadership in Dementia</p> <p>Excellence in dementia care begins and ends with great leadership. This course is built for managers and senior staff who want to develop their dementia specific leadership skills. It builds on</p>	<p>All course participants receive a comprehensive course pack including all presentations and exercises which build into a dementia resource pack to be utilised within their own place of work.</p> <p>Recommended training tools and resources can be included as required.</p> <p>The learning is structured but the style is highly interactive. Delivery is through a mixture of mini-lectures, group</p>	<p>Face to Face On-Line</p> <p>Action learning sets</p> <p>Our education and training courses use an Action Learning Set model whereby the course material is delivered in a flexible way by knowledgeable tutors that build the skills, knowledge and emotional intelligence of the course participants.</p> <p>Action Learning Sets encompass between 5-12 days face-to face teaching spread over several months with reflective</p>	<p>We are a multi-professional group of practitioners, educationalists and researchers who are expert in the field of dementia. We provide bespoke training and education, research and expert consultancy outputs for health and social care providers, commissioners, charities and government agencies in the field of person centred dementia care and support.</p> <p>We have extensive experience of engaging with professional staff working in a wide variety of settings in research and education programmes and</p>	<p>Leadership, Specialist and Fundamental courses can be tailored to housing organisations. We have developed and delivered bespoke training programmes for housing organisation including Sanctuary, Heatun and the Extra Care Charitable Trust.</p>	<p>Fees are calculated on a bespoke basis by course dependant on the organisations requirements.</p>	<p>University credits. We offer course participants the opportunity to undertake a written assessment if they wish to gain university credits to put towards a named higher education award.</p>

DEMENTIA SPECIALIST SOURCES – ASSOCIATION FOR DEMENTIA STUDIES – WORCESTER

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
Name and contact/ access details	Broad approach to dementia	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials	Training format	Expertise and track record in dementia training; Referees	Experience of training within the housing sector?		e.g. Qualifications, CPD certificate; Countries or regions covered;
<p>Professor Dawn Brooker Director</p> <p>01905 855250 d.brooker@worc.ac.uk</p>	<p>vulnerable older people in care but all us who have the privilege to work in this area and those who are family carers. It is a code that values all people as unique individuals, tries to see things from the viewpoint of the other and recognises the interdependence of all of us.</p> <p>We are committed to working with experts with experience both in our education and research programmes.</p>		<p>knowledge, awareness and skills through all levels in the organisation</p>	<p>working with the VIPS framework in dementia care (Brooker,2007)(www.carefitforvips.co.uk) 4-8 days.</p> <p>Specialist practice in dementia (person centred care) This course involves face to face and work based assignments . A combination of theory and practice supports knowledge and skill development. 8-10 days in total.</p> <p>All courses can be tailored to suit the needs of specialist organisations for example housing/ extra care housing</p>	<p>discussion, experiential exercises, written exercises and DVD and video feedback. Reflection of experience and growing self awareness is key to how course participants learn.</p> <p>University credits. We offer course participants the opportunity to undertake a written assessment if they wish to gain university credits to put towards a named higher education award.</p>	<p>practice & assignments between blocks.</p>	<p>helping them achieve confidence and leadership abilities in dementia care We provide a high quality learning experience and inspire those we work with to bring about real change in practice. We believe that people living with a diagnosis of dementia, their families and the staff that work with them, deserve the highest standards of care. We work from a position of evidence based practice. We bring to all our training the latest and most up-to date evidence from research and best practice. We work from an international perspective, drawing on an international evidence base.</p>			

STIRLING DEMENTIA SERVICES DEVELOPMENT CENTRE

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
	Name and contact/access details	Broad approach to dementia e.g. medical or psycho-social model	Location of training e.g. trainer's premises, client's premises or either	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content <i>If various options and levels use separate cell for each</i>	Materials e.g. case examples, group discussion, presentations				
Dementia Services Development Centre tel 01786 467740 Lynsey.manson@stir.ac.uk and http://dementia.stir.ac.uk/education	Either depending on client	Either, as required by client, or we can hire a venue in a given locality to offer learning to a number of organisation	both	A very wide range. See separate sheet and information at the following link http://dementia.stir.ac.uk/education/education-directory	As required or specified on website	Face to face, on-line, distance, blended learning	25 years of international experience; case studies on web site at www.dementia.stir.ac.uk	Yes, as required. See separate sheet and information on housing resources at http://dementia.stir.ac.uk/housing-dsdc	Current prices vary from £25 per head to £1,200 per head depending on the content and location.	England, Wales, Northern Ireland, Scotland, and international (English speaking) See separate sheet

Housing and Dementia specific training from DSDC

Contact: Lynsey Manson Lynsey.manson@stir.ac.uk
01786 467740

All training offered EITHER at Stirling DSDC, OR the workplace of the client OR a public place for example a community centre, local meeting place, or hotel

Three levels of training:

Degree programmes. Distance learning, on line, blended learning; two modules for a certificate in dementia studies, four modules for a diploma, six for a post graduate masters. All appropriate for housing staff (topics covered include design, supporting carers, basic dementia knowledge, audit of services etc)

DEMENTIA SPECIALIST SOURCES – DEMENTIA SERVICES DEVELOPMENT CENTRE – STIRLING

Bespoke programmes. We offer individually designed training for organisations to suit their needs. The price, method of delivery and materials include off the shelf items and newly designed. Topics and location selected by the client, according to need from local study sessions to complete programmes for an organisation such as a housing charity. Includes training needs analysis. List of around thirty topics offered on the website at www.dementia.stir.ac.uk/education-directory

Flagship courses. We offer a number of “flagship” courses. These are courses that are offered regularly on a rolling programme. They are “off the shelf” and have accreditation from a range of bodies including City and Guilds and the Royal College of Nursing, and some further accreditation is in the process of being gained. All are provided within the quality standards of the University of Stirling.

- *Best practice learning programme for domiciliary care workers* (accredited train the trainer programme over six months <http://dementia.stir.ac.uk/education/flagship-courses/best-practice-learning-programme>)
- *Design school* to develop expertise and exchange knowledge about design in domiciliary and other dementia care settings <http://dementia.stir.ac.uk/design/design-school>
- *Leadership and management in dementia care* <http://dementia.stir.ac.uk/education/flagship-courses/leadership-and-management-dementia-care-aspiring-excellence> a development programme for senior staff who work in housing and other settings where people with dementia live
- *Meaningful activity* <http://dementia.stir.ac.uk/education/flagship-courses/meaningful-activity> a programme that would help housing staff understand how to support such activity for people with dementia

<http://dementia.stir.ac.uk/education>

DSDC offers study days covering a wide range of current topics including dementia awareness which are used by housing organisations for their staff, managers, volunteers and in some cases family carers. Courses can be offered anywhere. Current prices vary from £25 per head to £1,200 per head depending on the content and location. The Education Directory lists the study days available (around forty of the fifty are directly relevant to housing) by topic heading in alphabetical order from alcohol, arts, assessment, awareness raising, behaviour, black and minority ethnic groups supporting communities, communication, continence, dementia friendly communities, dementia friendly outdoor spaces, design, designing interiors, falls, health and safety, housing and dementia, housing associations and dementia, human rights and dementia, integrated care, law, leadership and management, life story work, moving and handling in dementia, nutrition, Parkinson’s, partnerships, person centred care, post diagnostic support, protecting vulnerable adults, re-ablement, research updates, risk and restraint, safeguarding, sensory impairment, supporting people using volunteers, visual impairment, vulnerable adults, and younger people with dementia.....all are listed here in this directory;

Housing is one of the main themes of the DSDC website which includes blogs, information sheets to download, and publications on dementia and housing at

<http://dementia.stir.ac.uk/housing-dsdc>

Web specific resources of use to people working in housing include

- Free online dementia library and information services <http://dementia.stir.ac.uk/information/library>
- A book shop with housing related materials and other resources to purchase at <http://www.dementiashop.co.uk/>
- Free materials to download such as this book on the design of housing <http://www.dementiashop.co.uk/products/improving-design-housing-assist-people-dementia-free-download>

And this book on the design of housing developments

<http://www.dementiashop.co.uk/products/home-solutions-2-free-download>

- The Design resource centre including on line virtual buildings <http://dementia.stir.ac.uk/information/design-resource-centre>
- The latest research <http://dementia.stir.ac.uk/information/dementia-research> including full text of research such as this recent paper on using assistive technology in the home

[http://dementia.stir.ac.uk/system/files/filedepot/30/the cost effectiveness of assistive technology in supporting people with dementia october 13.pdf](http://dementia.stir.ac.uk/system/files/filedepot/30/the%20cost%20effectiveness%20of%20assistive%20technology%20in%20supporting%20people%20with%20dementia%20october%2013.pdf)

ALZHEIMER’S SOCIETY

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
	Name and contact/access details	Broad approach to dementia e.g. medical or psycho-social model	Location of training e.g. trainer’s premises, client’s premises or either	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content <i>If various options and levels use separate cell for each</i>	Materials e.g. case examples, group discussion, presentations				
Alzheimer’s Society, Tel 01904 567909, email dementiatraining@alzheimers.org.uk , web link: http://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=1007		Client provides the premises	Both	Dementia Awareness – one day.	Mixture of presentations, group discussion and exercises.	Face to face	Yes	Yes – usually our standard course which can be tweaked.	£850.00 + VAT for up to 20 people	Delivered anywhere in England, Wales or Northern Ireland
As above		Client provides the premises	Both	Person Centred Dementia Care – two days.		As above	Yes	As above	£1700 + VAT for up to 20 people	As above
As above		Client provides the premises	Both	Meeting complex needs (MCN) modules – half or one day depending on module. Need to book one full day or two half day modules		As above	Yes	As above	£575 + VAT for half day or £1150 + VAT for full day – all for up to 16 people	As above
As above		Client provides the premises	Both	MCN - Dementia Awareness Revisited –		As above	Yes	As above	£575 + VAT	As above

DEMENTIA SPECIALIST SOURCES – ALZHEIMER’S SOCIETY

				Half day						
As above		Client provides the premises	Both	MCN - Communicating with people with dementia – half day		As above	Yes	As above	£575 + VAT	As above
As above		Client provides the premises	Both	MCN – Behaviours that challenge – half day		As above	Yes	As above	£575 + VAT	As above
As above		Client provides the premises	Both	MCN – Supporting relationships in dementia care – half day		As above	Yes	As above	£575 + VAT	As above
As above		Client provides the premises	Both	MCN – Activities in dementia care – one day		As above	Yes	As above	£1150 + VAT	As above
As above		Client provides the premises	Both	MCN - The later stages of dementia – half day		As above	Yes	As above	£575 + VAT	As above
As above		Client provides the premises	Both	MCN – End of life care for people with dementia		As above	Yes	As above	£575 + VAT	As above
As above		Client provides the premises	Both	Facilitation skills for cascading dementia awareness – three days.		As above	Yes	As above	£3250 + VAT for up to 10 people	As above
As above		Client provides the premises	Both	Champions in Dementia – 6 days over a 3 month period		As above	Yes	As above	£13000 + VAT for up to 12 people	As above
As above			Off the shelf	Foundation Certificate in Dementia Awareness		Exam taken following training	Yes	As above	£25 per exam	As above

BETH NORAY CONSULTANCY AND TRAINING

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
Name and contact/access details	Broad approach to dementia e.g. medical or psycho-social model	Location of training e.g. trainer’s premises, client’s premises or either	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content <i>If various options and levels use separate cell for each</i>	Materials e.g. case examples, group discussion, presentations	Training format e.g. on-line, on-line interactive, face to face, webinar	Expertise and track record in dementia training; Referees	Experience of training within the housing sector? Sessions tailored specifically for housing or not?		e.g. Qualifications, CPD certificate; Countries or regions covered;
Beth Noray, Beth Noray, Consultancy & Training 07919091588 b.noray@btinternet.com www.bethnoray.co.uk	Psycho-social	At client’s premises or chosen venue	All courses are bespoke, they are designed for the client	Specialist dementia trainer – Dementia Awareness, Person-centred care, Communication skills, Meaningful Occupation, Understanding Behaviour, Design & Assistive Technology, Eating & Nutrition in Dementia, Continence & Incontinence Also offered: <ul style="list-style-type: none"> • Safeguarding • Mental Capacity Act. • Mental Health in Older Adults • Understanding Depression in Older Adults • Loss & Bereavement 	<ul style="list-style-type: none"> • Presentations • group exercises, • DVD extracts, • case studies, • quizzes, • group discussion. Participative learning style.	Blended learning, face to face, distance learning, workbook available for housing staff.	<ul style="list-style-type: none"> • Training officer Oxford Dementia Centre 1999-2000. • Own business 2000-present day. • Assessor Dementia QCF 2012 • Associate Dementia Trainer Alzheimer’s Trading Ltd Qualified social worker, Dementia Care Mapper, QCF Assessor, Invitations to conduct sessions at Dementia Congress, Centre for Sheltered Housing studies, Capita & Journal of dementia Care conferences.	Training for Hanover Housing Association since 1999, also Orbit, Axiom, Advance & Foundations, Care & Repair, Call Centre staff in housing & financial sectors. Resident groups in housing family carers. As all training is designed for that staff group, all levels are catered for. Experience of all levels From Board Members to Domestic staff.	On application, Typical fee £550 + expenses. Deals available for multiple sessions or on-going work.	I work nationally & internationally As all training is bespoke, it is designed for each group, but I have experience of training many groups of staff from acute nursing staff to home care, pharmacy staff, social workers, care staff etc. References on application. Testimonials on website.

DEMENTIA SPECIALIST SOURCES – BUZ LOVEDAY AND ASSOCIATES

BUZ LOVEDAY AND ASSOCIATES

TRAINING PROVIDER, NAME AND CONTACT/ACCESS DETAILS	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
<p>Dementia Trainers (Buz Loveday and Associates), 18 Woodgrange Avenue, London N12 0PS</p> <p>buzloveday@googlemail.com</p> <p>020 8445 8106 / 07946 645612</p> <p>www.dementiatrainers.co.uk</p>	Broad approach to dementia	Expertise and track record in dementia training; Referees	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials e.g. case examples, group discussion, presentations	Training format	Expertise and track record in dementia training; Referees	Experience of training within the housing sector? Sessions tailored specifically for housing or not?		
	Person-centred approach (holistic model)	Client's premises	Bespoke Also provide accredited dementia training and qualifications – see website for details	We provide a huge range of sessions on all topics related to dementia, including basic facts, communication skills, behaviours that challenge, managing risk, etc. Further information available on our website. www.dementiatrainers.co.uk	Wide range of training methods to suit different learning styles and abilities, including experiential and interactive exercises, case studies, quizzes and games, videos, presentations, demonstrations and discussions. Each training day is constructed and organised to provide a balance of methodologies and all methods used are focused on generating learning according to the pre-defined learning objectives of the course. All our training materials are designed to address a diverse range of backgrounds and needs, both of our training participants and of the people with dementia for whom they care.	Face to face	Dementia Trainers is a small team of four, who work very closely together. The Lead Trainer, Buz Loveday, has 22 years' experience as a dementia trainer. Buz is author of Leadership for Person-centred Dementia Care' and 'Improving Dementia Care' (with Tom Kitwood). All trainers have PTLLS qualifications	Our work with housing providers includes Circle - for whom we regularly provide a 1.5 day course - and East Thames group. We've also had people from other housing associations, including Riverside and Sanctuary, on open courses. All sessions we deliver are specifically tailored to the needs and job roles of participants	£600 per day within M25 £650 per day plus travel expenses (and overnight accommodation if necessary) outside the M25 Charges include a full set of course materials to take away, plus certificates of attendance	

DEMENTIA FRIENDLY TRAINING AND CONSULTANCY

TRAINING PROVIDER, NAME AND CONTACT/ACCESS DETAILS	TRAINING OFFER	HOUSING ASPECT	CHARGES/FEE STRUCTURE	ADDITIONAL INFORMATION e.g. Qualification; CPD certificate 15 years immersed in Acute hospital, community-based, and long term care based services. Alzheimer's Society Gold standard trainer, Co-Author of the SCIE open dementia programme available at http://www.scie.org.uk/publications/elearning/dementia/index.asp First Class Bsc Hons Degree with Bradford Dementia Group			
				Sessions or modules available – length, aims and broad content	Materials e.g. case examples, group discussion, presentations	Training format e.g. on-line, on-line interactive, face to face, webinar	Experience of training within the housing sector? Sessions tailored specifically for housing or not?
mailto:dementiafriendly@btinternet.com Delivery available nationwide	Broad approach to dementia e.g. medical or psycho-social model	Location of training e.g. trainer's premises, client's premises or either	Off-the-shelf, bespoke or both				
Damian Murphy Dementia Friendly Training and Consultancy. 18 Mill Lane YORK YO31 7TE Land: 01904 412336 M: 07927 405 854 dementiafriendly@btinternet.com	Strong psychosocial element in order to equip lay learners to be part of a wider social movement to create inclusive dementia-friendly communities	Client's premises	£450 + expenses per day for course delivery and course development. All courses are tailored to local need and every course contains the element of 'dementia in context' – reference to latest policy, research, developments and national and local agenda.	See below	Group discussion, practical exercises, group and individual work, debate, dvd footage	Face to face with pre-course literature and e-learning study to introduce the themes	Leadership programme 'Champions in Dementia' written and delivered as part of Alzheimer's Society training team – tailored for Linc Cymru housing. Specific focus on providing early emotional support, equipping families to live well with the presence of a dementia; and addressing the frequent isolation and disharmony amongst neighbours within housing communities.
				Introduction to dementia in a dementia-friendly world. 1 day. Emphasis on key initial topics upon which to build from the perspective and lived experience of person with dementia, the brain and behaviour; the importance of 'getting to know you' and a feelings-based approach to basic principles of communication			Consultation with housing staff (Joseph Rowntree Foundation); Basic dementia training and presentations to a range of housing staff.

DEMENTIA SPECIALIST SOURCES – DEMENTIA FRIENDLY TRAINING AND CONSULTANCY

				<p>Dementia friendly community support. 1 day (+ ½ day pre-course reading and e-learning) Putting relationships into context. Identifying categories of positive and negative interaction, responding to tensions within relationships, recognising and responding to both sides of the caregiving relationship. Three's a crowd – looking at dementia care triads. Action planning .</p>		<p>Training always open to individuals living with dementia; families and care staff. As this enriches the content of the day.</p>
				<p>Introducing and implementing basic qualitative observational tools. 1 day. Categorising types of interaction; planning observations; gaining a shared language for peer review and support. Implementing observations, preparing feedback and action planning;</p>		
				<p>Dementia friendly life history work. 1 day. The importance of knowing an individual. Matching the agenda of the individual; reflecting life history in care planning documentation. Looking at our own story. Creating 'business cards'</p>		
				<p>A further selection of tailored programmes around experiencing strong feelings; reflective practice; inclusion – 'who owns this service?'</p>		

FORGET ME NOT DEMENTIA TRAINING

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
Name and contact/access details	Broad approach to dementia	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials	Training format	Expertise and track record in dementia training; Referees	Experience of training within the housing sector? Sessions tailored specifically for housing or not?		e.g. Qualifications, CPD certificate; Countries or regions covered;
<p>Christine Elsley Forget me not Dementia Training - making a difference Tel: 01223 207855 Mobile: 07970 474556 http://www.forgetmenotdementia.co.uk/ chris@elsley.uk.com</p>	<p>Both Medical and social models</p>	<p>Clients premises (usually) Or on behalf of other training companies</p>	<p>both</p>	<p>Dementia Awareness Half day/full day Person centred care half day/full day Reminiscence workshops half day Informative meetings ie for relatives hourly sessions or one to one</p>	<p>Group discussions, quiz, activity based, presentation, hands on materials, books etc</p>	<p>Face to face</p>	<p>Studied with Bradford University. Work 3 days per week in 3 different dementia units. Hands on care since 2007. <u>Referees:</u> Louise Kent Home Care Manager CHS Group Beryl Gillespie Head of Older People services CHS Group Lyndsey Woods HCPA Training Consultants</p>	<p>I deliver all CHS Group (previously Cambridge Housing Society) Dementia Training to all staff.</p>	<p>Half Day £250 Full day £450 Inclusive of all materials and travel</p>	<p>Diploma in Dementia Studies (Bradford University 2010) PTTLS CERT (2011) 2years worth of CPD certificates covering conferences and courses. <u>Areas covered:</u></p> <ul style="list-style-type: none"> • Cambs • Beds • Herts • Norfolk • Suffolk <p>And as far north as York</p>

JACKIE POOLE ASSOCIATES LTD

TRAINING PROVIDER	TRAINING OFFER					DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION	
Name and contact/access details	Broad approach to dementia	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials e.g. case examples, group discussion, presentations	Training format e.g. on-line, on-line interactive, face to face, webinar	Expertise and track record in dementia training; Referees	Experience of training within the housing sector? Sessions tailored specifically for housing or not?		
Jackie Pool Associates Ltd. Enquiries@jackiepoolassociates.org	Person-centred	Clients premises	both	Modules mapped to each QCF dementia unit at level 2 or 3	Learner’s Workbooks with Trainer –led exercises, discussions, presentations	Face to face	Leading UK dementia specialist – author commissioned by Skills for Care to write the QCF dementia units. Endorsed by the National Skills Academy. Materials endorsed by City & Guilds	Previous experience with supported housing services. Case studies and discussions tailored to learner roles and services	£995 per day for up to 16 learners. Price includes all Trainer expenses. VAT is chargeable in addition	UK wide All learning mapped to QCF dementia units for CPD evidence or for APL with any Assessment Centre
Jackie Pool Associates Ltd. Enquiries@jackiepoolassociates.org	Person-centred	In-house training by clients in-house Trainer using our Trainer’s Guides and supporting materials	Off the shelf	Modules mapped to each QCF dementia unit at level 2 or 3	<ul style="list-style-type: none"> Trainer’s Guide with comprehensive detail for delivery in sustainable short sessions. CD containing PowerPoint presentations, Certificates of Attendance and any additional materials Learner’s Workbooks with Trainer –led exercises, discussions, presentations 	Face to face by client’s own Trainer	Leading UK dementia specialist – author commissioned by Skills for Care to write the QCF dementia units. Endorsed by the National Skills Academy. Materials endorsed by City & Guilds	Previous experience with supported housing services. Case studies and discussions tailored to learner roles and services	£40 per Trainer Guide £5 per Learner Workbook Delivery costs depending on quantity ordered VAT is chargeable on delivery costs only	UK wide All learning mapped to QCF dementia units for CPD evidence or for APL with any Assessment Centre

DEMENTIA SPECIALIST SOURCES – LADDER TO THE MOON

LADDER TO THE MOON

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
	Broad approach to dementia	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials	Training format				
Ladder to the Moon, Branch Hill House, Hampstead, London NW3 7LS 0207 794 2593 www.laddertothe moon.co.uk relationship@laddertothe moon.co.uk	Wellbeing focused psycho-social model with creativity in care at its core.	Can be either- depends on the course or programme chosen.	Both: an off-the-shelf range called <i>Vibrant Communities</i> and a bespoke consultancy service.	Programmes involving whole services: working with staff and clients. Last 1-12 months+	Regular face-to-face training in key communication skills for staff, alongside this our team supports staff and service users to hold a series of co-produced creative events in their service.	More than 10 years experience working with people living with dementia. Managing Director Chris Gage was awarded Care Innovator of the Year 2013 (Greater London) for his work relating to quality of life for people living with dementia. Head Coach Jude Sweeting has 20 years of experience in dementia care. Her background is in General Nursing and she was Dementia Development Lead at Westminster Council and a trainer with Dementia UK. All coaches qualified coaches.	Experience in working with both residential and housing settings. For housing case study, see our programme for Hanover Housing Association http://www.laddertothe moon.co.uk/Case studies/HousingsettingsVibrantCommunity/	Programme s costs vary according to length. Contact for more info. Courses available to book for whole cohorts (£600-£3,600); or per person £100 per person per day. (No VAT to pay as exempt body).	Founder members of the National Skills Academy for Social Care Working across England, from base in London. Not for profit social enterprise.	
				Active Teams- 1 day courses for carers or support staff- develops key communication skills for working with people living with dementia.	Face to face discussion and practical exercises. Then learning is put into practice in a creative activity with service users.					
				Activity Leaders- 1 or 3 day courses for activity coordinators or equivalent roles- includes focus on provision for isolated individuals and those living with dementia.	Face to face coaching from qualified coach, a shared creative experience with discussion and reflection, and (for 3 day version) participants complete practical assignments in their workplace between training days.					
				Vibrant Service Leaders- 1 or 3 day courses for senior roles- focused on creative leadership to support outstanding care and support for all clients.	Face to face coaching from qualified coach, a shared creative experience with discussion and reflection and (for 3 day version) participants complete practical assignments in their workplace between training days.					

LIFE STORY NETWORK

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
	Name and contact/access details	Broad approach to dementia	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials				
<p>Life Story Network CIC info@lifestorynetwork.org.uk 0151 237 2669 http://www.lifestorynetwork.org.uk/</p>	<p>Psycho-social model: understanding the person by using narrative practice techniques to develop and establish effective mutual relationships, communication and rapport. Training enables participants to develop skills, understanding and confidence to engage with those diagnosed with dementia. Applicable to: managers, staff, residents, volunteers, family carers, supply chain</p>	<p>Either trainer’s or clients premises</p>	<p>Both Dementia awareness courses specific to housing sector for: front line staff, managers and residents/volunteers and family carers Organisations embedded model - connecting housing staff, tenants and communities to create dementia friendly communities Currently developing bespoke training and resources for</p>	<p>Length of courses 1 or 2 days, but bespoke to organisations, can be modular through a programme of workshops 1 day – basic dementia awareness, how to help and introduction to using narrative practice approach to engaging residents and tenants. Set within the context of developing a dementia friendly culture, awareness and supporting engagement approach for each organisation. Building rapport/relationships between staff, residents and community to support people with dementia Two day – more detailed content, participants return for a day of reflective practice, sharing what worked; challenges, learning outcomes Key themes: -Types of Dementia -Effects of Dementia</p>	<p>Presentations , group discussions, role play Case studies Performance Online resources Include use of life story portal to develop life story using text, video, audio, art Access to latest research, information and policy documents for the housing sector</p>	<p>Face to face</p>	<p>Have specialised in developing and delivering training in dementia Led by Health and Social care experts, psychologists and community developers with a combined work experience of over 80 years. Work developed has been funded by the Department of Health and Skills for Care to health and social care, housing, police, family carers, volunteers and people with dementia.</p>	<p>Yes – in Liverpool and in Halton MBC. Bespoke course for the sector. Has included training tenants. Have developed open courses for Northern Housing Forum.</p>	<p>Will vary according to the nature of the course (Managers, staff, residents, volunteers, supply chain client group), number of delegates and location Starting fees £400. This includes bespoke /adapting/ refining the content of each course to link in with organisational objectives and social outcomes A</p>	<p>e.g. Qualifications, CPD certificate; Countries or regions covered; UK We provide a certificate of attendance Training is being externally accredited by Cache at level 2/3 We have also been working with Skills for Care towards having each unit accredited to the QCF. These will be complementary units to enhance general dementia knowledge</p>

DEMENTIA SPECIALIST SOURCES – LIFE STORY NETWORK

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
	Name and contact/access details	Broad approach to dementia	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials				
			housing sector through DH funded project 'Your Community Matters'	- Engaging people with dementia One's Individuality Value of relationships Building rapport Basic of relationships Value of narrative practice(Life story work- LSW) to support people with dementia Using LSW as a tool for connecting staff, residents and wider community Values and beliefs Action Planning for support and tying into organisational/ team objectives				Experience of training within the housing sector? Sessions tailored specifically for housing or not?	sustainable, organisational embedded model is also available – poa	e.g. Qualifications, CPD certificate; Countries or regions covered;
Ditto	Ditto	Client's	Bespoke	Organisational package – can include workshops for leaders and managers, family carers and volunteers as well as paid staff, depending on client need	Ditto	Face to face with on-line private space for discussion forum		Currently working with sector on Merseyside as part of DH funded project		

TRAINING 2 CARE LTD

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
Name and contact/access details	Broad approach to dementia e.g. medical or psycho-social model	Location of training e.g. trainer's premises, client's premises or either	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content <i>If various options and levels use separate cell for each</i>	Materials e.g. case examples, group discussion, presentations	Training format e.g. on-line, on-line interactive, face to face, webinar	Expertise and track record in dementia training; Referees	Experience of training within the housing sector? Sessions tailored specifically for housing or not?		e.g. Qualifications, CPD certificate; Countries or regions covered;
Training 2 CARE UK Ltd, 3 Media House, Threshelfords Business Estate, Feering Essex, CO5 9SE. info@training2care.co.uk , 01376 573999	Medical and psycho-social.	Raining premises or at clients premises	Both bespoke and off-the-shelf	Virtual Dementia Tour. Only scientifically proven method of giving a person with a healthy brain an experience of what dementia might be like. 2 hours. Aims to understand dementia by walking in the shoes of people with dementia.	Experience training with discussion and presentation.	Face to face only	13 years training with nearly 1 million people delivered over 17 countries. Andy Tysoe, Dementia Lead Nurse, Countess of Chester NHS, <i>Liverpool Road Chester CH2 1UL</i> 01244 363370	Training is designed specifically for the housing group market	£600.00 +VAT per day for 3 x sessions of 12 people.	CPD certificate statement certificate of attendance.

AGE UK

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
	Broad approach to dementia	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials	Training format				
Age UK Training, Bridge House, Bridge Street, Walsall WS1 1JQ Contact: Amanda Maaskant Tele: 0808 168 1225 http://www.ageuk.org.uk/work-and-learning/further-education-and-training/age-uk-training/		Client's premises	Both	1 day or ½ day	Group discussion, Power point presentation, Paired and group activities, Interactive group work, verbal feedback	Face to face	Age UK Training has vast experience in delivering Dementia training to the Health & Social Care Sector.	Our lead dementia trainers deliver a number of bespoke training sessions in Dementia and Mental Health to the following organisations Hanover Housing, Genesis Housing, Retirement Lease Housing Association	£715 per day or £550 for ½ day fully inclusive for a maximum of 16 people	e.g. Qualifications, CPD certificate; Countries or regions covered; Certificate of attendance National coverage

NOT-FOR-PROFIT AND HOUSING SECTOR PROVIDERS – CENTRE FOR HOUSING AND SUPPORT

CENTRE FOR HOUSING AND SUPPORT

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
Name and contact/access details	Broad approach to dementia	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials	Training format	Expertise and track record in dementia training; Referees	Experience of training within the housing sector? Sessions tailored specifically for housing or not?		e.g. Qualifications, CPD certificate; Countries or regions covered;
Centre for Housing and Support www.chs.ac.uk 01905 72 72 72	Psycho-social model	Client's premises	Both	One day in-house course ' Understanding Confusion and Dementia ' consisting of 6 guided learning hours. This course aims to help participants to develop a greater understanding of issues affecting older people with confusion and dementia.	Powerpoint presentation/group work/ case studies/ good practice examples/ handouts	Trainer led interactive course.	Approx. 15 dementia courses delivered per year. Previous client's details can be provided on request. Post-training student evaluation summaries available.	Yes, CHS has been delivering training to the housing sector since 1992. In-house courses can be tailored to meet the client's exact needs.	£950 (£855 member rate). All-inclusive rate. Rate based on a group of up to 15 attendees.	UK wide delivery (inc. N Ireland). Visit www.chs.ac.uk/in-house for further details
As above	As above	As above	As above	One day in-house course ' Mental Health Awareness ' consisting of 6 guided learning hours. The purpose of this course is to consider some of the main forms of mental distress. Learn how to recognise the various forms and explore ways in which they can be responded to. It also provides an overview of the Mental Capacity Act 2005.	As above	As above	As above	As above	As above	As above

NOT-FOR-PROFIT AND HOUSING SECTOR PROVIDERS – CENTRE FOR HOUSING AND SUPPORT

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
	Broad approach to dementia	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials	Training format				
Name and contact/access details							Expertise and track record in dementia training; Referees	Experience of training within the housing sector? Sessions tailored specifically for housing or not?		e.g. Qualifications, CPD certificate; Countries or regions covered;
City & Guilds Level 2 Award in promoting the MH and wellbeing of older people		Regionally, in-house, or distance	Off-the-shelf	Five modules Unit 1 The principles and values that underpin the promotion of wellbeing and mental health with older people Unit 2 Mental wellbeing, mental health problems and older people Unit 3 Communication, relationships and promoting mental wellbeing with older people Unit 4 Working within services to promote wellbeing and mental health with older people Unit 5 Developing yourself in your role to promote the wellbeing and mental health of older people	MOODLE	For regional or in-house delivery, this qualification is delivered by flexible learning over 6 months, i.e. a combination of five study days plus distance learning support. A distance learning option will also be available from Spring, with no attended study days	Have run this course for a number of years and delivered to groups including Sanctuary Housing, Worcester Community Housing and Paragon Housing	See previous column	£753 per person, for the course to be delivered regionally or in-house. This price includes a C&G registration fee of £74. Price for DL option will be available from March	Level 3 qualification currently unavailable
eLearning	As above	On-line	Off-the-shelf	This module aims to raise staff understanding about the lived experience of a person with dementia, looking at the person first and then exploring simple techniques to help keep the person with dementia independent for longer.	N/a	On-line	N/a	This course content is targeted at those working in health and social care settings.	£33.50 + VAT	Visit www.chs.ac.uk/elearning for further details

LIVERPOOL MUSEUM - HOUSE OF MEMORIES

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA CREDENTIALS	HOUSING ASPECT	CHARGES/FEE STRUCTURE	ADDITIONAL INFORMATION
Name and contact/access details	Broad approach to dementia e.g. medical or psycho-social model	Location of training e.g. trainer’s premises, client’s premises or either	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials e.g. case examples, group discussion presentations	Training format e.g. on-line, on-line interactive, face to face, webinar	Expertise and track record in dementia training. Referees	Experience of training within the housing sector? Sessions tailored specifically for housing or not?		e.g. Qualification, CPD certificate; Countries or regions covered
Megan Croucher 0151 478 4240 learning@liverpoolmuseums.org.uk http://www.liverpoolmuseums.org.uk	Basic general awareness, plus improved communication skills; based on memory activities and reminiscence work	Museum of Liverpool (or other cultural institution if working in partnership in a different region)	Both. Access to general health / social care model which is already funded, or bespoke housing model which can be commissioned	One full day workshop. Theatre-based training which challenges views on dementia and looks at positive and negative scenarios	Theatre-presentation and discussion; ‘carousel’ of memory activities; printed toolkit to take away	Face to face – one day attendance at a workshop at the Museum	See below For reference contact Regenda Housing: Ian Gleave at Regenda Ian.Gleave@regenda.org.uk	Yes. We have commissioned a bespoke model for the housing sector which looks at issues particularly affecting that sector.	Free to attend health and social care sector training which covers the basic dementia awareness and activities. Cost applies for commissioned housing model which looks particularly at the sector.	For more information on how to commission training, please contact us for an informal conversation. Eg. A bespoke model was jointly funded by 4 of the largest housing providers on Merseyside and also by Liverpool Strategic Housing Partnership.

National Museums Liverpool’s history of working with active and vulnerable older people is extensive. Through this, we have grown to understand how participation in our museum projects has a meaningful impact on people who are most vulnerable in our communities. The organisation is a member of the Dementia Action Alliance and 200 staff have recently become Dementia Friends. In 2013 House of Memories won the ‘Learning Together: in Health and Social Care Award’ from NHS England North West. National Museums Liverpool’s House of Memories team have achieved Level 2 Certificates in the Principles of Dementia Care. House of Memories has been independently evaluated in Liverpool and wider – you can read the two reports online:
<http://www.liverpoolmuseums.org.uk/learning/documents/House-of-Memories-evaluation-report.pdf>
<http://www.liverpoolmuseums.org.uk/learning/documents/HoM-evaluation-Northern-model-2013.pdf>

MENTAL HEALTH FOUNDATION

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
	Broad approach to dementia	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials	Training format				
Toby Williamson Head of Development & Later Life, Mental Health Foundation E: twilliamson@mentalhealth.org.uk T: 020 7803 1132 http://www.mentalhealth.org.uk	Bio-psycho-social with strong emphasis on being person-centred and relationship-centred	Both	Bespoke	Can do basic awareness training but we are not mainstream dementia training provider. Can do more focused training on self-management, personalisation, risk taking and mental capacity	Mixed	Face to face	We are not a mainstream dementia training provider.	We have not delivered training to housing providers although we have successfully delivered a dementia-focused project with a housing provider.	Normally £650/day + VAT + expenses	The Foundation is a UK-wide charity

SITRA

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/FEE STRUCTURE	ADDITIONAL INFORMATION
Name and contact/access details	Broad approach to dementia e.g. medical or psycho-social model	Location of training e.g. trainer's premises, client's premises or either	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials e.g. case examples, group discussion, presentations	Training format e.g. on-line, on-line interactive, face to face, webinar	Expertise and track record in dementia training; Referees	Experience of training within the housing sector? Sessions tailored specifically for housing or not?		e.g. Qualifications, CPD certificate; Countries or regions covered;
Anna Robertson annar@sitra.org www.sitra.org	Mixture of both models	Either	Both	See overleaf, including information on newly launched Housing Dementia Leaders Programme for the housing sector in partnership between Sitra, Association for Dementia Studies at Worcester University and the Housing LIN	Group discussion, role play, drama, presentation See overleaf	Face to face	Dementia trainer Jonathan Bunday is a registered mental nurse and registered general nurse. He has 15 years of hands on experience within the NHS, much of it spent in the care of people with dementia. He has also been a dementia trainer for 18 years, and has delivered various dementia courses to a wide variety of carers within the housing, public, private, NHS and voluntary sectors. He has a long standing reputation for delivering courses that are relevant, practical, interesting and enjoyable. Referee: Claire Motler claire.motler@ravenht.org.uk	Jonathan has delivered many dementia courses for staff working in the housing sector, and frequently adapts his material to be relevant to the specific working background of delegates attending.	£900 non-members £785 non-members. Discounts available for volume bookings	Jonathan's qualifications include: BA (Hons) Registered Mental Nurse Registered General Nurse

SITRA continued

<p>Sessions or modules available – length, aims and broad content 3 distinct one day courses. Each one is available as either a stand alone course, or together as an in depth 3 day dementia course.</p>	
<p>Day 1: General introduction to dementia <u>Length:</u> Full day</p> <p><u>Aims / content</u> Understanding the difference between confusion and dementia The different categories of dementia Progression (signs and symptoms) of dementia Recognising possible warning signs of dementia Understanding person centred care in dementia Communication skills in dementia Anti-dementia drugs</p>	<p>Day 2: Responding to behaviours that challenge in dementia <u>Length:</u> Full day</p> <p><u>Aims / content</u> Supporting clients with dementia who display challenging behaviours Maintaining dignity in dementia Responding to delusions and hallucinations in dementia Creating a dementia friendly environment Falls in dementia - recognising and reducing the risks</p>
<p>Day 3: Additional challenges in dementia <u>Length:</u> Full day</p> <p><u>Aims / content</u> Dual diagnosis in dementia (alcohol misuse, depression, diabetes, Parkinson's Disease) Nutritional challenges and solutions in dementia Recognition of pain in dementia Managing and reducing incontinence in dementia Therapeutic activities in dementia</p>	
<p>Materials Quizzes, case studies, interactive group discussions, personal stories, presentations and DVDs.</p>	

Housing Dementia Leaders - New programme to be launched

Launch of Dementia Leaders Programme for the Housing Sector: A Partnership between Sitra, the Association of Dementia Studies - University of Worcester, and Housing Learning and Improvement Network (LIN).

We are pleased to announce that Sitra, the Association of Dementia Studies (ADS), at the University of Worcester, and the Housing Learning and Improving Network have come together to develop and deliver leadership in dementia programme specifically for the housing sector, with generous funding support from the Department of Communities and Local Government. Building on successful programmes that have been run for NHS and social care staff, the programme will equip participants with a sound understanding of dementia and person centred care, access to the latest best practice in housing and dementia support, and practical tools and resources with which to lead and influence change within their organisation.

Two courses will be on offer. A two and half day programme for strategic leaders, both providers and commissioners, and a four day programme aimed at scheme managers. Further details will be publicised shortly.

If you would like register your interest and/or to find out more please contact Tim Parkin at Tim.Parkin@hscpartnership.org.uk Tel: 07917 050862.

IDEA (IMPROVING DEMENTIA EDUCATION AND AWARENESS) ON-LINE TRAINING

NB. At present this site does not contain its own on-line course. This is currently being developed. It provides links to, and descriptions of, free on-line courses offered by others

TRAINING PROVIDER	TRAINING OFFER						HOUSING ASPECT	CHARGES/FEE STRUCTURE	ADDITIONAL INFORMATION
Name and contact/access details	Broad approach to dementia e.g. medical or psycho-social model	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials e.g. case examples, group discussion, presentations	Training format	Experience of training within the housing sector? Sessions tailored specifically for housing or not?		e.g. Qualification, CPD certificate; Countries or regions covered
IDEA (Improving Dementia Education and Awareness) Website address: Idea.nottingham.ac.uk Twitter: @ideaUoN Dr Bev Smith (Project Director) beverley.smith@nottingham.ac.uk	All material is broadly categorised around, and can be sorted by, the QCF Award units for Awareness of Dementia	N/A	N/A	Access to 14 free learning dementia modules – most take about 30 minutes to complete	E learning and audio-visual materials could be used as a basis for starting group discussions	On-line	No experience of training in the housing sector. Material not particularly targeted at Housing sector but could be utilised by housing workers.	Free	Opportunity to gain CPD certificate through some of the e learning modules.
				Access to over 100 resources about dementia (mainly audio visual but some text) Length is variable – generally between 5 and 15 minutes. Material can be sorted on length of time it takes to complete.			Material can be sorted around worker role.		

KWANGO DEMENTIA E-LEARNING

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
Name and contact/access details	<i>Broad approach to dementia</i>	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials e.g. case examples, group discussion, presentations	Training format e.g. on-line, on-line interactive, face to face, webinar	Expertise and track record in dementia training; Referees	Experience of training within the housing sector? Sessions tailored specifically for housing or not?		e.g. Qualifications, CPD certificate; Countries or regions covered;
Peter Bomphey Sales Manager Kwango Ltd Peter.bomphey@kwango.com 01908 255600 07711 419851 www.kwango.com	Combination. Courses not just about transferring knowledge. It should help to change practice.	On-line so any time anywhere. Accessed via password	Off-the-shelf. Offer a wide range of courses relevant to health and social care including: <ul style="list-style-type: none"> • Dementia • Safeguarding adults • Mental Capacity Act • Person-centred thinking • Domestic abuse Courses can form part of blended learning	Dementia topic 1 – 1.5 hrs <ul style="list-style-type: none"> • Recognising dementia • Causes of dementia • What isn't dementia • Person-centred care • Behaviour that challenges • Treatments • Issues for carers • Safeguarding adults • Mental Capacity Act • Four separate case studies • Quizzes • Further information sources 	Colourful graphics and pictures but no cartoons; written text alongside and fully narrated; case studies based on real situations played out by actors or individuals who have experience of the subject matter using digital photography and spoken word; Interspersed with quizzes to check progress	Can be delivered by: <ul style="list-style-type: none"> • Internet • Intranet • Network • DVD • CD • Workbook • Learning Management System 	E-learning courses developed and delivered by social care, health care and IT experts with decades of experience in these fields. Based on extensive research and in conjunction with professional leads, trainers and legal advisers. For full list of customers, references and courses visit the website www.kwango.com	Not tailored for housing but content appropriate for housing sector	Courses licensed for a one-off fee for an indefinite, unlimited licence period. Charge is based on the number of potential trainees. Starts at £400 for up to 20 users plus VAT. The greater the number, the less the per capita charge. Discounts to existing customers for additional courses and free support.	Major leaning towards accessibility features. Suited to those with visual or physical impairments or dyslexia because fully narrated throughout. Many local authorities and health bodies already have a licence so housing sector staff may be able to access via their local authority. If 75% scored on final quiz, can print out certificate

SKILLSOFT E-LEARNING

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
	Name and contact/access details	Broad approach to dementia	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials				
Skillsoft Phone: 01276 401994 Web: www.skillsoft.com/emea	Both models are introduced in our training, but it's primarily people centred.	Client or Learner premises	Off the shelf with customisation options available	Course maps to 'Dementia Awareness' (DEM201) and 'Understand and implement a person centred approach to the care and support of individuals with dementia (DEM 204)	Each module includes a multiple choice post learning assessment	Online	Course maps to modules of EDI's Level 2 Diploma in Health and Social Care	Courses can be customised to meet any particular needs. Platform includes comprehensive learner and learning program deployment.	Please contact us for details	UK

HULL DEMENTIA ACADEMY

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
Name and contact/access details	Broad approach to dementia	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials	Training format	Expertise and track record in dementia training; Referees	Experience of training within the housing sector? Sessions tailored specifically for housing or not?		e.g. Qualifications, CPD certificate; Countries or regions covered;
Hull Dementia Academy To attend the course attendees need to contact Gill Ralph Tel: 01482 318 949. http://www.dementiaacademy.co.uk/ dementia.academy@hullcc.gov.uk	Understanding dementia and responding positively	Partnership learning centre , Hemswell Avenue Hull HU9 5LB. Or we can train in the community if the client has suitable premises	Both	One day Course or can be delivered in a half day for small groups of ten or less	Group discussion, case studies, dvd, group activities	Face to face	Academy trainers accredited referees can be obtained from Libby Lawrence BSc PGCCE Evoke Memories. Other referees for the quality of the course include Paul Hopper paul.hopper@lloyds tsb.co.uk	The understanding dementia course has been delivered across all sectors successfully including ferens and pickerings, retailers, nurses, voluntary sector, carers, financial services, police, fire service and the ambulance service.	No charge	Within Hull. People must live or work in Hull

NORTH TYNESIDE COUNCIL

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
	Name and contact/access details	Broad approach to dementia	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials				
North Tyneside Council, Adult Services, Training and Development Team http://www.northtyneside.gov.uk/ pam.mcardle@northtyneside.gov.uk	Both Models are covered in the training, although an emphasis is placed on the social model.	North Tyneside Council venue or customer premises.	Both	1 day basic awareness, Aim: This one day course is aimed at raising awareness regarding the different types of dementia, how to promote a person centred approach to dementia care and exploring different communication techniques.	Presentation, group discussion, case studies, activities,	Face to face	We are proud of the high standards we have achieved; this includes being an endorsed Centre of Excellence with the National Skills Academy for social care and an endorsed provider of CPD opportunities by The College of Social Work. In addition to this we receive regular external assessment of our qualification provision and always receive excellent feedback.	We have delivered Dementia Awareness session to Wardens within North Tyneside Homes and could tailor the session as required.	£40 per individual booking onto an existing course or £350 to deliver in customer premises up to a max 20 learners.	e.g. Qualifications, CPD certificate; Countries or regions covered; Record of attendance available on request, showing the learning outcomes. Available in the North East region.
North Tyneside Council, Adult Services, Training and Development	Both Models are covered in the training, although an emphasis is	North Tyneside Council venue or customer	Both	Level 2 Award in Dementia Awareness. Each learner must attend 4 x half day taught sessions over a	Presentation, group discussion, case studies, activities,	Face to face and completion of	We are proud of the high standards we have achieved; this includes	A couple of Wardens have accessed this qualification. It can be tailored to	£120 per learner. Includes: registration and	An Edexcel certificate, showing the

LOCAL PROVIDERS – NORTH TYNESIDE COUNCIL

TRAINING PROVIDER	TRAINING OFFER						DEMENTIA TRAINING CREDENTIALS	HOUSING ASPECT	CHARGES/ FEE STRUCTURE	ADDITIONAL INFORMATION
Name and contact/access details	Broad approach to dementia	Location of training	Off-the-shelf, bespoke or both	Sessions or modules available – length, aims and broad content	Materials	Training format	Expertise and track record in dementia training; Referees	Experience of training within the housing sector? Sessions tailored specifically for housing or not?		e.g. Qualifications, CPD certificate; Countries or regions covered;
Team	placed on the social model.	premises.		<p>3-4 month period. And complete 4 x workbooks that directly link to the standards.</p> <p>This is a level 2 8 credit QCF qualification, certificated by Awarding Organisation Edexcel.</p> <p>The qualification consists of 4 units: DEM 201 Dementia Awareness. DEM 202 the person-centred approach to the care and support of individuals with dementia. DEM 205 Understand the factors that can influence communication and interaction with individuals who have dementia. DEM 207 Understand equality, diversity and inclusion in dementia care.</p>	<p>Workbook completion, assessment and verification.</p> <p>Each learner will be allocated a named assessor and verifier.</p>	workbooks to given timescales.	being an endorsed Centre of Excellence with the National Skills Academy for social care and an endorsed provider of CPD opportunities by The College of Social Work. In addition to this we receive regular external assessment of our qualification provision and always receive excellent feedback.	their environment.	certification, assessment, resources and all quality assurance. (Those employers who complete their National Minimum Data Set (NMDS – social care), can claim Workforce Development funding from Skills for Care which would cover the full cost of the Award.)	<p>level and type of qualification achieved.</p> <p>Available in the North East region.</p>

A SELECTION OF USEFUL RESOURCES

Housing Learning and Improvement Network Focus on Dementia website – probably the best source of information on dementia of relevance to the housing sector.

<http://www.housinglin.org.uk/Topics/browse/HousingandDementia/>

Alzheimer's Society website – a lot of useful general information on dementia – aimed at the general public

<http://www.alzheimers.org.uk>

Relaunched SCIE Dementia Gateway – lots of useful information apart from the e-learning course, including “social care TV” (short videos on a number of dementia related topics)

http://www.scie.org.uk/publications/dementia/index.asp?dm_i=405,269Q2,UW330,7V09V,1

Skills for Care website – a range of workforce-related information

<http://www.skillsforcare.org.uk/Home.aspx>

including *The Common Core Principles for Dementia* and *Dementia and Carers: Workers' Resources*

<http://www.skillsforcare.org.uk/Publications/Publications.aspx?keywords=dementia>

NICE Quality Standard 30: Supporting People to live well with dementia

<http://guidance.nice.org.uk/QS30>

Dementia Engagement and Empowerment Project (DEEP) – a range of information for involving and empowering people with dementia, including the DEEP good practice guides co-produced with people with dementia

<http://dementiavoices.org.uk>

Enriched Opportunities Programme – Research identifying what good practice in supporting people with dementia looks like

<http://www.housinglin.org.uk/Topics/browse/HousingandDementia/Practice/Workforce/?parent=5154&child=5357>

Joseph Rowntree Foundation *Better Life* Programme – contains a rich and diverse range of material on improving the quality of life of older people with high support needs, some relating specifically to people with dementia

<http://www.jrf.org.uk/topic/betterlife>

Graham Stokes – *And Still the Music Plays: Stories of People with Dementia* (2008) Hawker Publications. London

Stories about people with dementia which convey very clearly what person-centred dementia support looks like

Alzheimer's Society – *How to Help People with Dementia: A Guide for customer-facing Staff*

http://www.alzheimers.org.uk/site/scripts/news_article.php?newsID=1935

The King's Fund – *Enhancing the Healing Environment (EHE)* – Tool for assessing the dementia friendliness of specialist housing – pending. Will be on Housing LIN and King's Fund websites