NHS Education for Scotland

Board Paper Summary

1. Title of Paper

Scotland’s National Dementia Strategy - education and training to support development of the health and social services workforce

2. Author(s) of Paper

Susanne Forrest, Programme Director - Nursing, Midwifery and Allied Health Professions Directorate (NMAHP)
Robert Parry – Associate Director of Nursing, NHAHP

3. Purpose of Paper

To update the NES Board on progress and future plans for the NES/SSSC Dementia workforce development programme.

4. Key Issues

There are approximately 82,000 people with dementia in Scotland and this number is expected to double over the next 25 years. Scotland’s National Dementia Strategy was published in June 2010 and outlined a number of key challenges and change actions that require a significant change in the way Health and Social services in Scotland respond to Dementia. In June 2011 ‘Standards of Care for Dementia in Scotland’ and ‘Promoting Excellence - a framework for health and social services staff working with people with dementia, their families and carers’ were launched.

5. Educational Implications

Phase 1 (2010/11) - NES/SSSC developed the ‘Promoting Excellence’ framework alongside a strategic Dementia Workforce Development Plan designed to support implementation of the framework and the Dementia Standards.

Phase 2 (2011-2013) - NES/SSSC are undertaking a programme of work to support implementation of the Dementia Workforce Development Plan attending to outcomes, impact and sustainability.

In addition to the SG funded Dementia Strategy work NES NMAHP Directorate has taken forward a number of dementia projects from 2008-2011.
6. **Financial Implications**

An Enhanced 2 year PID has been approved by the Scottish Government with confirmed funding for 2011/12 totalling £569,049. Expected funding for 2012/13 is £526,917.

7. **Which NES Strategic Objective(s) does this align to?**

The NES/SSSC Dementia work programme is closely aligned to all of NES strategic themes and objectives, in particular:

- **Themes**
  - Education to create an excellent workforce.
  - Improving quality.
  - Reshaping the NHS workforce
  - Developing innovative educational infrastructure

- **Objectives**
  - We will deliver consistent evidence-based excellence in education for improved care
  - We will continue to build co-ordinated joint working and engagement with our partners
  - We will develop our support for workforce redesign
  - We will support education in partnership that maximises shared knowledge and understanding
  - We will develop flexible, connected and responsive educational infrastructure which covers people, technology and educational content

8. **Impact on the Quality Ambitions**

The NES/SSSC Dementia work supports all 3 quality ambitions in the NHS Healthcare Quality Strategy and makes a significant contribution to the Person Centred quality ambition. The Promoting Excellence framework and the workforce development plan have at their core the concepts, principles and values of human rights, quality of life indicators and outcomes, and personalisation.

9. **Key Risks and Proposals to Mitigate the Risks**

Risk management has been conducted for individual work streams and the work programme. A risk register is regularly monitored by the Dementia Programme Board and is available on request.

10. **Equality and Diversity Impact Assessment**

   *Please select one of the boxes*

   - Impact Assessment is not required at this stage because:

   - Equality and Diversity Impact Assessment has been planned (briefly summarise your arrangements for undertaking the EQIA):

   - ✔ Rapid Impact Assessment completed*
☐ Full Impact Assessment completed*

A full Impact assessment for the NES/SSSC work programme is currently being undertaken.

11. **Communications Plan**

A Communications Plan has been produced and a copy sent to the Head of Communications for information and retention:

Yes ☐  No ☑

The NES/SSSC Programme Board are developing a communication plan and a draft plan exists which has been sent to the Head of Communications. NES/SSSC are also developing a communications plan for the entire NES/SSSC joint work programme.

12. **Recommendation(s) for Decision**

The Board is invited to:

Note and comment on the content of this paper to inform current and future developments.
Scotland’s National Dementia Strategy - education and training to support development of the health and social services workforce

1. Introduction

The aim of this paper is to provide the NHS Education for Scotland (NES) Board with an update of NES/SSSC Dementia work programme in the context of policy and service development agendas. This paper is also intended to enable the NES Board to note and comment on the content of this paper to endorse and inform current and future planned developments.

2. Background and context

Dementia has been a national clinical priority in Scotland since 2007. Currently there are approximately 82,000 people with dementia in Scotland and this number is expected to double over the next 25 years.

Scotland’s National Dementia Strategy was launched in June 2010\(^1\) and outlined a number of key challenges and change actions that require a significant change in the way Health and Social services in Scotland respond to dementia. The main change areas outlined in the Dementia Strategy include: rights, dignity and personalisation; health improvement; addressing negative attitudes towards dementia and stigma; improving the general service response to dementia; assessment, diagnosis and care pathways; and support for interventions, including non pharmacological responses to managing memory problems, co-morbid mental health problems, and behaviour perceived as challenging.

Actions set out in the strategy included the development of ‘Standards of Care for Dementia in Scotland\(^2\)’ and ‘Promoting Excellence - a framework for health and social services staff working with people with dementia, their families and carers\(^3\)’.

Both documents were launched in June 2011 by the Deputy First Minister of Scotland/ Cabinet Secretary for Health, Wellbeing and Cities Strategy. Where previously the responsibility for older people’s services and dementia has rested with the Minister for Public Health it now lies directly with the Cabinet Secretary, who at the launch of the documents announced that care of older people and care of people with dementia were personal priorities.\(^4\)

3. NES/SSSC Dementia Work Programme

3.1 Phase 1 (2010/11)

The aims and outcomes of NES/SSSC Phase 1 work programme were:

- To develop a succinct framework that outlined the knowledge and skills required by specific groups of health and social care workers, who directly, or indirectly, support people with dementia and their families/carers.

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2. [http://www.scotland.gov.uk/Publications/2011/05/31085414/0](http://www.scotland.gov.uk/Publications/2011/05/31085414/0)
3. [http://www.scotland.gov.uk/Publications/2011/05/31085332/0](http://www.scotland.gov.uk/Publications/2011/05/31085332/0)
• To ensure this framework reflected the aspirations set out in Scotland’s National Dementia Strategy and synergised with other strategy work streams, for example, the development of the Standards of Care for Dementia.
• To develop a strategic Dementia Workforce Development Plan for 2011-2013 based on the knowledge and skills framework.

3.11 The Knowledge and Skills Framework - Promoting Excellence: A framework for all health and social services staff working with people with Dementia, their families and carers.

Development of the Promoting Excellence framework took place concurrently with the development of the ‘Standards of Care for Dementia in Scotland’, led by the Mental Welfare Commission for Scotland, and robust links were made with this work programme.

Table 1 provides a diagrammatic representation of the framework domains with additional explanatory text provided thereafter.

<table>
<thead>
<tr>
<th>Levels of Knowledge and Skills</th>
<th>Stages of the Dementia Journey</th>
<th>Reflecting the Dementia Strategy Change Actions</th>
<th>Quality of life outcome indicators domains for people with Dementia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dementia Informed Practice</td>
<td>Prevention, Keeping Well, and finding out it’s Dementia</td>
<td>Rights, Dignity and Personalisation</td>
<td>Social relationships and connectedness</td>
</tr>
<tr>
<td>Dementia Skilled Practice</td>
<td>Living Well</td>
<td>Health Improvement, Attitudes and Stigma</td>
<td>Feelings, emotions, mental health and wellbeing</td>
</tr>
<tr>
<td>Enhanced Dementia Practice</td>
<td>Living Well with Increasing support and help</td>
<td>Improving the general service response to Dementia</td>
<td>Physical health and wellbeing</td>
</tr>
<tr>
<td>Expertise in Dementia Practice</td>
<td>End of Life and Dying Well</td>
<td>Assessment, Diagnosis and Care Pathways</td>
<td>Spiritual and cultural wellbeing and personal beliefs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Support interventions including non-pharmacological responses to managing memory problems, co-morbid mental health problems, and behaviour perceived as challenging</td>
<td>Independence, choice and control</td>
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<td></td>
<td></td>
<td></td>
<td>Environment</td>
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<td></td>
<td></td>
<td></td>
<td>Family/Carer support and well being</td>
</tr>
</tbody>
</table>

Levels of Knowledge and Skills Reflecting the Dementia Strategy Change Actions
Each level in the framework defines the knowledge skills specific to the worker’s role in relation to dementia. Rather than being hierarchical, the levels are concerned with levels of responsibility in relation to working with people with dementia, which will
vary greatly across organisations and sectors and will be influenced by the context people work within to provide services and support.

- The **Dementia Informed Practice** level provides the baseline knowledge and skills required by *all* workers in health and social services settings including a person’s own home.
- The **Dementia Skilled Practice** level outlines the knowledge and skills required by all health and social services workers who have direct and/or substantial contact with people who have dementia.
- The **Enhanced Dementia Practice** level outlines the knowledge and skills required by health and social care workers who have more regular and intense contact with people with dementia, provide specific interventions, and/or direct and manage care and services for people with dementia.
- The **Expertise in Dementia Practice** level outlines the knowledge and skills required for health and social services workers, who by virtue of their role or practice setting, play an expert specialist role in the care, treatment and support of people with dementia.

The knowledge and skills outlined at each level are constructed in an incremental way, for example workers who operate at the ‘dementia enhanced practice’ level would also possess the skills, knowledge, attitudes and behaviours described at all preceding levels.

**Stages of the Dementia Journey**

There is well documented evidence that dementia has a recognised pathway of progression and the framework has incorporated this, recognising that the needs of a person with dementia, their family and carers will vary at the different stages of the journey. The 4 Stages of the Dementia Journey addressed in the framework are:

- Prevention, keeping well, and finding out it’s dementia
- Living well
- Living well with increasing support and help
- End of life and dying well

**Quality of life outcome indicators for People with Dementia and their families/carers**

There is a growing body of research on quality of life indicators for people with Dementia. Promoting Excellence incorporates quality of life (QoL) outcome indicators developed as part of this project from a review of the literature. These are intended to encourage workers and services to consider the impact and outcome of the support, care, interventions and treatments they provide against these indicators. The domain areas of the indicators have been previously outlined in Table 1. Table 2 details the QoL indicators mapped against the Standards of Care for Dementia Domains.

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5 Alzheimer’s Society/Mental Health Foundation (2010) My Name is Not Dementia. London. Alzheimer’s Society
### Table 2

<table>
<thead>
<tr>
<th>Standards of Care for Dementia Domains</th>
<th>Knowledge and Skills Framework QoL Outcome Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>• I have the right to a Diagnosis</td>
<td>• People with Dementia have access to a timely and accurate diagnosis of Dementia</td>
</tr>
<tr>
<td>• I have the right to be regarded as a unique individual and to be treated with dignity and respect</td>
<td>• People with Dementia feel empowered and enabled to exercise rights and choice, maintain their identity and to be treated with dignity and equity</td>
</tr>
<tr>
<td>• I have the right to access a range of treatment and supports</td>
<td>• People with Dementia maintain their best level of physical, mental, social and emotional wellbeing</td>
</tr>
<tr>
<td>• I have the right to end of life care that respects my wishes</td>
<td>• People with Dementia have access to individuals, groups and organisations that can support their spiritual or personal beliefs and reflect their cultural wishes</td>
</tr>
<tr>
<td>• I have the right to be as independent as possible and be included in my community</td>
<td>• People with Dementia have access to quality services and can continue to participate in community life and valued activities</td>
</tr>
<tr>
<td>• I have the right to have carers who are well supported and educated about dementia</td>
<td>• People with Dementia feel safe and secure and are able to be as independent as possible</td>
</tr>
<tr>
<td></td>
<td>• People with Dementia are able to maintain valued relationships and networks, and have the opportunity to develop new ones both personal and professional</td>
</tr>
<tr>
<td></td>
<td>• People with Dementia, and their family, friends and carers, have access to the information, education and support that enhances the wellbeing of the person with dementia and those that support them.</td>
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</tbody>
</table>

#### 3.12 NES/SSSC Dementia Workforce Development Plan

The Dementia Workforce Development Plan has the following aims:

- To support a standardised approach to dementia education being embedded in all undergraduate and postgraduate health and social services professionals’ educational preparation.
- To develop targeted educational responses to support health and social services workforce knowledge and skills development in ‘Dementia Informed’ and ‘Dementia Skilled’ Practice’ (as defined in the Promoting Excellence.
- To specifically support workforce capability at the ‘Dementia Skilled’ level of practice by developing a package of flexible learning materials to be used in a blended learning format by individuals, organisations and cross-sector teams.
- To revise and develop vocational qualifications for health and social services staff to reflect the knowledge and skills outlined in Promoting Excellence.
• To provide education and training for the health and social services workforce to increase access to evidence based psychological interventions and therapies for people with a diagnosis of dementia and families/carers of people with dementia.
• To undertake accelerated activities to increase access to psychological interventions and therapies for distressed behaviours perceived as challenging, by providing informational material and training in evidence-based non-coercive approaches for both staff and families and informal carers of people with dementia.
• To support the development of the health and social services workforce to improve the care, treatment and outcomes for people with dementia admitted, or at risk of admission, to acute general care settings.
• To create infrastructures for capacity development and leadership for change in the Social Services sector to support implementation of Promoting Excellence in this sector.
• To support the development of the health and social services workforce to improve the care, treatment and outcomes for people with dementia admitted, or at risk of admission, to acute general care settings.
• To create infrastructures for capacity development and leadership for change in the Social Services sector to support implementation of Promoting Excellence in this sector.
• To improve health and social services workforce capacity and capability in palliative and end of life care for people with Dementia.
• To develop and deliver Post Diagnostic Training in partnership with Alzheimer Scotland for health and social services staff based on the principles of co production, personalisation and outcomes based approaches.
• To improve dementia knowledge sharing and management across the health and social services workforce.

A 2 year PID was approved by the Scottish Government (SG) in June 2011, with confirmed funding for 2011/12 totalling £569,049. Expected funding for 2012/13 is £526,917.

NES/SSSC are undertaking a range of activities to deliver the workforce development plan. Appendix 1 details key deliverables and timescales for delivery. Section 4 of this paper provides an update of progress against delivery.

4. Progress against delivery

The NES/SSSC work Programme is overseen by a Programme Board chaired by Henry Simmons, Chief Executive of Alzheimer Scotland. This Board in turn reports the SG Dementia Strategy Monitoring and Implementation Group.

The NES/SSSC dementia work programme has benefitted from strong and productive relationships formed with Alzheimer Scotland, and active membership from the Scottish Dementia Working Group6, an independent group run by people with dementia.

4.1 Supporting a standardised approach to Dementia education being embedded in undergraduate and postgraduate health and social services professionals’ educational preparation.

NES/SSSC are developing guidance on undergraduate and postgraduate dementia curriculum content (based on the ‘Promoting Excellence’ framework). The guidance will be available on the Dementia Managed Knowledge Network and will signpost educational providers to an extensive range of supporting information and educational resources, informed by a scoping exercise carried out to review the

6 http://www.sdwg.org.uk/
relevance and quality of existing educational resources. Where gaps have been identified additional educational resources are being developed.

4.2 Developing targeted educational responses to support health and social services workforce development in ‘Dementia Informed’ Practice.

To support development of ‘Dementia Informed’ practice across the whole health and social services workforce a cost effective and comprehensive educational resource, delivered via the media of a DVD, is being produced. While this, and other educational resources, are being designed primarily for the health and social services workforce they will have a wider reach and applicability in other sectors, for example the police force and housing services.

4.3 Supporting ‘Dementia Skilled Practice’ workforce development.

Recently published figures in the Scottish social services sector: workforce data report 2009 indicates that 127,000 people are employed within care at home/housing support/care home and adult day care settings. Similarly, a significant number of workers in NHS Scotland will require educational support to attain the knowledge and skills set out at the ‘Dementia Skilled’ level of Promoting Excellence. To meet the learning needs of this large workforce population NES/SSSC are developing a bespoke and quality learning resource. The resource will be aligned to the National Occupational Standards for the Health and Social Services workforce and the Dementia Skills Set in particular. An accompanying guide will also be produced on how the package can be used by assessors, mentors, supervisors and trainers.

4.4 Revising and developing vocational qualifications for health and social services staff to reflect the knowledge and skills outlined in ‘Promoting Excellence’.

The development, review and maintenance of National Occupational Standards (NOS) is a core function of SSSC. Following an incremental review of the NOS for Health and Social Care in 2008/9 a full review is taking place in 2011/12. This review will ensure that the NOS remain appropriate for staff working in health and social care settings in the current and future care and support environment, and will form the basis for revised Scottish Vocational Qualifications (SVQs), other qualifications and skill sets.

The content of Promoting Excellence is being considered alongside current NOS and will inform the future review, particularly in relation to the further development of Dementia Skills Sets. In 2012/13, the completion of the NOS review will also provide an opportunity to produce clear guidance for the Social Services sector on how the revised NOS align with Promoting Excellence. This guidance will support both the attainment of qualifications for registration and continuous professional development for the workforce.

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7 Scottish Social Services Council (2011) Scottish Social Services Sector: workforce data report 2009
4.5 Providing education and training for the health and social services workforce to increase access to evidence based Psychological Interventions and Therapies for people with a diagnosis of dementia and families/carers of people with dementia.

NES is leading a programme of work to support increased access to evidence based psychological interventions/therapies in support of the access to treatment target (HEAT target). Between 2011/2013 NES will take forward education and training that improves the capacity and capability of the health and social services workforce in delivering evidence based low and high intensity psychological interventions/therapies for people with dementia, and their families and carers. Activities being taken forward in 2011/12 include:

- Production of an educational resource to equip health and social services staff with a psychological understanding of dementia and core skills in related interventions.
- Development of educational resources and the delivery of training in dementia assessment and diagnosis using evidence based tools.
- Development of informational material and training in evidence-based non-coercive approaches to tackling distressed/challenging behaviours. Training will be targeted for staff and families/informal carers to allow them to better understand the genesis of such behaviour and tackle it in a humane and effective way from a person-centred perspective.

4.6 Supporting the development of the health and social services workforce to improve the care, treatment and outcomes for people with dementia admitted, or at risk of admission, to acute general care settings.

There is a particular focus on improving the care and treatment of people with dementia in acute general hospitals. As the population in Scotland ages, this is reflected in the increasing use of the acute care setting by people with dementia. Currently up to 1 in 4 of all general hospital beds in the UK are occupied by people over 65 years who have dementia. People with dementia who have other health problems are also more likely to be inappropriately admitted to hospital, are more likely to stay longer in hospital, to the detriment of their own wellbeing, and are more likely to be discharged directly to a care home. Recent reports have also highlighted that while developments have taken place concerning deficits in the care and treatment of people with dementia in this sector remain.

In 2011 the Cabinet Secretary charged the Chief Nursing Officer for Scotland to oversee the implementation of the Standards of Care for people with Dementia in acute general hospitals alongside older peoples’ standards. NHS Board self assessments and Health Care Improvement Scotland, Health Environment Inspectorate Team, inspection against the standards are currently being taken forward. Given the focus on this sector NES are taking forward a number of activities to support workforce development in acute general hospitals.

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Dementia Champions Programme

The Dementia Champions programme will prepare staff from a range of disciplines in acute care hospital settings to: lead improvements in dementia care; sustain change in their area; and cascade information and education about dementia to other staff.

We have commissioned the University of West of Scotland in partnership with Alzheimer Scotland to develop, deliver and evaluate this programme designed against the Enhanced Dementia Practice level of ‘Promoting Excellence, The programme commences in October 2011 and is being delivered regionally to 4 cohorts across Scotland. There has been a healthy up take of places on the programme from NHS Boards and we have over recruited slightly with 109 confirmed participants, with others applicants held in reserve. Participants in the first cohort comprise 88 nurses, 19 AHPs and 2 medical staff.

It is the intention to develop a further 200 Dementia Champions in 2012/13 including more staff from NHS acute general hospitals and also social services staff (working in community based anticipatory and intermediate care teams and social services community care teams). We will also establish learning and development networks to further support the development of the Champions as cross-sector leaders and change agents.

Development Programme and Learning Network for Alzheimer Scotland Dementia Nurse Consultants/Specialists and AHP Dementia Consultants

Alzheimer Scotland has been campaigning and fund-raising to place an Alzheimer Scotland Dementia Nurse in each Health Board in Scotland and additional SG funding will lead to the establishment of post in each NHS Board in 2011/12. Concurrently the SG has invested in the development of 3 AHP Consultants in dementia care.

These roles (alongside the Dementia Champions) will provide NHS Boards with a Nursing and AHP led leadership, educational and change infrastructure, focussed on bringing about improvements in the experiences and outcomes of care and treatment for people with dementia in acute hospital settings.

To support maximising the impact of these roles, NES has been working in partnership with Alzheimer Scotland to establish a development programme and learning network for the Alzheimer Scotland Consultant Nurses and AHP Consultants, focussed on leadership and change agent development, action learning and impact evaluation against the post outcomes.

Educational Resources for A&E Departments and Acute General Hospital Care

NES has developed 2 online dementia education resources, 1 for staff working in A&E, and 1 for staff working in general Acute Care. In addition we have developed posters and tip cards for use in these areas to support staff in working more effectively with people with dementia their families and carers.

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4.7 Creating infrastructure for development and leadership for change in the Social Services sector to support implementation of Promoting Excellence

The size, scale and diversity of the social services sector present some particular challenges when delivering on the aims of Phase 2 of the Dementia Workforce Development Plan, and there is a considerable task in reaching and influencing training and learning and in turn front line practice. Additional capacity is being established in the form of 3 posts within the Social Services Sector to support the implementation and embedding of ‘Promoting Excellence’ on areas of practice where the workforce has ‘direct and/or substantial’ contact with people with dementia including care at home, day care of adults and care home services for adults across the public, private and voluntary sectors.

The planning and initial delivery on this agenda will be undertaken in 2011/12 and further support to embed and support the sustainability of learning and delivery plans and local networks is envisaged for 2012/13. An impact assessment of the capacity building work in conjunction with key stakeholders such as SCSWIS will demonstrate the sector’s effectiveness in delivering on Promoting Excellence, and the Standards for Dementia Care.

4.8 Improving health and social services workforce capacity and capability in palliative and end of life care for people with dementia

During 2009 Alzheimer Scotland was funded by the Scottish Government and NES to develop and deliver a multi-agency ‘training for trainers’ Palliative Care and Dementia Programme, which included preparing trainers from NHS Scotland, Local Authority Social Work Departments, Care Home Providers and Specialist Palliative Care Teams. The training evaluated positively and NES/SSSC, in partnership with Alzheimer Scotland, will support the further cross-sector dissemination of this training programme across Scotland with the first programme due to commence in December 2011.

4.9 Developing and delivering Post Diagnostic Training in partnership with Alzheimer’s Scotland for health and social services staff based on the principles of co-production, personalisation and outcomes based approaches

NES/SSSC are working with Alzheimer Scotland in the development, delivery and evaluation of a pilot post diagnostic support training programme building on a pilot Post Diagnostic initiative in East Renfrewshire and Renfrewshire. The initial programme will be offered to key front line staff from the Dementia Demonstrator Sites and to the local areas whose Reshaping Care for Older People Change Plans indicate the development of post diagnostic support and early intervention. Initially 36 people will go through this pilot programme which will be carefully evaluated and used to inform a next stage which will be offered to 60 people in 2012/13. This will include staff involved in the development of post diagnostic initiatives funded by the Life Changes Trust and front line staff who are engaged in early interventions as a result of reshaping and the emergence of self directed support arrangements.
4.10 Improving knowledge sharing and management across the health and social services workforce - Developing and sustaining a Dementia Managed Knowledge Network (MKN)

The Dementia MKN is a web-based portal, integrated into the Knowledge Network and Social Services Knowledge Scotland, to provide: information, evidence and learning resources closely aligned to the domains of Promoting Excellence and the Standards for Dementia Care in Scotland. It will also be the portal of access to the educational packages and learning materials developed as part of the NES/SSSC dementia work programme.

Community and social networking tools have been built to facilitate exchange and dissemination of knowledge among the dementia MKN. NES Knowledge Services are providing facilitation and creating learning resources (for online and blended learning) to support social and situated learning, and sharing of knowledge and experience within communities of practice. NES Knowledge Services will also deliver marketing and training programme to promote uptake of the web-based portal and its evidence and learning resources.

The MKN development is being over seen by a Steering Group and the MKN continues to grow in content and members.

The Dementia MKN can be accessed on www.knowledge.scot.nhs.uk/dementia.aspx

5. Links to wider work programmes and initiatives

There are a number of wider NES/SSSC work-streams which have direct and indirect links for the dementia work programme, and to which the NES/SSSC dementia work will also contribute, including:

- NES Long Term Conditions and Rehabilitation Framework Work Programme
- Joint SGHD, Mental Health Division/NES Psychological Therapies Work Programme
- NES work programme to support implementation of ‘Living and Dying Well’
- NES Education and Learning plan to support the implementation of person-centred care, underpinned by the Healthcare Quality Strategy, the Patient Rights (Scotland) Bill 2010 and the Carers and Young Carers Strategy.
- Work programmes on Support Worker development and regulation
- SSSC work programme of required registration of staff in adult care homes, care at home and housing support
- SSSC work programme on the Continuous Learning Framework
- SSSC work programme on leadership in the Social Services

In particular Scotland’s National Dementia Strategy’s transformational agenda must be closely aligned to work on Reshaping Care for Older People11 which concerns the organisation and design required of care, health, housing and wider community supports for older people in Scotland. A NES/SSSC Strategic Group is taking overall responsibility for the workforce agenda within the Reshaping Care for Older Programme. This group includes members of the Dementia Programme Board to

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11 Noting that Dementia does not just effect Older People
support a coherent and cohesive approach to implementing the recommendations across both work streams.

6. **Recommendations**

The Board is invited to:

- Note and comment on the content of this paper to inform current and future developments.
### APPENDIX 1

<table>
<thead>
<tr>
<th>Phase 2 Aim</th>
<th>Knowledge and Skills Level as defined in Promoting Excellence</th>
<th>Deliverable/s</th>
<th>Delivery date</th>
</tr>
</thead>
</table>
| 1. Supporting a standardised approach to Dementia education being embedded in all undergraduate and postgraduate health and social services professionals’ educational preparation | - Dementia Skilled Practice  
- Enhanced Dementia Practice  
- Expertise in Dementia Practice | - National Guidance on undergraduate and postgraduate Dementia curriculum content  
- A range of educational resources based on the Knowledge and Skills framework and disseminated and supported via the Dementia Managed Knowledge Network | November 2011  
January 2012 |
| 2. Develop targeted educational responses to support health and social services workforce development in ‘Dementia Informed’ Practice’ | Dementia Informed Practice | Development of cost effective educational resources in the form of a DVD | November 2011 |
| 3. Supporting ‘Dementia Skilled Practice’ - the development of learning materials for staff requiring training at Dementia Skilled practice level | Dementia Skilled Practice | - A package of flexible learning materials aligned to the National Occupational Standards for the Social Services workforce and the Dementia Skills Set in particular  
- An accompanying guide on how the package can be used by assessors, mentors, supervisors and trainers. | March 2012 |
<table>
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<tr>
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</tr>
</thead>
</table>
| 4. Revise and develop vocational qualifications for health and social care staff to reflect the knowledge and skills outlined in the framework | Dementia Informed Practice  
Dementia Skilled Practice  
Enhanced Dementia Practice | National Occupational Standards for Health and Social Care revised to ensure skills sets can be constructed from the framework at appropriate SVQ levels  
Guidance for Social Services sector on how revised NOS align with Promoting Excellence | March 2012  
December 2012 |
| 5. Increase access to evidence based Psychological Interventions and Therapies for people with a diagnosis of dementia and families/carers of people with Dementia | Dementia Skilled Practice  
Enhanced Dementia Practice | Production of easily accessible educational resources and training to equip health and social services staff with psychological understanding of dementia and core skills in related interventions  
Delivery of education and training (utilising training for trainers models) to 100 participants to improve the health and social services workforce capacity and capability in low and high intensity psychological interventions that respond to: behaviours that are perceived as challenging; interventions for memory problems and co-morbid mental health problems; interventions for carers of people with Dementia | March 2012  
Between November 2011 - March 2013 |
<table>
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<tr>
<td>6. Increasing access to Psychological Interventions and therapies for distressed behaviours perceived as challenging by providing education in evidence-based non-coercive approaches for both staff and families, informal carers</td>
<td>Enhanced Dementia Practice</td>
<td>Adaptation of the NES Positive Behavioural Support training package for use with people with a diagnosis of Dementia, and disseminate training to a range of staff in health and social care Informational and learning materials on challenging behaviour for families and carers, using the same model and terminology to encourage consistency of approach Further cross-sector dissemination of training to a range of staff in health and social services</td>
<td>March 2012</td>
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<td></td>
<td>Dementia Skilled Practice</td>
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<td>March 2012</td>
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<td>March 2013</td>
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<tr>
<td>7. Support the development of the health and social services workforce to improve the care, treatment and outcomes for people with dementia admitted, or at risk of admission, to acute general care settings</td>
<td>Dementia Skilled Practice Enhanced Dementia Practice Expertise in Dementia Practice</td>
<td>300 NHS and Social Services Dementia Champions trained and prepared as change agents Dementia champions supported and developed via regional learning networks Development Programme for Alzheimer Nurse Consultants and AHP Dementia Consultants</td>
<td>100 Champions Trained by March 2012 Further 200 Champions Trained by March 2013 2012-2013 2011- March 2013</td>
</tr>
</tbody>
</table>
## APPENDIX 1 (continued)

<table>
<thead>
<tr>
<th>Phase 2 Aim</th>
<th>Knowledge and Skills Level as defined in Promoting Excellence</th>
<th>Deliverable/s</th>
<th>Delivery date</th>
</tr>
</thead>
<tbody>
<tr>
<td>8. Creating Infrastructure Development/ Leadership for Change in the Social Services Sector to support implementation of Promoting Excellence</td>
<td>Dementia Informed</td>
<td>Employers in local authority, private and voluntary sector providers engaged in planning for local implementation of Promoting Excellence</td>
<td>March 2012</td>
</tr>
<tr>
<td></td>
<td>Dementia Skilled</td>
<td>Change agents identified across local authority, private and voluntary sector providers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Enhanced Dementia Practice</td>
<td>Local support and learning networks established with links to Dementia Champions</td>
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<tr>
<td></td>
<td></td>
<td>Guidance for sector on implementation of Promoting Excellence at informed and skilled levels with links to qualifications requirements</td>
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<td></td>
<td></td>
<td>Consolidation of deliverables for 2011/12 incorporating sustainability planning with employers and networks</td>
<td>March 2013</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Impact assessment of infrastructure development/leadership for change in conjunction with key stakeholders including SCSWIS</td>
<td></td>
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<tr>
<td>9. Improve health and social services workforce capacity and capability in palliative and end of life care for people with dementia</td>
<td>Enhanced Dementia Practice</td>
<td>150 people trained as trainers in Palliative Care and Dementia Programme including participants from NHS Scotland, Local Authority Social Work Departments, Care Home Providers and Specialist Palliative Care Teams</td>
<td>75 Trainers trained by March 2012</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Further 75 Trainers trained by March 2013</td>
</tr>
<tr>
<td>Phase 2 Aim</td>
<td>Knowledge and Skills Level as defined in Promoting Excellence</td>
<td>Deliverable/s</td>
<td>Delivery date</td>
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</tbody>
</table>
| 10. To develop and deliver Post Diagnostic training in partnership with Alzheimer Scotland for health and social services staff based on the principles of co-production, personalisation and outcomes based approaches | Enhanced Dementia Practice  
Expertise in Dementia Practice                                                                                                                   | Development, delivery and evaluation of a training programme to 36 front line staff engaged in post diagnostic support as part of dementia demonstrator sites and reshaping care agenda  
Delivery of training programme for 60 frontline staff engaged in new post diagnostic support initiatives, self directed support developments and ongoing reshaping care initiatives  
Development of an educational resource based training programme                                                                                           | March 2012  
March 2013 |
| 12. Improving knowledge sharing and management across the health and social services workforce - Developing and sustaining a Dementia Managed Knowledge Network (MKN)                                           | Dementia Informed Practice  
Dementia Skilled Practice  
Enhanced Dementia Practice  
Expertise in Dementia Practice                                                                                                             | Development of web-based portal  
Development of community and social networking tools  
Deliver a marketing and training programme to promote uptake of the web-based portal and its evidence and learning resources  
Expand and consolidate Communities of practice                                                                                                          | July 2011  
October 2011  
December 2011  
April 2012 - March 2013 |

12 See: [www.knowledge.scot.nhs.uk/dementia.aspx](http://www.knowledge.scot.nhs.uk/dementia.aspx)