

# Leicester Social Care Development Group

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## Client

Leicester Social Care Development Group (LSCDG) (on behalf of Leicestershire County Council)

## Background

During the multiagency approach of developing the Leicester, Leicestershire and Rutland Joint Dementia Commissioning Strategy, it was recognised that there was a need to secure and maintain a skilled workforce, by ensuring access to high quality dementia education across the health and social care sector. The partnership from local government and NHS agreed that a competency based approach should be taken to the education provided to the 8000 strong workforce.

## Their requirements

The multiagency partnership requested a tiered approach to the dementia education programme. It was required to meet the needs of people providing diverse health and social care services across the county, from a broad spectrum of provider organisations including public sector, private and voluntary sector. The programme was required to take a competency based approach, delivering clear learning outcomes that ensured learning in the classroom could be easily translated into practice. The programme needed to be delivered across Leicestershire to ensure easy access to the local workforce and provide value for money to the commissioners.

## How we met their need

The Association for Dementia Studies devised a two tier awareness and fundamentals programme, which is delivered at multiple locations across Leicestershire. Delegates are expected to initially complete online training before progressing onto the category B single day awareness programme which provides delegates with the opportunity to explore their role in providing good person centred care, alongside understanding the impact of dementia on the individual with dementia and their family. A category C two day fundamentals programme is also available to individuals who wish to further their knowledge and understanding of delivering person-centred care. This programme introduces Kitwood's Enriched Model of Dementia Care, understanding communication and behaviour, as well as provides skills to develop an action plan at a service and individual level. Both programmes are evaluated to ensure that they are fit for purpose and meet the needs of the commissioner.

## The outcome

Since the programme commenced in May 2013 27 cohorts of awareness and 26 cohorts of fundamentals training has been delivered across Leicestershire, with a total of 905 delegates attending the programmes. Evaluations have demonstrated increased confidence of delegates at the end of the programme, compared to at the start, as well as an increased pride in the work that they do with people living with dementia.

*"I gained knowledge I needed, I gained understanding I wanted"*

*"It makes you look at a problem from a different perspective in order to find a solution"*

*"Said what it did on the tin! Very good and worthwhile training"*

Feedback by delegates on their learning experience is extremely positive, with 100% of delegates giving scores of 4 or 5 (out of 5) for content, pace and learning methods. The programme continues with a further 10 of each programme planned over the next 6 months.