

Background Information: Dementia Competencies

These competencies have been developed in response to the Department of Health (DH) National Dementia Strategy in and specifically relate to objective 13 within the strategy, 'an informed and effective workforce across all services'.

These competencies are based on national recommendations and existing national occupational standards in relation to dementia.

Department of Health 'Living well with dementia: The National Dementia Strategy - Joint commissioning framework for dementia (2009) states:

People with dementia and their carers should be able to expect services and support from staff who are knowledgeable about dementia and who have skills to work effectively with individuals....an informed and effective workforce should be present in specialist as well as universal services. The level of skill and expertise should be proportionate to the level of contact staff have with people with dementia.

The DH Workforce Development Action Plan concludes:

*A key finding from all studies and reports researched is that **all staff** in most adult settings within Health and Social Care may be involved in the care of people with dementia. Therefore they all require some elements of dementia-specific education and training. This education and training will be pre-registration for qualified staff and on entry to employment for other staff. Post-registration education and training and continuing professional development (CPD) should include relevant elements of dementia-specific education or training in order to meet the objectives of the National Dementia Strategy.*

The competency framework outlined endeavours to embrace these statements and the National Dementia Declaration.

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The National Dementia Declaration

The National Dementia Declaration has been created by people with dementia, carers of people with dementia and a large number of organisations who seek radical change in the way that our society responds to dementia.

People with dementia and their family carers have described seven outcomes they would like to see in their lives.

There is overlap between these outcomes and the draft outcomes in the Department of Health's National Dementia Strategy Implementation Plan. Both the Department of Health's draft outcomes and those described below will need to be developed further. In addition work will need to be done to better understand how to measure these outcomes.

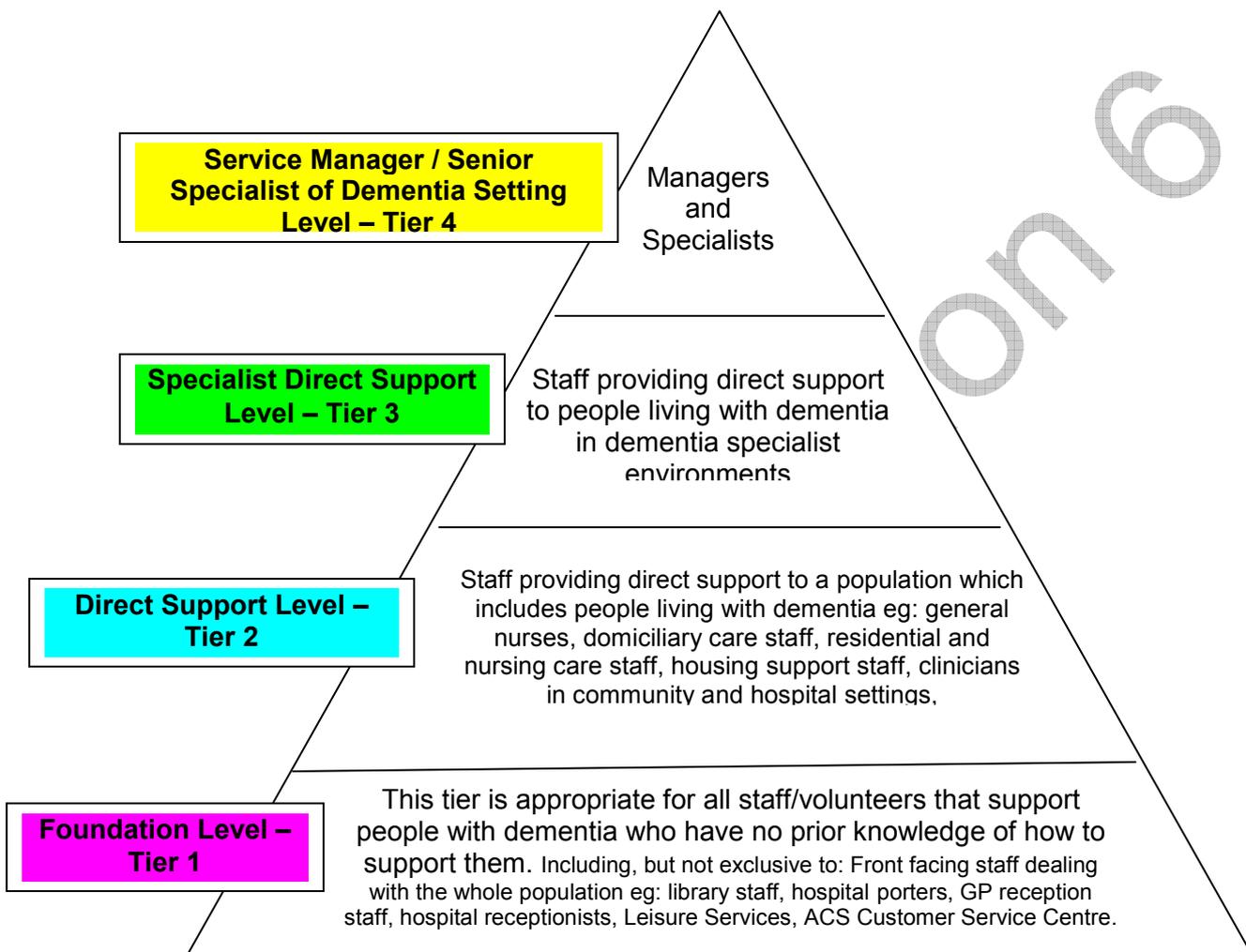
- 1. I have personal choice and control or influence over decisions about me**
- 2. I know that services are designed around me and my needs**
- 3. I have support that helps me live my life**
- 4. I have the knowledge and know-how to get what I need**
- 5. I live in an enabling and supportive environment where I feel valued and understood**
- 6. I have a sense of belonging and of being a valued part of family, community and civic life**
- 7. I know there is research going on which delivers a better life for me now and hope for the future**

More detailed explanation of these outcomes can be found in Appendix 1 or by clicking on the embedded document below:



Overview of the Dementia Competencies for all people who come into contact with someone who has dementia

Tiers of Competency



The DH Workforce Development Action Plan deals with the tiers 2, 3 and 4, but does not address the foundation level needed by front facing staff dealing with the whole population.

The North Yorkshire and York Dementia Competencies Framework includes competencies for all four tiers, including those working within universal services, services offering support to a population which includes people with dementia, and services offering support in dementia specific settings.

Tiers of Competency explained

Tier 1 Foundation Level

These outcomes and competencies for this level have been determined by using National Dementia Declaration, the following competencies have been identified as being pertinent to this foundation level. The specific outcomes which were identified are located in appendix 2.

The competencies have been defined to enable all people who support someone with dementia, and their manager, to identify what is needed to achieve the foundation level outcomes. The manager would be expected to follow up any learning and development undertaken to ensure the person/worker was applying their knowledge in the workplace.

It is expected that these competencies are interpreted WITHIN THE CONTEXT of the person who is supporting the individual with dementia's role.

Competency The person supporting the individual and their carer can:	NOS Dementia Awareness
Explain what is meant by the term dementia and how someone may present who has dementia	DEM 201 Outcome 1.1 <i>City and Guilds unit 001</i>
Outline the impact that the attitudes and behaviours of others may have on an individual with dementia	DEM 201 Outcome 4.2 <i>City and Guilds unit 001</i>
Describe what is meant by a person centred approach	DEM 202 Outcome 1.1 <i>City and Guilds unit 002</i>
Outline the benefits of working with an individual in a person centred manner	DEM 202 Outcome 1.2 <i>City and Guilds unit 002</i>
Describe the role that carers can have in the care and support of individuals with dementia	DEM 202 Outcome 2.1 <i>City and Guilds unit 002</i>
Explain how dementia may influence an individual's ability to communicate and interact	DEM 205 Outcome 1.1 (3) <i>City and Guilds unit 003</i>
Explain how to identify the communication strengths and abilities of an individual with dementia	DEM 205 Outcome 2.1 <i>City and Guilds unit 003</i>
Describe how to adapt your style of communication to meet the needs, strengths and abilities of the individual with dementia	DEM 205 Outcome 2.2 <i>City and Guilds unit 003</i>
List different techniques that can be used to facilitate positive interactions with an individual with dementia	DEM 205 Outcome 3.2 <i>City and Guilds unit 003</i>
Explain how involving others may enhance interaction with an individual with dementia	DEM 205 Outcome 3.3 <i>City and Guilds unit 003</i>
Explain the importance of recognising that individuals with dementia have unique needs and preferences	DEM 207 Outcome 1.1 <i>City and Guilds unit 004</i>

Overview of Tier 2 Direct Support and Tier 3 Specialist Direct Support Level

For staff and volunteers working in a setting which includes supporting individuals who have dementia and for those working in specialist dementia settings, there are a range of dementia national occupational standards relevant to all these roles.

Managers and commissioners are recommended to use these standards to commission training, it is at the commissioner's discretion whether or not the training provision is accredited or not.

The important factor is that the training commissioned meets the identified occupational standards and the outcomes for the individual as identified in the National Dementia Declaration.

Level 2 Award in Awareness of Dementia

Level 3 Award Awareness of Dementia

Level 2 Certificate in Dementia Care

Level 3 Certificate in Dementia Care

A full list of the units within these awards can be found in appendix 3.

The following hyperlink is to the full suite of dementia standards which provides more details about the awards/certificates identified above:

['skills for care /dementia qualifications](#)

Tier 2 Direct Support Level

Front line staff working with adults/older people, some of which have dementia:

Consider undertaking the Level 2 Dementia Award, or equivalent learning and development based on these standards.

Senior Health Care Assistants, Senior Care Workers and Supervisory Staff and Nurses working with adults/older people, some of which have dementia:

Consider undertaking the Level 3 Dementia Award, or equivalent learning and development based on these standards.

Tier 3 Specialist Direct Support Level

Front line staff working with adults/older people, in specific dementia settings or primarily with people who have dementia:

Consider undertaking the Level 2 Dementia Certificate, or equivalent learning and development based on these standards.

Alternatively the Level 2 Health and Social Care Diploma has a dementia route, which covers all of the dementia award competencies and some of the certificate competencies.

Senior Health Care Assistants, Senior Care Workers and Supervisory Staff and Nurses working in specific dementia settings or primarily with people who have dementia:

Consider undertaking the Level 3 Dementia Certificate, or equivalent learning and development based on these standards.

Alternatively the Level 3 Health and Social Care Diploma has a dementia route, which covers all of the dementia award competencies and some of the certificate competencies.

Tier 4 Service Manager / Senior Specialist of Dementia Care Setting Level

Managing Adult and Older Peoples' Services, Where Some People Have Dementia

Manager of adult and older peoples' services, where some have dementia need to have similar competencies around dementia as the people they manage.

Managers in these settings should consider undertaking the Level 3 Dementia Award, Level 3 Dementia Certificate, or equivalent learning and development based on these standards.

Managing Dementia Specific Care Settings

Managers of adult and older peoples' services, where some have dementia need to have similar competencies around dementia as the people they manage, therefore in addition to the competencies identified it is essential managers of dementia care settings have the skills and knowledge to manage the environment and staff practice to ensure the individual living with dementia and their carers receive support of sufficient quality to meet the National Dementia Strategy Outcomes.

There are no specifically designed competencies to address this level of manager, however the following needs to be considered when commissioning learning and development for these managers:-

- Awareness, knowledge and understanding of dementia
- Design and management of dementia care services
- Management of risk and minimising restraint – best practice when supporting someone with dementia
- Leadership in Person Centred Dementia Care
- Business Leadership in Dementia Care

The above are guidelines only and should not be used as a prescriptive list when commissioning training, it is important managers and commissioners consider the dementia outcomes and ensure any learning and development is scheduled to meet these outcomes.

Overall comments in relation to delivery of workforce development solutions to meet this competency framework

It is fully recognised organisations will need to ensure they have a flexible approach to learning, with a variety of learning methods available, including e-learning, distance learning, fact sheets with coaching, case studies, reflective learning practice development workshops as well as face-to-face workshops etc..

Ideally commissioners need to continue to support joint initiatives to commission effective dementia education and training as part of the strategy to enhance the quality of dementia care by improving awareness and skills of all people who come into contact with someone who is living with dementia or their carer.

Additional recommendations in relation to workforce development for those people supporting individuals who are living with dementia.

The DH Workforce Development Action plan also identified competency needs in the following areas:-

1. Management of Dementia Care

Managers of adult and older people services, where some will have dementia, and managers in dementia care settings need to have a similar competencies set around dementia as the people they manage.

2. Foundation Degrees (Level 5)

The Foundation Degree is a link from the vocational into Higher Education levels. Skills for Care (North West Region) have developed a framework for a Foundation Degree (Dementia). It is recommended that when this has been validated each regional Joint Implementation Partnership should identify how Foundation Degrees (Dementia) can meet the needs of different staff groups working with people with dementia. This should include relevant assistant practitioners and senior social care staff and possibly dementia leads in specific dementia care social care settings.

3. Pre-Registration and Post Registration Education and Training for Professional Staff

All key stakeholders in the development of pre-registration education and training for professional staff in health and social care should be involved in agreeing the process and timescale for developing the curriculum relevant to each category of professional staff to include learning outcomes that meet the objectives of the National Dementia Strategy.

4. Nurses/Health Visitors

Recent research has found that the majority of nursing staff have either had no dementia training as part of their pre-registration education/training or insufficient training to work effectively with people with dementia. Work is needed to ensure that dementia is a core element of all nurse training, and to identify appropriate post-registration and CPD pathways.

5. Doctors

Work is needed with the GMC, Medical School Council and royal Colleges to ensure that the need for doctors to gain an appropriate level of awareness and understanding of dementia as part of their foundation training is taken into consideration in the development or revision of learning objectives, curricula and assessments. In addition, work is needed with the RCGP to ensure that post registration training, and ongoing CPD of GP's includes dementia.

The current priority being given to the reduction in the prescribing of anti-psychotics indicates the need for focused work on alternative treatments for GP's and consultants.

6. Allied Health Professionals

Pre-registration education and training does not provide significant or consistent awareness, knowledge and understanding of dementia care. Work is needed with relevant professional bodies to ensure that dementia is a core element of pre-registration training.

7. Mental Health Staff

The pre-registration framework, Best Practice Competencies and Capabilities for Pre-registration Mental Health Nurses in England does not make specific mention of dementia care. Work is needed to review the mental health nursing curriculum.

8. Social Workers

There is no specific mention of dementia at undergraduate level. It is possible to undertake Post Qualifying qualification which clearly demonstrates practice competence in dementia.

Some of these areas need to be tackled on a national basis, but there are a number of ways in which local initiatives could make a difference. For example, by managers of services attending dementia training courses, and social workers being encouraged to undertake PQ in dementia.

Full set of Outcomes within the National Dementia Declaration

1 I have personal choice and control or influence over decisions about me

- 1.1 I have control over my life and support to do the things that matter to me.
- 1.2 I have received an early diagnosis which was sensitively communicated.
- 1.3 I have access to adequate resources (private and public) that enable me to choose where and how I live.
- 1.4 I can make decisions now about the care I want in my later life.
- 1.5 I will die free from pain, fear and with dignity, cared for by people who are trained and supported in high quality palliative care.

2 I know that services are designed around me and my needs

- 2.1 I feel supported and understood by my GP and get a physical check up regularly without asking for it.
- 2.2 There are a range of services that support me with any aspect of daily living and enable me to stay at home and in my community, enjoying the best quality of life for as long as possible.
- 2.3 I am treated with dignity and respect whenever I need support from services.
- 2.4 I only go into hospital when I need to and when I get there staff understand how I can receive the best treatment so that I can leave as soon as possible.
- 2.5 Care home staff understand a lot about me and my disability and know what helps me cope and enjoy the best quality of life every day.
- 2.6 My carer can access respite care if and when they want it, along with other services that can help support them in their role.

3 I have support that helps me live my life

- 3.1 I can choose what support suits me best, so that I don't feel a burden.
- 3.2 I can access a wide range of options and opportunities for support that suits me and my needs.
- 3.3 I know how to get this support and I am confident it will help me.
- 3.4 I have information and support and I can have fun with a network of others, including people in a similar position to me.
- 3.5 My carer also has their own support network that suits their own needs.

4 I have the knowledge and know-how to get what I need

- 4.1 It's not a problem getting information and advice, including information about the range of benefits I can access to help me afford and cope with living at home.
- 4.2 I know where I can get the information I need when I need it, and I can digest and re-digest it in a way that suits me.
- 4.3 I have enough information and advice to make decisions about managing, now and in the future, as my dementia progresses.
- 4.4 My carer has access to further information relevant to them, and understands which benefits they are also entitled to.

5 I live in an enabling and supportive environment where I feel valued and understood

- 5.1 I had a diagnosis very early on and, if I work, an understanding employer which means I can still work and stay connected to people in my life.
- 5.2 I am making a contribution which makes me feel valued and valuable.
- 5.3 My neighbours, friends, family and GP keep in touch and are pleased to see me.
- 5.4 I am listened to and have my views considered, from the point I was first worried about my memory.
- 5.5 The importance of helping me to sustain relationships with others is well recognised.
- 5.6 If I develop behaviour that challenges others, people will take time to understand why I am acting in this way and help me to try to avoid it.
- 5.7 My carer's role is respected and supported. They also feel valued and valuable, and neither of us feel alone.

6 I have a sense of belonging and of being a valued part of family, community and civic life

- 6.1 I feel safe and supported in my home and in my community, which includes shops and pubs, sporting and cultural opportunities.
- 6.2 Neither I nor my family feel ashamed or discriminated against because I have dementia. People with whom we come into contact are helpful and supportive.
- 6.3 My carer and I continue to have the opportunity to develop new interests and new social networks.
- 6.4 It is easy for me to continue to live in my own home and I and my carer will both have the support needed for me to do this.

7 I know there is research going on which delivers a better life for me now and hope for the future

- 7.1 I regularly read and hear about new developments in research.
- 7.2 I am confident that there is an increasing investment in dementia research in the UK. I understand the growing evidence about prevention and risk reduction of dementia.
- 7.3 As a person living with dementia, I am asked if I want to take part in suitable clinical trials or participate in research in other ways.
- 7.4 I believe that research is key to improving the care I'm receiving now.
- 7.5 I believe that more research will mean that my children and I can look forward to a range of treatments when I need it and there will be more treatments available for their generation.
- 7.6 I know that with a diagnosis of dementia comes support to live well through assistive technologies as well as more traditional treatment types.

Outcomes extracted from the National Dementia Declaration as specific to Tier 1 – Foundation Level

It is expected that these outcomes are interpreted WITHIN THE CONTEXT of the person who is supporting the individual with dementia's role

2.3 I am treated with dignity and respect whenever I need support from services.

5.4 I am listened to and have my views considered

5.5 The importance of helping me to sustain relationships with others is well recognised.

5.6 If I develop behaviour that challenges others, people will take time to understand why I am acting in this way and help me to try to avoid it.

Note: for some roles this will be about the person supporting the individual with dementia being able to realise that the individual may demonstrate behaviour that is difficult to interpret.

5.7 My carer's role is respected and supported. They also feel valued and valuable, and neither of us feel alone.

6.1 I feel safe and supported in my home and in my community, which includes shops and pubs, sporting and cultural opportunities.

6.2 Neither I nor my family feel ashamed or discriminated against because I have dementia. People with whom we come into contact are helpful and supportive.

These outcomes and competencies support the statement in the Department of Health, Skills for Care and Skills for Health document: Working to support the implementation of the National Dementia Strategy Project – Workforce Development Action Plan.

This plan states:

'A potential level of core awareness and understanding is that all staff across health and social care to ensure that they are comfortable and competent with, mapped against the Dementia knowledge set:

- Recognising the signs of dementia
- The principles of person centred care
- The basic strategies to communicate and assist people with dementia and their carers
- Where to go for more specialist advice and support

The outcomes and competencies identified also link to the outcomes within the DoH Quality outcomes for people with dementia: building on the work of the National Dementia Strategy. Particularly the following outcomes within this strategy:

- I am treated with dignity and respect
- Those around me and looking after me are well supported

Dementia National Occupational Standards

Indicates
it's multi-
level

Divided by award

Title: Level 2 Award in Awareness of Dementia

NDAQ no	Level	Unit title
DEM 201	2	Dementia Awareness
DEM 202	2	The person centred approach to the care and support of individuals with dementia
DEM 205	2	Understand the factors that can influence communication and interaction with individuals who have dementia
DEM 207	2	Understand equality, diversity and inclusion in dementia care

Title: Level 2 Certificate in Dementia Care

Mandatory units:

NDAQ no	Level	Unit title
DEM 201	2	Dementia Awareness
DEM 204	2	Understand and implement a person centred approach to the care and support of individuals with dementia
DEM 209	2	Equality, diversity and inclusion in dementia care practice
DEM 210	2	Understand and enable interaction and communication with individuals with dementia
DEM 211	2	Approaches to enable rights and choices for individuals with dementia whilst minimising risks

Optional units: (at least 4 credits must be achieved)

NDAQ no	Level	Unit title
DEM 302	3	Understand and meet the nutritional requirements of individuals with dementia
DEM 305	3	Understand the administration of medication to individuals with dementia using a person centred approach
HSC 3047	3	Support the use of medication in social care
HSC2031	2	Contribute to support of positive risk-taking for individuals

HSC 2022	Competence	2	Contribute to the care of a deceased person
HSC 2001	Competence	2	Provide support for therapy sessions
HSC2023	Competence	2	Contribute to supporting group care activities
HSC 3048	Competence	3	Support individuals at the end of life
HSC3020	Competence	3	Facilitate person centred assessment, planning, implementation and review
LD 202	Competence	2	Support person-centred thinking and planning
SSOP.2.1.1	Knowledge	2	Introductory awareness of models of disability
SSOP 2.4	Competence	2	Contribute to supporting individuals in the use of assistive technology
CMH301	Knowledge	3	Understand mental well-being and mental health promotion
ADV 301	Competence	3	Purpose and principles of independent advocacy
305	Competence	4	Independent Mental Capacity advocacy

Title: Level 3 Award in Awareness of Dementia

NDAQ no		Level	Unit title
DEM 301	Knowledge	3	Understand the process and experience of Dementia
DEM 305	Knowledge	3	Understand the administration of medication to individuals with dementia using a person centred approach
DEM 308	Knowledge	3	Understand the role of communication and interactions with individuals who have dementia
DEM 310	Knowledge	3	Understand the diversity of individuals with dementia and the importance of inclusion

Title: Level 3 Certificate in Dementia Care

Mandatory units:

NDAQ no		Level	Unit title
DEM 301	Knowledge	3	Understand the process and experience of Dementia
DEM 304	Competence	3	Enable rights and choices of individuals with dementia whilst minimising risks
DEM 312	Competence	3	Understand and enable interaction and communication with individuals who have dementia
DEM 313	Competence	3	Equality, diversity and inclusion in dementia care practice

Optional units: (at least 6 credits must be achieved)

NDAQ no		Level	Unit title
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DEM 302	Competence	3	Understand and meet the nutritional requirements of individuals with dementia
DEM 305	Knowledge	3	Understand the administration of medication to individuals with dementia using a person centred approach
HSC 3047	Competence	3	Support the use of medication in social care settings
HSC 2031	Competence	2	Contribute to support of positive risk-taking for individuals
HSC 2022	Competence	2	Contribute to the care of a deceased person
HSC 3002	Competence	3	Provide support to continue recommended therapies
HSC 3008	Competence	3	Implement therapeutic group activities
HSC 3035	Competence	3	Support individuals who are bereaved
HSC 3048	Competence	3	Support individuals at the end of life
HSC 3062	Competence	3	Interact with and support individuals using telecommunications
HSC 3066	Competence	3	Support positive risk taking for individuals
HSC 3020	Competence	3	Facilitate person centred assessment, planning, implementation and review
LD302	Competence	3	Support person-centred thinking and planning
SSOP 3.4	Competence	4	Support individuals in the use of assistive technology
SSOP 3.1	Knowledge	3	Understand models of disability
CMH301	Knowledge	3	Understand mental well-being and mental health promotion
ADV 301	Competence	3	Purpose and principles of independent advocacy
305	Competence	4	Independent Mental Capacity advocacy

The following hyperlink is to the full suite of dementia standards which provides more details about the units above:
['skills for care /dementia qualifications](#)