

Case study: Developing dementia education and training at the higher tiers

Jan Zietara, Head of Programme Delivery, HEE South

A healthcare professional, likely a nurse or doctor, is standing in a clinical setting. She is wearing a light blue short-sleeved polo shirt, a light blue plastic apron, and blue nitrile gloves. She is smiling and looking towards the camera. In the background, there is a white wall with a blue chair, a medical device, and a blue cabinet with a green container.

Developing people
for health and
healthcare

www.hee.nhs.uk

What good dementia care looks like...

Person-centred – voice, choice and control

Reflective

Flexible in approach

Values driven

Learn about people and their life story



Underpinned by appropriate high quality dementia education and training

Willingness to engage with & support meaningful activity

Enabling positive risk taking

Using simple and clear strategies to manage behaviour that may concern

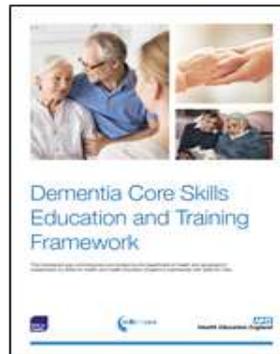
Consider Environment, Technology, Policies and legislation

Dementia Education and Training Framework

Dementia Core Skills Education and Training Framework

Supports all health and social care staff, educators and carers who care for people living with dementia.

Published October 2015



Framework Structure

Tier 1: raising dementia awareness - knowledge, skills and attitudes for all those working in health and social care settings and for carers

Tier 2: for roles that have regular contact with people living with dementia

Tier 3: for experts working with people living with dementia

Benefits

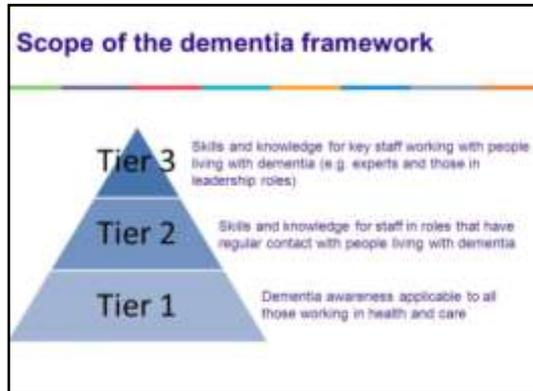
- Standardises interpretation of education and training and ensures educational relevance
- Guides focus and aim of educational delivery through key learning outcomes
- Improves quality and consistency of education and training provision to improve patient experience

What is DEALTS?

- A **simulation based dementia education** package for health care professionals in acute settings
- Originally developed in 2013/14 by HEE working across Thames Valley and Wessex
- Underlying principle to ***‘understand the lived experience by putting staff into the shoes of a person with dementia, facilitating a positive impact on practice’*** (Sue Clarke), and simulation is key to achieving this



DEALTS 2 development



Health Education England commissioned Bournemouth University (BU) to

- update DEALTS (DEALTS 2)
- review and build on the original work led by HEE Thames Valley and HEE Wessex
- align the training to a selection of core competencies in the Framework

We do not learn from experience... we learn from reflecting on experience.

- John Dewey

DEALTS 2 Characteristics

- A **'simulation toolkit'** that can be rolled out as a 4 hour training session or adapted to suit local need
- The 1 day train the trainer workshop **covers 3 of the 12 subject areas for Tier 2** (Dementia Risk Reduction and Prevention; Person-Centred Care; Communication, Interaction and Behaviour)
- Applies theory to practice by introducing the BU Humanising Values Framework (Todres et al, 2009)
- Includes valuable opportunities for reflection and debriefing
- Involves low key simulations that require few resources, but can be adapted to resources available (i.e. age simulation suits)



Humanising Values Framework



Source: Todres et al, 2009

DEALTS 2 roll out

- Programme reviewed and adapted to align to Framework and to address issues to emerge from DEALTS 1 evaluation
- Roll out - one per each of the 13 HEE local offices between May-July 2017



Using humanisation (Todres et al, 2009) as a theoretical lens can improve efficacy of communication.

Head – understanding of brain damage on communication skills

Heart – understanding of living with dementia

Hands – recognition of humanity by communicating with compassion



- 196 attendees across England
- 93% evaluation response rate

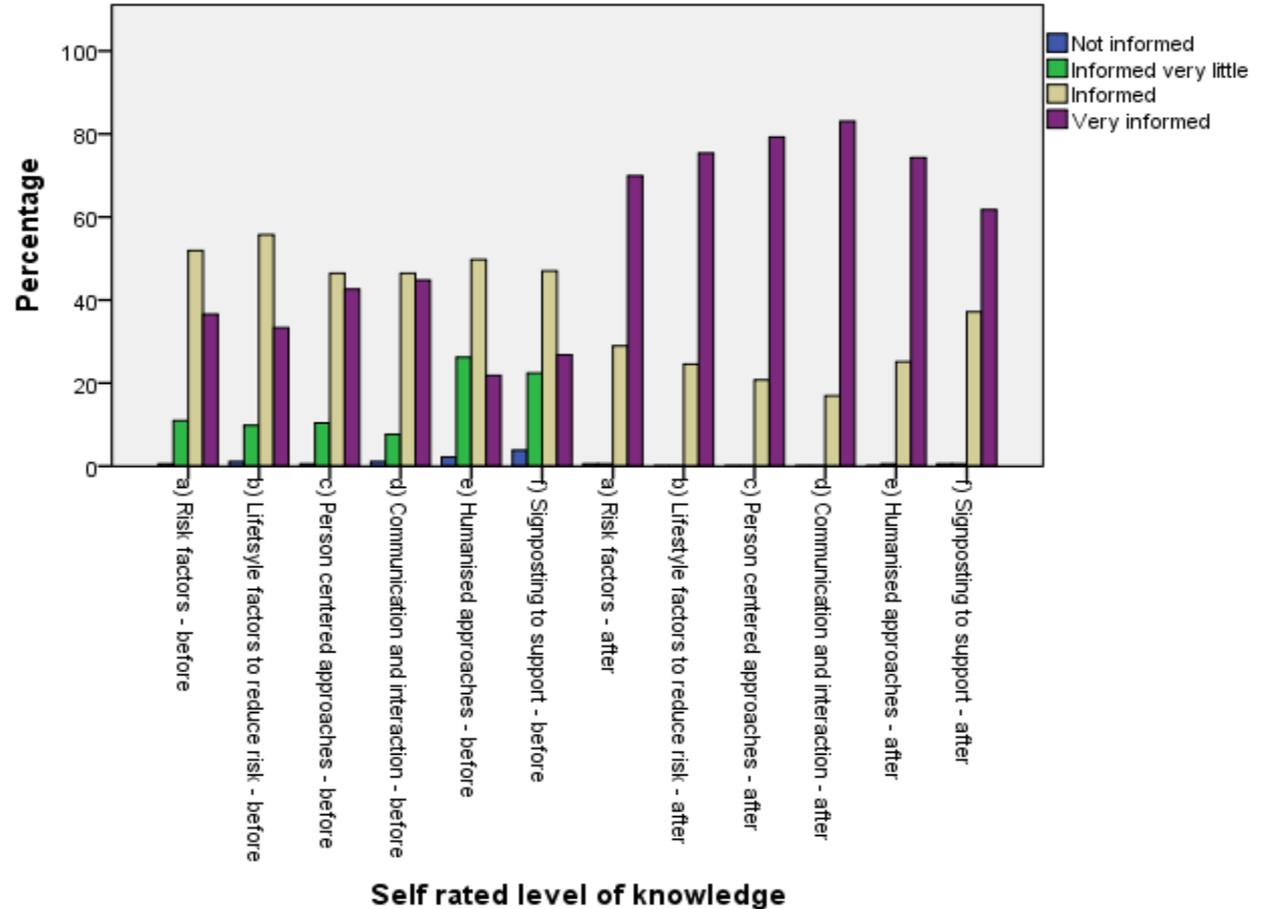
- Resources reviewed against evaluation, feedback from pilot site and findings of the recently published ‘What Works’ longitudinal study led by Leeds Beckett University

Preliminary Findings

Level of knowledge before and after attending the workshop was rated on 6

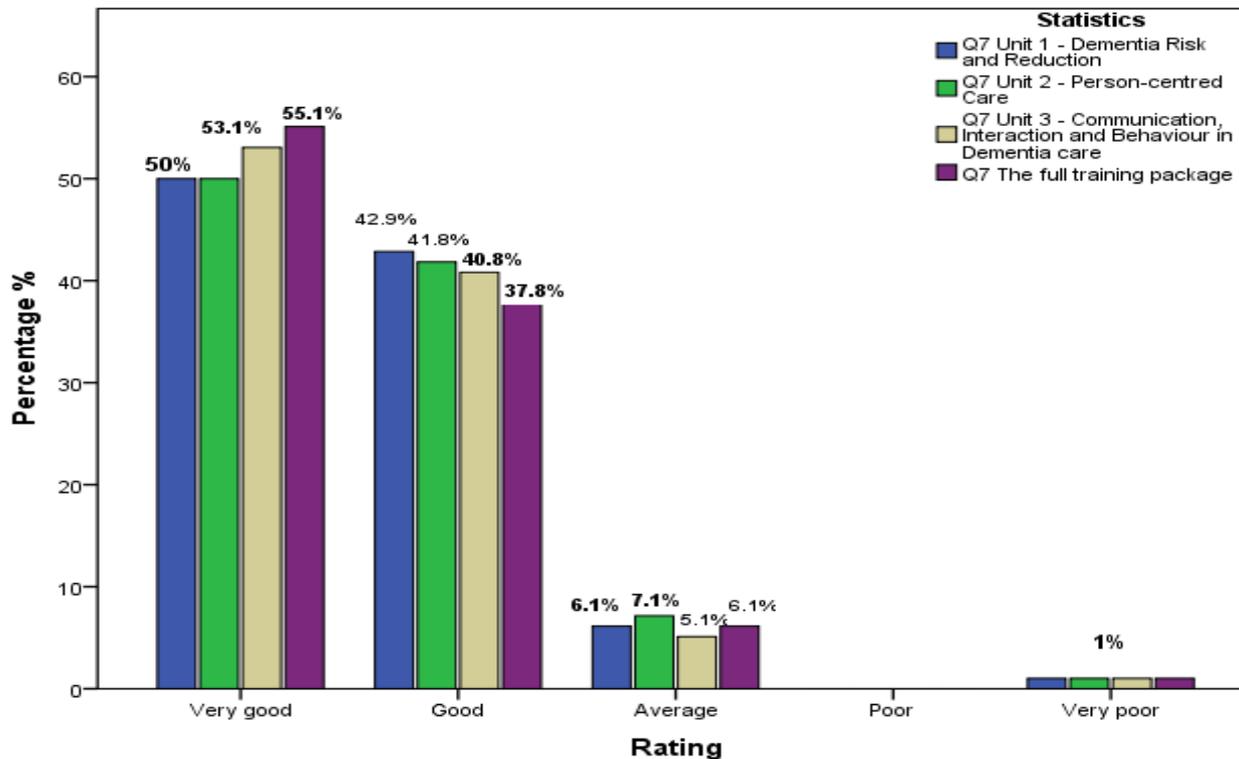
After the workshop 98% of participants rated themselves as 'informed' or 'very informed' in all 6 topics.

Self rated level of knowledge before and after train the trainer workshop



Preliminary Findings

Ratings of the overall value of resources in meeting Tier 2 learning outcomes



A high proportion of the sample rated the whole package 'Good' and 'Very good'

Units on Person-centred care, communication, and Dementia risk and reduction also rated 'Good' and 'Very good'

Preliminary Findings

General findings:

- Participants enjoyed networking
- Some of the modules were novel and insightful for some
- Or acted as a knowledge 'top up' for others
- Reassurance for those already rolling out similar training
- Offered a more holistic outlook on dementia care

Potential barriers to rolling out DEALTS 2:

- Approval from line managers and head of Trusts
- Content heavy
- Time given for training
- Cost of potential simulation activities

BUT:

DEALTS 2 is a flexible package, which can be adapted to blend with local resources available!

"To give more strings to my bow"

"The validity this has given to our own in-house training"

"The training will be invaluable with the information and resources provided"

Scenario- based simulation training and resources

Setting the scene

Instructions



Simulation

Understanding the challenges

Discussion

- Role player A
- Person observing
- Role player B

Seeing another's perspective

Teaching points and feedback

Small actions make a big difference



Next Steps for DEALTS

- Launched May 2018
- Available on the HEE website during May 2018
- Free of charge
- Subject to further evaluation including impact on own and others practice



Dementia Education And Learning Through Simulation 2 (DEALTS 2) programme



Workshop Slides

Developed in partnership by Health Education England and the Ageing & Dementia Research Centre, Bournemouth University

Achievements to Date

- Dementia Core Skills Education and Training Framework
- Suite of resources aligned to the Framework and ‘What Works’ research - free to all health and social care users
- Sustained growth in numbers of staff trained in NHS trusts since April 2012, as at September 2017:

Tier 1	Tier 2	Tier 3
<ul style="list-style-type: none"> • Over 970,000 	<ul style="list-style-type: none"> • Over 101,000 	<ul style="list-style-type: none"> • Nearly 22,000

- Assurance that all undergraduate healthcare programmes include at least tier 1 training
- What Works Research Study – Leeds Beckett University
- Development of a quality assurance tool for training (DeTAT)



Dementia Core Skills Education and Training Framework

This Framework was commissioned and funded by the Department of Health and developed in collaboration by Skills for Health and Health Education England in partnership with Skills for Care.



Ongoing initiatives

- Refresh of tiers 1 and 2 dementia [e-learning modules](#)
- Promoting the ‘What Works’ research study findings, and quality assurance tool ([DeTDAT](#))
- Scoping of tier 3 training provision
- Exploring the sustainability of the ‘Time for Dementia’ initiative, developed by Brighton and Sussex Medical School
- Developing Tier 2 resources to support the Finding Patience films
- Working across the system through the Dementia Workforce Advisory Group (DWAG)



Examples of good practice resources commissioned/developed across HEE

- **‘Finding Patience’** – dementia awareness in the African Caribbean community & **‘Finding Patience - The Later Years’**, dementia awareness film in care homes
- **Fred’s Story** – dementia and the risk of wandering*
- **The Appointment** – dementia in dentistry*
- **Dementia Guide for Carers and Care Providers Ebook***
- **Time for Dementia Initiative** a collaborative project supported by HEE working across Kent, Surrey and Sussex
- **Liverpool House of Memories** supported by HEE working across the North West
- Thames Valley Dementia Academic Action Group **Tier 1 training vignettes***

* HEE working across Thames Valley

DEALTS ACKNOWLEDGEMENTS

Health Education England

Jan Zietara
Reena Valand
Jacqueline Fairbairn Platt

DEALTS Project team:

Sue Clarke and all those involved in developing
DEALTS

Leeds Beckett University

Prof. Claire Surr

Dementia Academic Action Group

University of Northampton
University of Bedfordshire
University of West London
Oxford Brookes University and all those involved in
developing Tier 1 materials

DEALTS 2 Project team

Bournemouth University
Prof. Jane Murphy
Dr Michele Board
Dr Michelle Heward
Ashley Spriggs
Mary-Ann Robertson
Michelle O'Brien
Laurie Emerson

DEALTS 2 pilot

Stacey Ackerman
Jane Youell
Sandra Williamson
Lucy Garrod
Karen Rudman
Katherina Posadzki
Chloe Taylor-Jones
Juliet Thorogood
Rebecca Haynes
Jo Birrell