

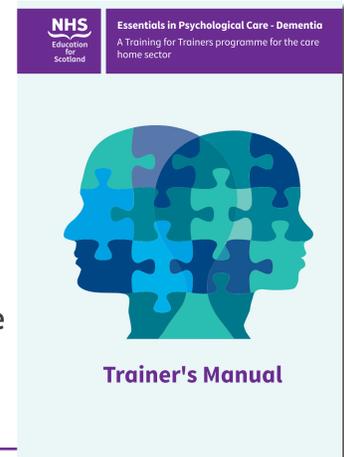
### Aim:

This training programme was developed to aid health and social care staff across Scotland meet commitments in Scotland’s National Dementia Strategies (2013; 2017); mapping onto skills and knowledge as stipulated within the Promoting Excellence framework (NES/SSSC, 2011). It supports the development of key skills, knowledge and competencies for staff to be proactive to prevent distressed behaviour arising in a person with dementia. In line with the Scottish Governments 2020 vision, this programme supports people to live longer, healthier lives within a homely setting, with a focus on prevention, anticipation and supported self-management.

The training programme promotes a person-centred approach when working with someone with dementia, through the use of psychologically

informed practice. It encourages staff to be more empathic and understanding of the underlying causes of distressed behaviour; placing the person’s psychological needs at the core of their work.

The aims of the training programme are: 1) to enhance participants’ understanding of the causes of distressed behaviours in dementia, 2) to explore evidence-based proactive and preventative strategies so participants will be able to apply these effectively in a care home setting and 3) to improve the experience and care for people with dementia, their families and carers.



### Methods:

A pilot study was completed during 2015 with 8 CrossReach care homes across central Scotland. The outcomes from this pilot guided further changes and revisions, leading to a programme that was well evaluated with health and social care colleagues. Key stakeholders from the care home sector, i.e., Scottish Social Services Council, Scottish Care and the Care Inspectorate were included in this process. A Training for Trainers programme has been developed to support capacity building and sustainability within the care home sector.

**“I think everybody should do this training”**

A delivery strategy was developed with accessibility and integration at the core; promoting the message of working together to improve outcomes. Local engagement events were organised with each Board area, with

**“Thank you, greatly appreciated. All staff must complete this training”**

representation from key health and social care stakeholders. NHS Education for Scotland (NES) co-facilitated training events with local practitioners trained in

**“Very informative, even to those whose knowledge is already at quite a high level”**

Psychological Interventions in Response to Stress & Distress in Dementia (Thurlby & Whitnall, 2012); the main rationale for co-facilitating with local clinicians was to encourage a supportive infrastructure with local experts in the application of psychological approaches in dementia. NES delivered regional Training for Trainers events across Scotland to support capacity building and trainer networks.

Pre and Post training measures were completed for each of the training events. These included specific learning outcomes, a questionnaire assessing staff’s attributions in relation to distressed behaviour and a training acceptability rating scale. An implementation tracker was developed to monitor the activity of those trained to deliver this training programme.

**“I feel like I have taken in lots of valuable information that I can now implement 100% at work”**

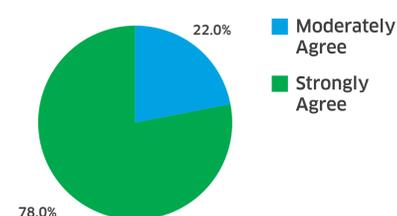
**“I thoroughly enjoyed all of the training and found it very beneficial”**

### Outcomes/results:

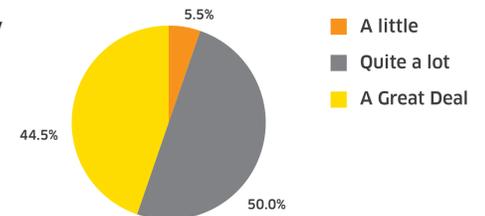
Delivery of the first Essentials in Psychological Care – Dementia training programme took place in June 2017. Since this time, 8 Board areas have engaged with this programme. NES has co-facilitated 13 training events in local Board areas, training 273 health and social care staff. Between September 2017 and March 2019, 458 health and social care staff have attended local training events delivered by local trainers. A total of 731\* health and social care staff have been trained in proactive strategies to prevent distressed behaviour arising in a person with dementia. To support the delivery of this training programme, NES has delivered 4 Essentials Training for Trainers events, training 55 Essential Trainers over a period of 15 months.

Pre and post-training data have repeatedly shown positive outcomes. Positives trends have been found in pre and post training intended learning outcomes in relation to improving staff’s knowledge about the causes of distressed behaviour and the link between distressed behaviour and psychological needs. Below are graphs illustrating feedback from training events.

The training will be beneficial for staff



Do you expect to make use of what you learned in the training?



### Conclusions:

Data from the local and national training events have shown that this training programme has been well received and valued by health and social care staff. It is supporting staff develop their knowledge in relation to understanding causes of distressed behaviour, enabling them to engage in proactive strategies to prevent distressed behaviour in dementia. Feedback has repeatedly shown that staff have found this training beneficial and that they expect to use what they’ve learnt in their working practice. Further work would be helpful to look at transfer of knowledge and skill improvement into clinical outcomes.

### References:

Scottish Government. *National Dementia Strategy: 2017-2020*. Available from: <https://www.gov.scot/publications/scotlands-national-dementia-strategy-2017-2020/>. [Accessed 29th January 2019]

Scottish Government. *Scotland’s National Dementia Strategy: 2013-2016*. Available from: <https://www2.gov.scot/Resource/0042/00423472.pdf>. [Accessed 29th January 2019].

Scottish Government. *Promoting excellence: a framework for all health and social services staff working with people with dementia, their families and carers*. Available from: <https://www2.gov.scot/resource/doc/350174/0117211.pdf>. [Accessed 29th January 2019]

Scottish Government. *Everyone Matters: 2020 Workforce Vision*. Available from: <https://www.gov.scot/publications/everyone-matters-2020-workforce-vision/>. [Accessed 29th January 2019]

Thurlby V, Whitnall L. Psychological interventions in response to stress and distress in dementia. NHS Education for Scotland. (2012).

### Acknowledgements:

A special thanks goes to the CrossReach care home staff involved in the pilot, in particular, Pamela McKay and Linda Kelly – their support and enthusiasm for the development of this training programme was greatly appreciated.

\*This number is likely to be an underestimate as not all Board areas have submitted up to date data.