



Acknowledgements

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The use of this dementia competency framework is helpful as a means of ensuring staff have the necessary knowledge and skills to carry out their roles within dementia care. Employers can use this framework for;

- Identifying training needs
- Developing job descriptions
- Commissioning, designing and delivering training
- Informing supervision and appraisal
- Informing service redesign
- Demonstrating skill mix and competence within a performance framework
- Demonstrating competence and competence levels in practice

Whilst appropriate knowledge and skills are essential it is also important to ensure the right attitudes and values are shown within dementia care, such as demonstrating kindness, caring and compassion (Parliamentary and Health Service Ombudsman, 2011 ¹).

This dementia competency framework has built on and expanded the 'Common Core Principles for supporting people with Dementia'² which describes common core principles together with indicative behaviours that the workforce should demonstrate to show the principles have been embedded in the way they respond to the person with dementia.

¹ Parliamentary and Health Service Ombudsman (2011) *Care and compassion? Report of the Health Service Ombudsman on ten investigations into NHS care of older people*. London. The Stationery Office.

² Department of Health, Skills for Care, Skills for Health (2011) *Common Core Principles for supporting people with dementia*

This dementia competency framework offers a stepped model alongside the dementia care pathway and distinguishes the different competencies needed across three steps from basic awareness to specialist knowledge and skills:

- Step 1: 'Essential information' highlights the basic, essential competencies relevant to all sections of workforce and society. Also this could form part of mandatory induction training for all health and social care staff.
- Step 2: 'Enhanced' builds on Step 1 and highlights competencies needed for those working with people with dementia.
- Step 3: Builds on step 1 & 2 and is relevant to those working in a more specialist and intensive way with people with dementia.

This framework has been mapped where possible against suggested national occupational standards. National Occupational Standards (NOS) define the competences which apply to job roles or occupations in the form of statements of performance, knowledge and the evidence required to confirm competence. They cover the key activities undertaken within the occupation in question under all the circumstances the job holder is likely to encounter.

If you are considering accreditation with your dementia education the current qualification and credit framework units for dementia are included at the back.

Principle	Step 1- Essential	→ Step 2 - Enhanced	→ Step 3 - Specialist
1. Prevention – Promote health and social wellbeing	<p>Across all sections of workforce and society. As part of a mandatory induction programme for all health and social care staff</p> <p>Communicate with individuals about promoting their health and wellbeing & maintaining cognitive and mental wellbeing (HT2)</p> <p>Promote an information culture (GEN 29)</p>	<p>To build on Step 1 For those working with people with dementia within health and social care settings</p> <p>Understand mental wellbeing and mental health promotion (CMH 301)</p> <p>Support individuals to identify and promote their own health and social wellbeing (HSC3112)</p> <p>Implement interventions with older people at risk of falls (OP F5)</p> <p>Promote the benefits of activities to improve physical health and wellbeing (MH28)</p>	<p>Building on Step 1 & 2 For people working intensively with people living with dementia</p> <p>Support individuals to retain, regain and develop the skills to manage their lives and environment (HSC344)</p> <p>Expert and detailed knowledge around prevention and information on genetics related to dementia</p> <p>Provide tailored information to public and across all sectors of health and social care relating to prevention</p>
2. Identification - Know the early signs of dementia	<p>Understand and be able to describe dementia</p> <p>Understand key features of the theoretical models of dementia</p> <p>Know the most common types of dementia and their causes</p>	<p>Identify individuals with or at risk of developing long term conditions or related ill health (CHS42)</p>	<p>Expert and detailed knowledge of different forms of dementia</p> <p>Provide education and teaching on dementia awareness to the general public and across all sectors of health and social care and families/carers</p>

	<p>Understand factors relating to an individual's experience of dementia.</p> <p>Introductory awareness of models of disability (SSOP2.1)</p>		
<p>3. Assessment and diagnosis - Early diagnosis of dementia helps people receive information, support and treatment at the earliest possible stage</p>	<p>Support individuals to access and use information (HSC26)</p> <p>Provide information and support for individuals with long term conditions (CHS58)</p> <p>Work in collaboration with carers in the caring role (BSC387)</p>	<p>Facilitate person centred assessment, planning, implementation and review (HSC3020)</p> <p>Assess an individual's health status (CHS39)</p> <p>Explain the need for an investigation of early signs of dementia in a way that is appropriate to the person</p> <p>Refer individuals to specialist sources of assistance in meeting their health care needs (CHS99)</p> <p>Be able to assess cognition and function specific to dementia</p> <p>Consider the person when assessing for dementia, taking into account usual interests, behaviour and support.</p> <p>Develop care pathways for patient management</p>	<p>Knowledge of approved assessment tools</p> <p>Establish a diagnosis of an individual's health condition (CHS40)</p> <p>Conduct pre-diagnostic screening for dementia</p> <p>Supporting individuals and carers through the screening/diagnostic process</p> <p>Awareness of impact of diagnostic errors</p> <p>Provide clinical information to individuals (CHS56)</p> <p>Understand the needs of younger people with dementia and their families</p> <p>Understand the needs of people with learning disabilities and dementia</p>

		(CHS173) Coordinate, manage and support the progress of individuals through care pathways (GEN79) Provide advice and information to individuals on how to manage their own condition (GEN14) Observe, monitor and record the condition of individuals (HSC224)	Link with hard to reach clients with dementia eg BME, younger people at risk.
4. Communicate sensitively to support meaningful interaction recognising that dementia may affect a person's ability to communicate and others may need to adapt	Understand the factors that can influence communication and interaction with individuals who have dementia Support individuals with communication and interaction difficulties (GEN85) Communicate effectively in a healthcare environment (GEN97) Understand how a person-centred approach may be used to influence positive communication	Support individuals with specific communication needs (HSC369) Make use of the person's past experiences, culture and life story to support communicating with them Develop strategies to optimise individuals communication skills and abilities (CHS 151) Increase the individuals capacity to manage negative or distressing thoughts and emotional states (FMH15) Communicate significant news to individuals (CHS48)	Comprehensive knowledge and skills around communication interactions, methods and approaches. Knowledge and understanding around learning disability methods of communication

5. Living well with dementia - Promote independence and encourage activity	Assist the practitioner to implement healthcare activities (GEN8)	Enable individuals with long term conditions to make informed choices concerning their health and wellbeing (CMC3)	Knowledge of mental health issues and risks
	Understand and implement a person centred approach to the care and support of individuals	Develop practices which promote choice, well-being and protection of all individuals (HSC45)	Knowledge of dementia and psychotropic medication and risk factors
	Provide information and advice to support individuals in undertaking desired occupational and non-occupational activities (CME4)	Support individuals to represent their own needs and wishes at decision making forums (HSC366)	Prescribe medication for individuals with a long term condition (CM A7)
	Develop practices which promote choice, wellbeing and protection of all individuals (HSC45)	Collaborate in the assessment of the need for, and the provision of, environmental and social support in the community (GEN75)	Authorise assistive devices to meet individual's needs (CHS140)
	Support individuals to identify and promote their own health and social well-being (HSC3112)	Enable older people to cope with changes to their health and wellbeing (OP12)	Develop action plans which assist stakeholders in improving environments and practices to promote mental health (MH68)
	Support individuals in their daily living (HSC27)	Understand models of disability (SS OP 3.1)	Assess how environments and practices can be maintained and improved to promote mental health (MH66)
	Contribute to supporting group care activities (HSC 2023)	Obtain a patient/dient history (Understand the person's life history & uphold the person's identity) (CHS168).	Monitor and review changes in environments and practices to promote mental health (MH70)
	Contribute to support of positive risk taking in everyday life (HSC 2031)	Review and monitor a patient's nutritional wellbeing (CHS92)	Interact with and support individuals using telecommunications (HSC 3062)

	Manage fluid levels and balance (CHS165)	Implement therapeutic group activities (HSC 3008)
	Manage pain relief for an individual (CHS164)	Awareness and provision of a range of psychosocial interventions eg reminiscence, reality orientation, cognitive stimulation, validation therapy, life story, art psychotherapies
	Establish and maintain the therapeutic relationship (MH100)	
	Provide interventions to individuals with long term conditions (CHS62)	Provide sensory stimulation, physical and play based activities eg exercise, doll therapy
	Provide support for therapy sessions (HSC2001)	Provide counselling for people with dementia
	Assist individuals to evaluate and contact support networks (MH4)	Knowledge and understanding of relationship centred care
	Contribute to supporting individuals in the use of assistive technology (SS OP 2.4)	Understanding of issues around sexuality and intimacy
	Support individuals during activities to improve their physical health and wellbeing (MH29)	Comprehensive knowledge and understanding around diversity and cultural issues
	Support individuals with neurological conditions to optimise their independence (LTCN23)	Comprehensive knowledge and skills on the impact and adaptation of the environment and use of colour
	Support people in relation to personal and social	

		<p>interactions and environmental factors (HMH46)</p> <p>Enable individuals to maintain the safety and security of their living environment (MH31)</p> <p>Recognise, respect and support the spiritual well-being of individuals (MH37)</p> <p>Undertake personal hygiene for individuals unable to care for themselves (CHS11)</p> <p>Knowledge of how to adapt the environment to suit the person with dementia</p> <p>Understand the diversity of individuals with dementia and the importance of inclusion</p>	
<p>6. Understanding and responding to unmet needs - Recognise communication of unmet needs and signs of distress</p>	<p>Promote effective communication and relationships with people who are troubled or distressed (MH1)</p> <p>Contribute to working in collaboration with carers in the caring role (HSC227)</p> <p>Understand how to respond to behaviours that can challenge those supporting through person centred</p>	<p>Assess the need for intervention and present assessments of individuals needs and related risks (MH17)</p> <p>Understand the person's experience of unmet needs, loss, identity, language, stress and different forms of communication</p>	<p>Ability to advise others on communication of unmet needs and person centred approaches to respond to behaviours that challenge the worker</p> <p>Advise on requirements for choice of therapeutic intervention (CHS179)</p>

<p>resulting from confusion. Respond by recognising and meeting unmet needs, diffusing a person's anxiety and supporting their understanding of the events they experience</p>	<p>approaches</p>	<p>Support individuals with neurological conditions to optimise their communication skills (LTNC22)</p> <p>Contribute to the prevention and management of abusive and aggressive behaviour (AB3)</p> <p>Support individuals to prepare for, adapt to and manage change (HSC382)</p> <p>Enable people to recover from distressing mental health experiences (MH94)</p> <p>Manage hostility and risks with non-cooperative individuals, families and carers (FMH12)</p> <p>Respond to crisis situations (MH21)</p> <p>Minimise the risks to an individual and staff during clinical interventions and violent and aggressive episodes (FMH5)</p> <p>Reflect on and evaluate your own values, priorities, interests and effectiveness (GEN12)</p> <p>Identify triggers which cause behaviours that challenge</p>
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		<p>the worker</p> <p>Be able to respond to behaviours through person-centred approaches</p> <p>Administer medication to individuals (using a person centred approach) (CHS3)</p> <p>Enable individuals to take their medication as prescribed (AH12)</p> <p>Assist in the administration of medication (CHS2)</p> <p>Support use of medication in social care settings (HSC 3047)</p>	
<p>7. Family members and other carers are valued, respected and supported and are helped to gain access to dementia care advice</p>	<p>Enable carers to access and assess support networks and respite services (CHD HN3)</p> <p>Work in collaboration with carers in the caring role (HSC 227)</p> <p>Encourage family and friends to participate in shared activities with person with dementia</p>	<p>Assess the needs of carers and families of individuals (MH6)</p> <p>Enable carers to support individuals (GEN20)</p> <p>Support families in their own home (HSC319)</p> <p>Plan, implement, monitor and review therapeutic interventions with individuals who have a long term</p>	<p>Support families and significant others at risk of dementia</p> <p>Counselling an individual with dementia and their family members</p> <p>Knowledge of adult vulnerability and abuse</p>

		<p>condition and their carers (CM A4)</p> <p>Manage a patient caseload which achieves the best possible outcomes for the individual (CM I1)</p> <p>Build a partnership between the team, patients and carers (CM C5)</p>	
<p>8. Work as part of a multi-agency team to support the person with dementia</p>	<p>Awareness of other agencies providing support</p>	<p>Review and evaluate care management plans with individuals diagnosed with long term conditions (CHS85)</p> <p>Assist in the transfer of individuals between agencies and services (AG3)</p> <p>Contribute to effective multi-disciplinary team working (GEN39)</p>	<p>Coordinate the progress of individuals through care pathways (GEN79)</p> <p>Liaise between primary, secondary and community teams (and acute teams) GEN44)</p> <p>Enable workers and agencies to work collaboratively (MH79)</p> <p>Support and challenge teams and agencies on specific aspects of their practice (MH92)</p> <p>Enable people to improve others health and wellbeing (PHP42)</p>
<p>9. Understanding the context of care and</p>	<p>Contribute to promoting a culture that values and respects the diversity of individuals (HSC3116)</p>	<p>Create an environment to protect older people from abuse (OP10)</p>	<p>Knowledge and understanding of policies, protocols and research evidence relating to dementia.</p>

<p>support for people with dementia and their families/carers</p>	<p>Understand key legislation (Mental Capacity Act, Deprivation of liberty) and agreed ways of working that ensure the fulfilment of rights and choices of individuals with dementia while minimising risk of harm</p> <p>Contribute to the protection of individuals from harm and abuse (HSC 335)</p> <p>Understand safeguarding</p> <p>Ensure your own actions support the equality, diversity, rights and responsibilities of individuals (HSC234)</p> <p>Comply with legal requirements for maintaining confidentiality in healthcare (CHS169)</p>	<p>Develop practices which promote choice, well-being and protection of all individuals (HSC45)</p> <p>Understand the purpose and principles of Independent advocacy (ADV 301)</p> <p>Understand and use of Mental Capacity Act and provide independent Advocacy (ADV 305)</p> <p>Support the protection of individuals, key people and others (HSC 430)</p> <p>Support individuals to manage their financial affairs (HSC345)</p> <p>Support individuals where abuse has been disclosed (HSC 431)</p> <p>Contribute to the identification of the risk of danger to individuals and others (HSC 240)</p>	<p>Knowledge of different services relevant for people with dementia and their carers/families across sectors.</p>
<p>10. End of life care – support is needed for those with dementia and for their families and</p>		<p>Support individuals through the end of life process (HSC385)</p> <p>Explain to the family the patient's condition and likely death (CHS95)</p>	<p>Expert knowledge and skills on provision of palliative care to people with dementia</p> <p>Support individuals who are bereaved (HSC 3035)</p>

<p>carers</p>	<p>Support individuals at the end of life (HSC 3048) <i>A framework of National Occupational Standards to support common core competencies at the end of life can be found at www.skillsforhealth.org.uk</i></p>		
<p>11. Dementia worker personal development and self care</p>	<p>Synthesise new knowledge into the development of your own practice (GEN 13)</p>	<p>Dementia worker professional and personal development and self care</p>	<p>Ongoing professional development in dementia care ensuring up to date knowledge of research and evidence based practice</p> <p>Manage and develop yourself and your workforce within care services (HSC 436)</p>
<p>12. Managers, those in practice development roles and supervisors need to take responsibility to ensure members of their team are trained and well</p>	<p>Take responsibility for the continuing professional development of self and others (HSC43)</p> <p>Ensure competency in practice through assessment</p> <p>Provide reflective supervision to others (GEN35)</p> <p>Measurement of quality outcomes</p> <p>Understand and implement evaluation of services</p>		

**supported to meet
the needs of people
with dementia.**

**Service
improvement is
embedded
throughout all
practice**

Support the implementation , monitoring, evaluation and improvement of awareness raising around mental health issues (MH88)

Involvement of people with dementia and families/carers in design, delivery and evaluation of services

Knowledge of and application of different observational methodologies.

Development of leadership within dementia care

QCF Levels 2 and 3

Level 2 Awards	Level 3 Awards
Dementia awareness DEM 201	Understand the process and experience of Dementia DEM 301
The person centred approach to the care and support of individuals with dementia DEM 202	Understand the diversity of individuals with dementia and the importance of inclusion DEM 310
Understand the factors that can influence communication and interaction with individuals who have dementia DEM 205	Understand the role of communication and interactions with individuals who have dementia DEM 308
Understand equality, diversity and inclusion in dementia care DEM 207	Understand the administration of medication to individuals with dementia using a person centred approach DEM 305
Level 2 Certificates	Level 3 Certificates
Dementia awareness DEM 201	Understanding the process and experience of Dementia DEM 301
Understand and implement a person centred approach to the care and support of individuals with dementia DEM 204	Enable rights and choices of individuals with dementia whilst minimising risks DEM 304
Equality, diversity and inclusion in dementia care practice DEM 209	Understand and enable interaction and communication with individuals who have dementia DEM 312
Understand and enable interaction and communication with individuals with dementia DEM 210	Equality, diversity and inclusion in dementia care practice DEM 313

Approaches to enable rights and choices for individuals with dementia whilst minimising risks DEM 211	
Level 2 Certificate - Optional Units	Level 3 Certificate – Optional Units
Purpose and Principles of Independent Advocacy ADV 301	Purpose and Principles of Independent Advocacy ADV 301
Independent Mental Capacity Advocacy ADV 305	Independent Mental Capacity Advocacy ADV 305
Understand mental well-being and mental health promotion CMH 301	Understand mental well-being and mental health promotion CMH 301
Understand and meet the nutritional requirements of individuals with dementia DEM 302	Understand and meet the nutritional requirements of individuals with dementia DEM 302
Understand the administration of medication to individuals with dementia using a person centred approach DEM 305	Understand the administration of medication to individuals with dementia using a person centred approach DEM 305
Provide support for therapy sessions HSC 2001	Contribute to the care of a deceased person HSC 2022
Contribute to the care of a deceased person HSC 2022	Contribute to support of positive risk-taking in everyday life HSC 2031
Contribute to supporting group care activities HSC 2023	Provide support to continue recommended therapies HSC 3002
Contribute to support of positive risk-taking in everyday life HSC 2031	Implement therapeutic group activities HSC 3008
Facilitate person centred assessment, planning, implementation and review HSC 3020	Facilitate person centred assessment, planning, implementation and review HSC 3020
Support use of medication in social care settings HSC 3047	Support individuals who are bereaved HSC 3035
Introductory awareness of models of disability SS OP 2.1	Support use of medication in social care settings HSC 3047

Support individuals at the end of life HSC 3048	Support individuals at the end of life HSC 3048
Contribute to supporting individuals in the use of assistive technology SS OP 2.4	Interact with and support individuals using telecommunications HSC 3062
Support person-centred thinking and planning LD 202	Support positive risk taking for individuals HSC 3066
	Support person-centred thinking and planning LD302
	Understand Models of Disability SS OP 3.1
	Support individuals in the use of assistive technology SS OP 3.4