

North West Streamlining Success Stories

- **Workstream:** Non-Core: Training
- **Sub Region:** Greater Manchester



Dementia Training

What was the aim?

In 2018, a review of the original 'Dementia Core Skills Education and Training Framework' was undertaken, led by Skills for Health, Health Education England and Skills for Care. The updated framework was re-titled the Dementia Training Standards Framework and trusts were asked to look at how they could achieve the new learning outcomes.

The Streamlining Training Workstream Group in Greater Manchester agreed that dementia training should be a key milestone. There were wide variations in dementia training across the 13 trusts at the time and this needed to change so a consistent message was given to all staff. The Streamlining Group also felt that this was an opportunity to ensure training aligned to the new Dementia Training Standards Framework and that the process of recording dementia training could be improved so details passed smoothly to a new trust when staff changed jobs.

What about the challenges?

The Group initially found it hard to engage busy clinical staff and get them together. There was also resistance from some people who didn't want dementia training to be delivered online. Having so many subject matter experts in one room also created challenges around the question of which approach was best.

"The Streamlining team worked with trust training teams to help us get clinical dementia staff together and engaged in this work. They also got sign off from the Greater Manchester HR Directors' network. When you have a milestone against a programme of work, you have more gravity to push it through."

- Andrew Lloyd, Programme Manager, Workforce Development, Manchester University NHS Foundation Trust (MFT)

What was achieved?

The Group looked at the dementia training offered in each Greater Manchester trust and found that no trust's training aligned to all 108 learning outcomes in the new Dementia Framework. Group members then explored whether any national training met the requirements. They evaluated the e-learning for Healthcare (e-LfH) packages and social care packages available via the Social Care Institute of Excellence (SCIE). A workshop was also run by the Group where dementia experts were asked what their ideal training package would consist of.

The result of this research is a part face-to-face, part e-learning modular programme branded 'Be Dementia Aware' – inspired by Manchester's symbolic worker bee. The Group have designed the training to be as engaging and representative as possible, encouraging staff to think differently and focus on helping people to live well with dementia. Funding has been secured for Level 1 which concentrates on awareness and is designed for everyone, from ward clerks through to hospital administrators. Staff and patients from Greater Manchester trusts feature in a series of films which form part of the training. Level 2 of the programme – for clinical staff – is now being developed.

"Now there is a wonderful network of dementia specialists including nurses and consultants who are fully engaged with the project. That's been the main benefit of the Streamlining programme – the network within a network that's been created. These specialists have even suggested that mental health staff help to develop training in an acute trust and vice versa so they can see the different sides. It's really interesting to see that energy."

- Andrew Lloyd, Programme Manager, Workforce Development, Manchester University NHS Foundation Trust (MFT)

Want to find out more?

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