

Improving Dementia Care through developing our workforce



James Cross Skills for Care





Introduction

- The scale the social care workforce
 - The key challenge and how we address it
 - Dementia workforce development in social care and health
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Scale of the challenge - Dementia workforce development in social care

- Size of our direct care workforce supporting people living with dementia – 800,000 (total workforce is 1.5 million)
 - Approximately 50% of those people are trained to vocational level 2 or above – equivalent to tier 2
 - Labour turnover rates average 30% per annum
 - But 66% of our labour turnover remains in the sector
 - 20,000 social care providers (residential care homes and home care agencies)
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Keeping and valuing staff

Secrets of success report – providers with 10% labour turnover

- Vacancy rates typically 5 – 7%
- Labour turnover typically 25 – 30%

RETAIN

- Values based recruitment (flexible and willing to learn)
- Being clear about realities of job
- Positive culture where staff are supported and valued
- Training and development
- Flexibility
- Competitive rates of pay
- People receiving care and support as part of selection



Dementia policy landscape

- The policy framework we are operating under is part of the 2020 Prime Minister's challenge – programme board chaired by minister for social care (HEE/SfC on board)
 - Meaningful care programme with a workforce sub-group recently completed – health, social care and housing
 - Dementia Workforce Advisory Group – co-chaired SFC/HEE
 - Call to action – much progress, more still need to happen
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What is happening in social care and health

- A three-tiered Dementia Training Standards Framework has been developed which describes the learning outcomes that people need meet to deliver high quality dementia care and support – the what...
 - A number of resources have been developed for social care and health providers to support them with how to train their workforce and implement the framework – **different approaches**
 - Additional resources still being developed linked to tier 2 – combination of digital and blended learning solutions
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The Framework - Staff groups

Tier	Staff group	Uptake level amongst direct care staff
One - Awareness	All staff	85% - The care certificate (and its predecessor) has a dementia awareness component
Two – Day to day contact	All direct care staff coming into contact with people living with dementia on a daily basis – care workers	Approximately 50% of the direct care workforce are at this tier (but may need some additional top up)
Three – Specialists, leaders and managers	All staff requiring more specialists knowledge and managerial knowledge – social workers, occupational therapists, registered managers	All have professional qualifications – dementia specialism and awareness is varied



The Framework - Content

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| 1) Dementia awareness |
| 2) Dementia identification, assessment and diagnosis |
| 3) Dementia risk reduction and prevention |
| 4) Person-centred dementia care |
| 5) Communication, interaction and behaviour in dementia care |
| 6) Health and well-being in dementia care |
| 7) Pharmacological interventions in dementia care |
| 8) Living well with dementia and promoting independence |
| 9) Families and carers as partners in dementia care |
| 10) Equality diversity and inclusion in dementia care |
| 11) Law, ethics and safeguarding in dementia care |
| 12) End of life dementia care |
| 13) Research and evidence based practice in dementia care |
| 14) Leadership in transforming dementia care |



Skills for Care dementia resources

The screenshot shows the Skills for Care website page for dementia resources. The browser address bar displays www.skillsforcare.org.uk/Topics/Dementia/Dementia.aspx. The page features a blue header with the Skills for Care logo and navigation links: [About](#), [Get involved](#), [Bookshop](#), and [NMDG-SC and intelligence](#). Below the header is a search bar labeled "Enter Keywords" with a magnifying glass icon. A secondary navigation bar contains links for [Careers in care](#), [Recruitment and retention](#), [Learning and development](#), [Leadership and management](#), [Standards and legislation](#), and [Topics](#). The breadcrumb trail reads "Home | Topics | Dementia".

The main content area is titled "Dementia" and includes the sub-heading "Support for our dementia workforce". The text states: "Our [resources](#) and qualifications will help you deliver better care for people living with dementia." Below this, it says: "With the right skills and knowledge, staff can provide a good quality of life at every stage of the condition, allowing people living with dementia to remain active and engaged, for as long as possible." A section titled "About dementia" is partially visible. On the right side of the page, there is a photograph of an elderly man with a friendly expression.

A left-hand sidebar lists various topics, with "Dementia" highlighted in blue. The list includes: Topics, 12 days of Christmas, Assisting and moving, Assistive living technology, Autism, Carers, Commissioners, **Dementia**, Digital skills, and Dignity.



Questions and thoughts...

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