

## **Dementia Training for Social Care Staff**

### **What is this report about?**

Healthwatch Wiltshire has made dementia one of its priority areas. This report focusses specifically on what people told us about dementia awareness and training in Wiltshire and is aimed to inform Wiltshire's Dementia Commissioners and providers of services so that they can incorporate the voice of users and their carers into future plans.

### **What did we do?**

Healthwatch Wiltshire along with voluntary sector partners has been gathering information about people's experiences and views of dementia services. The aim is to analyse this information and reflect it back to commissioners and providers of services, highlighting good practice, and areas where people have poor experiences so that these can be addressed. Since November 2014 we have held workshops across Wiltshire and attended a number of local groups for people living with dementia. Overall we have spoken to over 500 people.

### **The Key Messages - What people told us about dementia training and awareness**

- People's experiences of the quality of health and care services for people living with dementia were inconsistent. Some people had very good experiences and some people very poor experiences of the same type of service.
- People told us that they thought that management, organisation and training contributed a lot to the quality of residential homes for people living with dementia.
- Many people we spoke to did not think there was good quality care available to support people with dementia to stay at home.
- People thought that many domiciliary care staff needed more dementia training. People said that they felt many care staff were not 'dementia aware'.
- People felt that carers who worked in care homes and domiciliary care needed specialist training to work with people living with dementia with complex needs and 'behaviours that challenge'.
- Wide differences in the quality of training between different organisations were reported.
- People who had good experiences of care homes and domiciliary care felt that good quality dementia training played a key part in this.

"Staff at domiciliary care agencies don't get much dementia information from their employers, only at a very high level. They want much more in depth training, for e.g. how to deal with frustration and personality changes." Comment from carer of a person living with dementia

"Carers need to be patient and caring and know a lot about dementia" Comment from someone living with dementia