



# Dementia training for care home staff

## You said...

Training for care home staff is very important so that good quality care can be provided for people living with dementia

## What happened next...

We shared your views with the Dementia Delivery Board, where Wiltshire's dementia services are planned and monitored, and with providers of dementia services and organisations that support them.

Our findings were consistent with concerns from care home managers and the findings of local research into the training needs of managers and care staff (Partners in Care Research Report 2016).

These findings were used to support a bid to secure national funding for training for care managers.

This training was organised and coordinated by Wiltshire Care Partnership and Wiltshire and Swindon Care Skills Partnership, and 111 care managers from 71 different care providers in the county attended the training courses.

Changes that have been introduced in care homes as a result of the training include:

- Painting darker communal areas white and installing brighter lighting so residents can see more clearly and

make sense of where they are, which has led to a decrease in the number of falls.

- Changing the evening meal to a buffet style supper so residents can come and go and choose what they want to eat. Residents are now much more relaxed at this time of day and are eating better.
- Updating the language used to describe residents' behaviour; what may have been described as 'challenging' is now described as 'distressed'. This has had a positive affect on how staff care for people, interaction is much more personal, staff are more accepting and see things from the person's point of view and can deal with situations in a calmer way.

Since the training, staff have told us that they feel more confident in caring for people with complex dementia and can make better connections with their residents and the people they care for.

**Find out more on our website**