



Scottish  
**Social Services**  
Council



**Education  
for  
Scotland**

# Promoting Excellence:

## From framework to frontline

Implementing Promoting Excellence will support all health and social service staff to improve the way they work with people with dementia, their families and carers. This leaflet outlines the first steps.

- > Social care infrastructure development
- > Informed about dementia DVD and online resource
- > Dementia skilled resources
- > Psychology – increasing access
- > Support after diagnosis
- > Review of National Occupational Standards
- > Dementia champions
- > Dementia managed knowledge network
- > Palliative care training and trainers
- > Guidance for universities, colleges and other educators and trainers
- > Newly qualified social workers

## **Social care infrastructure development**

Focused on care homes and care at home, we are holding workshops and events for awareness-raising about Promoting Excellence, encouraging networking and identifying dementia ambassadors for social care.

## **Informed about dementia DVD and online resource**

This provides a baseline of knowledge and skills for the whole health and social service workforce including receptionists, cooks and porters.

[www.knowledge.scot.nhs.uk/dementia-promoting-excellence](http://www.knowledge.scot.nhs.uk/dementia-promoting-excellence);

[www.youtube.com/user/KnowNetScot](http://www.youtube.com/user/KnowNetScot)

## **Dementia skilled resources**

This printed pack and online resource will support dementia skilled learning. Use these resources individually, in staff groups or in facilitated learning sessions. A guidance pack to support employers, assessors, trainers and line managers to use the resource will also be available.

[www.knowledge.scot.nhs.uk/dementia/promoting-excellence](http://www.knowledge.scot.nhs.uk/dementia/promoting-excellence)

## **Psychology – increasing access**

A range of resources and programmes to support staff to improve skills in working with people with memory difficulties and in response to stress and distress. There is a mixture of specialist and more generic approaches targeted at a range of different workforce groupings including carers and families. It includes a mixture of online and face to face learning.

## **Support after diagnosis**

A pilot training programme run by Alzheimer Scotland for frontline staff offering post diagnostic support to people with dementia. The priority in 2012 is to offer training to frontline staff working mainly in dementia demonstrator sites.

## **Review of National Occupational Standards**

We will map Promoting Excellence to the National Occupational Standards (NOS) in Health and Social Care. The results of this work will influence 2011/12 revisions of NOS and the development of appropriate SVQ and other awards.

## **Dementia champions**

During 2011/12, 100 dementia champions from acute hospital care settings will train as change agents by a partnership of University of the West of Scotland and Alzheimer Scotland. In 2012/13, 200 more champions will train, including social service champions working at the interface with hospital staff.

## **Dementia Managed Knowledge Network**

The Dementia Managed Knowledge Network will support the embedding of Promoting Excellence through providing the health and social service workforce with access to online information, knowledge, resources and support. For Promoting Excellence resources visit [www.knowledge.scot.nhs.uk/dementia](http://www.knowledge.scot.nhs.uk/dementia)

## **Palliative care training for trainers**

To support good quality palliative care, 75 health and social service staff participated in Alzheimer Scotland's Palliative Care Training for Trainers programme in 2011/12. This training programme will repeat in 2012/13.

## **Guidance for universities, colleges and other educators and trainers**

This guidance provides access to recommended resources to support educators to adopt a more planned and standardised approach to dementia education.

[www.knowledge.scot.nhs.uk/dementia/promoting-excellence/information-for-educators-and-trainers](http://www.knowledge.scot.nhs.uk/dementia/promoting-excellence/information-for-educators-and-trainers)

## **Newly qualified social workers**

During 2012/13 we will support newly qualified social workers working in adult care settings with people with dementia to practice at enhanced dementia practice level.



## **For further information contact:**

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