Promoting Excellence: A framework for all health and social services staff working with people with dementia, their families and carers

The Promoting Excellence Education Framework details the knowledge and skills all health and social services staff should aspire to achieve in relation to the role they play in supporting people with a diagnosis of dementia, and their families, and carers. It demonstrates a process for ensuring that human rights are both the foundation for, and embedded within, a workforce development programme. This work was initiated to meet the aims and objectives of Scotland’s first National Dementia Strategy 2010 and continues in subsequent strategies.

Promoting Excellence Quality of Life (QoL) outcome indicators (below) were developed around the PANEL principles which were used within the Charter of Rights for People with Dementia and their Carers. The knowledge and skills within the framework were developed to ensure these QoL indicators were met and the rights based principles underpinning the framework as a whole were clearly outlined.

**Quality of Life Outcome Indicators**

- People with dementia have access to a timely and accurate diagnosis of dementia.
- People with dementia feel empowered and enabled to exercise rights and choice, maintain their identity and to be treated with dignity and equity.
- People with dementia maintain their best level of physical, mental, social and emotional wellbeing.
- People with dementia have access to individuals, groups and organisations that can support their spiritual or personal beliefs and reflect their cultural wishes.
- People with dementia have access to quality services and can continue to participate in community life and valued activities.
- People with dementia feel safe and secure and are able to be as independent as possible.
- People with dementia are able to maintain valued relationships and networks, and have the opportunity to develop new ones both personal and professional.
- People with dementia, their families, friends and carers, have access to the information, education and support that enhances the wellbeing of the person with dementia and those that support them.

*(Promoting Excellence 2011)*
The structure of the framework

Levels of Knowledge and Skills
Each level defines the knowledge, skills and behaviours specific to the worker’s role in relation to dementia. Rather than being hierarchical, the levels are concerned with levels of responsibility in relation to working with people with dementia which will vary greatly across organisations and sectors. Each level defines the expertise, specific to their role in relation to dementia, that a worker must have, rather than in relation to their seniority within the organisation or their profession.

The 'Dementia Informed Practice Level' provides the baseline knowledge and skills required by all staff working in health and social care settings including a person's own home.
The 'Dementia Skilled Practice Level' describes the knowledge and skills required by all staff that have direct and/or substantial contact with people with dementia and their families and carers.
The 'Enhanced Dementia Practice Level' outlines the knowledge and skills required by health and social services staff that have more regular and intense contact with people with dementia, provide specific interventions, and/or direct/manage care and services.
The 'Expertise in Dementia Practice Level' outlines the knowledge and skills required for health and social care staff who by virtue of their role and practice setting, play an expert specialist role in the care, treatment and support of people with dementia.

The knowledge and skills outlined at each level are constructed in an incremental way, for example staff that operate at the 'Dementia Enhanced Practice' level would also possess the knowledge and skills, attitudes and behaviours described at all preceding levels. Given the scope of the workforce across health and social services this framework does not identify specific health and social services staff roles in relation to the framework domains. Each individual staff member and their employer must take responsibility in ensuring they correctly interpret and apply the content and aspirations of the framework to their role in relation to working with people with dementia, their families and carers.

Stages of the Dementia Journey
There is well documented evidence that dementia has a recognised pathway of progression and the framework has incorporated this as the needs of a person with dementia, and their family and carers will be different at different stages of the condition. Whilst acknowledging the life changing impact, challenges and difficulties that often surround receiving a diagnosis of dementia; the framework recognises that receiving a diagnosis is not the starting place. Striving to prevent the onset of dementia and the maintenance of good health and maximising wellness, are general ambitions for all of us in an ageing and health conscious society and there are specific actions for workers involved in the delivery of dementia services and care settings in this regard.

The stages of the dementia journey are:
- Keeping well, prevention, and finding out it’s dementia
- Living well
- Living well with increasing help and support
- End of life and dying well

Scottish Government (2011) Promoting Excellence: A framework for all health and social services staff working with people with dementia, their families and carers
http://www.gov.scot/Publications/2011/05/31085332/0