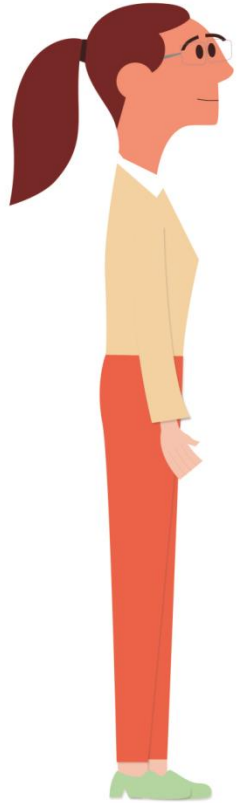


Family/Carer needs



Helen

The people who help and support me all the time get looked after too

The people who help and support me all the time understand how they can stay healthy

The people who look after me all the time know what to do and where to access information as things change

My family is helped and supported when they need it and get breaks when they need them

Family/Carer needs

Pathway Area/ Statement	Tier 1: Awareness/Foundation	Tier 2: Intermediate/Practitioner	Tier 3: Advanced/Specialist
	Dementia awareness raising in terms of knowledge skills attitudes for all those working in health and care	Knowledge skills and attitudes for roles that have regular contact with people living with dementia	Enhancing the knowledge, skills and attitudes for key staff (experts) working with people living with dementia designed to support them to play leadership roles
Understanding what Dementia is - myth busting and accessing tailored information/learning about dementia and carer role	<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> • where help may be found, what is available to help • the importance of information for carers about what to expect • how to best communicate with people with dementia, ways of managing life with dementia. <p>Ability to:</p> <ul style="list-style-type: none"> • reach out to and provide information for patients and carers • provide information/resources in different formats, to enable people to know what is available 	<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> • equipment and resources such as apps- app that explains what dementia is, face time, Skype, text programmes, picture button telephones <p>Ability to:</p> <ul style="list-style-type: none"> • give information and education to family and carers about assistive technology 	<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> • how to provide coaching for staff for example via Skype links into care homes • dementia, including: underlying causes, aetiologies, how it may be expressed, dementia conversion rate, the influence of drugs and drug monitoring <p>Ability to:</p> <ul style="list-style-type: none"> • use IT to provide education and training when required
National Occupational Standards (NOS)	Tier 1, 2 & 3: SCDHSC0026 Tier 2 & 3: PE6 CHS58 Tier 3: LSILADD04		

Family/Carer needs

Pathway Area/ Statement	Tier 1: Awareness/Foundation	Tier 2: Intermediate/Practitioner	Tier 3: Advanced/Specialist
<p>Carers Assessments - emotional, psychological and social needs leading to Integrated Care Planning (including Respite)</p>	<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> • how to communicate with people in difficult circumstances • dementia, background and supporting information required for each person. <p>Ability to:</p> <ul style="list-style-type: none"> • communicate meaningfully with the family • help meet family/carers needs when a patient is in a hospital or nursing home • provide emotional support to carers and recognise family members' feelings. 	<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> • how to work with the multi-disciplinary team, for example, information sharing • the particular requirements associated with young onset dementia • specialist carers' groups and the expert patient programme • what integrated planning is and how to contribute to it. <p>Ability to:</p> <ul style="list-style-type: none"> • undertake a carers assessment • undertake a carers health assessment • provide relevant information to help with a carers assessment • encourage and support the carer in their caring role, including planning respite care • use the care plan to enable a link with specialist carers' groups, and the expert patient programme. 	
<p>National Occupational Standards</p>	<p>Tier 2 and 3: SCDHSC0427 CHD HN3</p>		

Family/Carer needs

Pathway Area/ Statement	Tier 1: Awareness/Foundation	Tier 2: Intermediate/Practitioner	Tier 3: Advanced/Specialist
<p>Supporting Carers to undertake the caring role (including coping with change/resilience, managing own wellbeing) Advocacy for carers</p>	<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> • safeguarding <p>Ability to:</p> <ul style="list-style-type: none"> • listen to carers • demonstrate compassion, ensure dignity and safeguarding requirements met • communicate with family/carers early in the pathway to encourage family/carers to help complete reference information about the person with dementia • use the person-centred integrated care plan to incorporate wellbeing for the carer and family. 	<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> • local resources, carers support groups, carers support service/teams and advocacy services • where to find a directory of resources or a crisis card and how to access and provide flexible support and respite for people with dementia • the reasons for advocacy for carers • how to access & involve an advocate for carers • know how to use/access technology to support carers, Skype <p>Ability to:</p> <ul style="list-style-type: none"> • listen to carers, give non-judgemental support & recognise distress as people need to be able to acknowledge anger, rage, dislike • signpost/navigate to resource and crisis information • enable family/carers to meet their own healthcare needs:- appointments, also social needs (access to groups) • encourage and give permission to carers to step back/rest/recover • recognise and support access to an 	<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> • family/carers related legislation • how to identify when counselling or therapy skills are required • how carers passport and mechanisms such as open visiting, involvement pre -operation, assistance with parking, reduce cost of meals can support carers • the information required to create and populate a directory of resources and crisis information • the education and information that will help the carer, for example, recognising signals, disease specific information, interpretation of visual signals, helping to manage for uncertainty, managing self, food, sleep, respite <p>Ability to:</p> <ul style="list-style-type: none"> • create a comprehensive directory of resources including what to do and who to contact in a crisis • provide education and training to those providing care for people with dementia

Family/Carer needs

Pathway Area/ Statement	Tier 1: Awareness/Foundation	Tier 2: Intermediate/Practitioner	Tier 3: Advanced/Specialist
		advocate or mediator as required • support carers to maintain care and involvement when someone goes into hospital or care home	
National Occupational Standards (NOS)	Tier 2 and 3: SCDHSC0387 SCDHSC0367 SCDHSC0366 SCDHSC0368 Tier 3: SCDHSC0410 SCDHSC0426 GEN111 MH11.2012		
Maintaining Relationships, family life and employment Maintaining and developing community links and opportunities to engage in activities including social care, education, employment, housing, transport and leisure	Knowledge and understanding of: <ul style="list-style-type: none"> • how befriending and neighbourhood schemes help to support carers. Ability to: <ul style="list-style-type: none"> • signpost people to befriending and neighbourhood schemes. 	Knowledge and understanding of: <ul style="list-style-type: none"> • groups and services who provide appropriate to support carers in the community • the importance of enabling carers to remain in employment • the importance of employer support to enable carers to remain in employment • community transport, and how this can be accessed Ability to: <ul style="list-style-type: none"> • initiate and support befriending, neighbourhood and carers schemes 	
National Occupational Standards (NOS)	Tier 1, 2 and 3: SCDHSC0331 Tier 2 and 3: SCDHSC0390 SCDHSC0331 GEN110		
Peer support	Knowledge and understanding of: <ul style="list-style-type: none"> • how peer support can help to support carers. 	Ability to: <ul style="list-style-type: none"> • initiate and support the ongoing development of peer support schemes 	Knowledge and understanding of: <ul style="list-style-type: none"> • funding streams to establish peer support groups Ability to:

Family/Carer needs

Pathway Area/ Statement	Tier 1: Awareness/Foundation	Tier 2: Intermediate/Practitioner	Tier 3: Advanced/Specialist
	Ability to: <ul style="list-style-type: none"> • signpost to peer support schemes 		<ul style="list-style-type: none"> • access funding for peer support groups • provide education and training to peer support groups
National Occupational Standards (NOS)	Tier 1, 2 and 3: SCDHSC0026 Tier 2 and 3: PHP42 SCDHSC0331 Tier 3: PHS13 LSILADD07		
Supporting Families including Genetic Counseling and Bereavement Support	Knowledge and understanding of: <ul style="list-style-type: none"> • the causes of dementia, inherited in certain conditions. Ability to: <ul style="list-style-type: none"> • give advice on healthy life styles to reduce risk. 	Knowledge and understanding of: <ul style="list-style-type: none"> • how to offer and give support for families and friends once diagnosis is made. Ability to: <ul style="list-style-type: none"> • support families, carers and the person with dementia with managing loss and grief. 	Knowledge and understanding of: <ul style="list-style-type: none"> • the role of dementia champions and bereavement services. Ability to: <ul style="list-style-type: none"> • support families and carers where inherited conditions may be the cause of the dementia • support families using a range of initiatives: dementia surgeries, nurse specialist, Admiral nurses, help lines, crisis management and on line forum
National Occupational Standards (NOS)	Tier 1, 2 and 3: SCDHSC0384 SCDHSC0226 Tier 3: SCDHSC0426 CHS48 GEN62 GTC8.2014		