



Dementia Training Year 2 Highlights Report

Age Scotland Dementia Training Project



Background

About This Work - Age Scotland's Dementia Training Project 2019 - 2022

Age Scotland has been funded by the Life Changes Trust and The Robertson Trust to extend their programme of dementia awareness and inclusion training carried out by the Dementia Training team. Over three years the team is tasked with working with diverse stakeholders to co-design and deliver four strands of training:

1. Training for community groups, voluntary organisations and individuals to increase their awareness of dementia (awareness training).
2. Training for community groups and voluntary organisations to enable them to better include people with dementia in their activities (inclusion training).
3. Training for unpaid carers of people living with dementia to help them understand their rights as carers (carers' rights training).
4. Training for employers and employees to support them to be more dementia aware and inclusive (workplace training).

Train the trainer sessions will be run across all of these strands, where possible and appropriate, to help amplify and sustain the learning. This training builds closely on Age Scotland's Early Stage Dementia Project, which had been delivering training for community groups / voluntary organisations and employers since 2015. The dementia training team works closely with About Dementia, other Age Scotland teams and external partners to ensure that the training is connected and informed by the latest resources and also informs the development of other work within the Age Scotland.

Aims And Objectives

The team are working with Matter of Focus and their OutNav tool over the three years of the programme to embed a process of meaningful outcome evaluation across their work. This will ensure that we are continually reflecting and learning as we go. The aims of the evaluation are to:

- Understand how training can contribute to improving outcomes for participants and their organisations, and the challenges and obstacles to achieving this
- Understand the contribution of the Age Scotland Dementia Training Project to making Scotland a place where people affected by dementia can flourish

Methodological Approach

This report has been produced in OutNav. OutNav is a software system developed by Matter of Focus that supports organisations to take a collaborative and outcome focused approach to evaluation planning, implementation analysis and reporting.

Develop, deliver and continually improve training - summary findings

What we do

We deliver training to raise awareness, support inclusion, and promote the rights of people affected by dementia through our core training programme, by working in partnership with other organisations and through community trainers who cascade learning in their own organisations. Increased capacity within the Age Scotland Dementia Training team has meant that in year 2 of this work we have been able to achieve a significant increase in the numbers of sessions delivered across all four of our training programmes, and to expand the range of inclusion and carer's rights topics we offer. Additionally, from June 2021 we have begun to offer some courses as **self-study modules**, which adds a fifth strand to our training programme.

Managing demand for our training throughout the year has been challenging, with fluctuations between very high demand and long waiting lists, and a period of lower demand which has led us to cancel some workshops. We have adapted our messaging and procedures to manage this better and continue to monitor this as a team.

All of our training sessions have benefitted this year from the inclusion of lived experiences through consultation with people living with dementia and their carers. We work in partnership with organisations who support older people across Scotland to develop these new training modules, both in proactive consultation and by responding to formal and informal feedback through our bespoke training. This has enabled us to better reach audiences in areas of socioeconomic deprivation and from minority ethnic communities whom we know do not usually engage with our training. After a slow start due to the impact of Covid, our Community Trainers programme supports professionals to cascade and sustain the learning and this year 4 community trainers have delivered training online to a total of 24 participants. Our team continue to

improve the way we gather and respond to feedback from training participants, ensuring that our courses are continually developed to better meet the needs of those who attend.



184 training sessions delivered



13 new topics



5 new self study modules



11 Community trainers trained

Who with

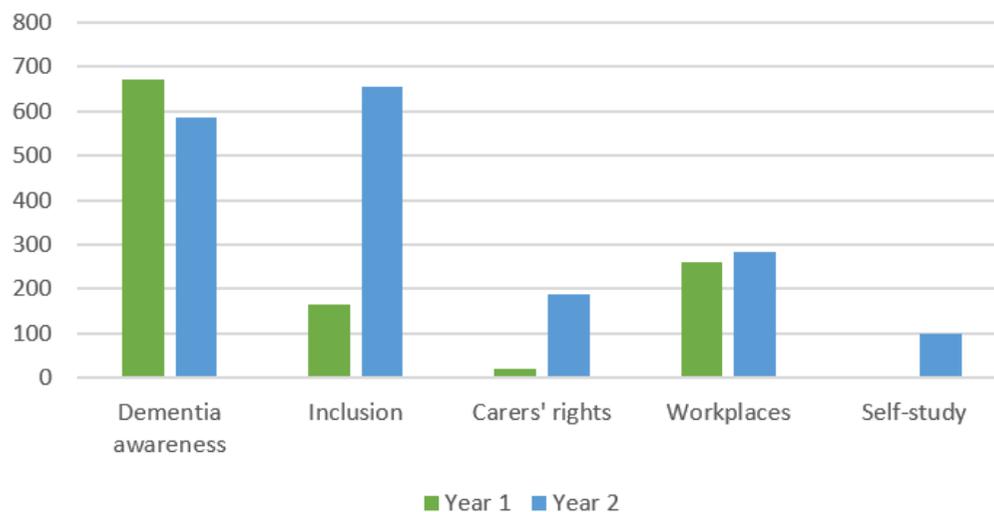
In year 2 we have worked in partnership with 25 organisations to test and refine our training programme and develop new modules. Our partners have supported the Age Scotland Dementia Training team to;

- Embed the first hand experience and expertise of individuals living with dementia, unpaid carers, and professionals into our training programme,
- Develop training content around particular topic areas, ensuring the training benefits from the most up to date information and resources
- Ensure our training meets the needs of a diverse range of participants and lived experiences

In addition to these partners, we have collaborated with a wide range of people and organisations who are delivering keynote presentations and workshops at our rescheduled national learning event in November.

Across the five strands of our training programme, we have delivered training to a total of 1815 participants in Year 2 of this project. The table below demonstrates the breakdown of the courses these participants attended, compared with the figures from year 1.

Participant numbers - Year 1 and Year 2



The geographical spread of participants has been wide but patchy with some areas (e.g. Glasgow) under-represented. Online delivery appears to have reduced barriers to accessing training for those in rural areas, however for those with a strong preference for face to face training this may have reduced their ability to engage. Overwhelmingly our participants are from organisations (89%). This includes, amongst others, voluntary and community organisations, development trusts, third sector interfaces, local authorities, housing associations, health and social care partnerships and private companies.

How they feel

Feedback from workshop participants tells us that this training is useful in both their professional and personal lives, words like 'useful', 'helpful', and 'informative' are used frequently in feedback we receive. Broad themes in this feedback include participants feeling that the training offered practical insights and solutions that they could apply in their daily practice, and that they would share the learning and resources with others.



"I gained information that I can use in my work as a hairdresser to help my elderly client to help in their visit, simple changes could help a lot."

"Today helped me focus on what may be important within the home environment. Especially the use of color, contrast and the use of aids and items that help with accessibility."

"Especially interesting to think about the types/colours of masks!"



"My new knowledge of communication will be shared by my fellow volunteers and hopefully this will benefit our members"

"This will help me to advise artists that we work with in terms of good practice when working with people living with Dementia "

"I got a lot of ideas about meaningful activities which I'll take into my own work place."

This feedback is consistent both with our established training courses and the new courses developed in year 2 to respond to what we are learning from participants about ongoing need, in particular for our training modules specifically to support unpaid carers, **"I am at the start of having to call in outside help and knowing the background and where and how to go about it is essential to me."**

Evidence that people find the training relevant and useful is also shown in the number of people who attend more than one of our training sessions. In the past year, **26% of people attending have been on more than one of our courses**. As well as this, **13 organisations** have also had **training on more than one occasion** for their staff or volunteer teams. One person has attended 9 of our courses!

Participants also told us that they felt included in our training, and they told us that they found it was friendly and relaxed. As a team we consciously foster an atmosphere, both in our communications around training development / delivery and during the sessions themselves, in which contributions are warmly acknowledged and their value made explicit. Alongside the simple human imperative to express encouragement and gratitude for contributions made, we are also aware that this approach is much more likely to mean that people will continue to value their ongoing relationship with us.

"Nigel's facilitation was calm, friendly, non judgmental, clear and interesting. He showed honesty when he was unsure of any point or recent research, but assured the questioner that he would research and get back with a response." (Dementia awareness)

What they learn and gain

Evidence collected from our feedback is clear that **participants gain knowledge and a better understanding of dementia** in relation to the training topic they have attended, key areas of focus include understanding of types of dementia, signs of dementia, communication with someone living with dementia, and how people can be supported better. In this feedback participants told us that they had gained awareness of key issues, new information that deepened their understanding, and strategies that can improve how they support people who live with dementia and their carers. In Year 2 we have expanded the range of topics covered by our training, and therefore a wider range of learning outcomes for participants.



"I was able to gain a better understanding of the challenges persons with dementia are currently experiencing and are likely to see post COVID"

"I learned good practical ideas for making the home more suitable. It was really useful hearing from participants who themselves are living with dementia."

"Increased knowledge around possible prevention measures to decrease risk of dementia. I had never really considered hearing loss on its own as a potential trigger for instance"

"Some extra ideas around meaningful activities - the memory groups - around sport/football were new to me. There were some great ideas generated."

"Different styles of communication, adapting language, keep sentences short and simple. Contact with one person will differ each time. Try to avoid using pronouns."

"I learned there was a higher than I imagined number of unpaid Carers in Scotland. I had also never heard of the Herbert Protocol before nor that Edinburgh issued Carers with Emergency cards. I did not know either about the markers used by Police Scotland in Fife which helped to identify dementia or other mental health issue whenever there was an incident involving someone suffering from these conditions. I definitely fell that the entire Police Scotland force thought Scotland should implement the same strategy and not have it just ad-hoc as it would seem to be currently." (Carer's Act for Unpaid Carers)

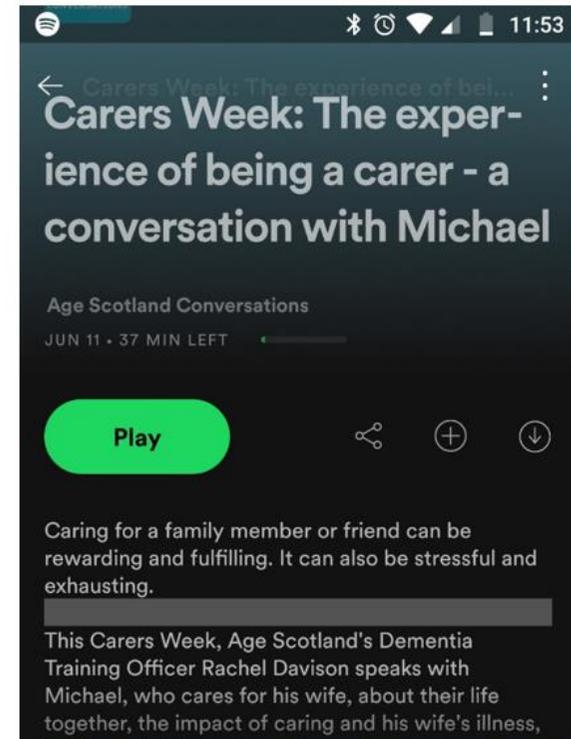
Our unpaid carers training courses all focus on **increasing carers' knowledge of their rights** within different topic areas. They also aim to ensure that carers have an understanding of how to access these rights, what their options are when their rights are not respected and how to seek further help or support if required. In year 2 we have built on our existing carers training of two modules, the Carers (Scotland) Act and Hospital Admissions and Discharge, and added an additional 3 modules which cover Self-Directed Support, Power of Attorney, and Benefits for carers and other forms of income maximization. These modules have been delivered as scheduled sessions (open to the general public) and as bespoke sessions, delivered to organisations.

Participant feedback tells us that those carers who attended gained knowledge and information from the courses in the topic areas covered, however it is important to recognise that there are a lot of things that need to improve for carers in order for them to secure their rights, and that their own knowledge is only one part of this picture.

"The Carers Act is not actually as complicated as first thought. There is a need for Local Authorities to be more open about services offered to Carers." (Carer's Act workshop)

In addition to workshops, we have tried to find different ways of engaging with carers and ensuring the message about carers' rights is widely heard. For example, as part of carers week, Rachel carried out an interview with two carers of people living with dementia and produced this as a podcast, which was publicised by Age Scotland and is now available on Spotify.

We continually use the feedback and learning from participants to improve how we deliver our sessions, and as valuable intelligence for the development of new training modules.



What they do differently

We found evidence from post workshop feedback that unpaid carers had increased their awareness of rights and felt encouraged to take action:

"Pursue a Power of Attorney. I have downloaded a self help form to make use of some of the content."

Similarly professionals from organisations we delivered training to were able to describe a number of things which they were planning to do differently as a result of taking part. these actions are largely responding to the specific topic they have attended. Participants also tell us that they will continue to seek further learning and training, share this learning with colleagues, and use it in their own personal lives. Below are some examples of the types of action participants told us they would take following training;

Yes I have changed how I will interact with people with dementia, having learned a bit of how they see the world through their eyes."

"I know now that extra preparations may be required and I need to check what time suits majority of participants . I will also have post it notes or hand written cards to speak next."

Through engagement with partners in the development of our training, through pre-course questionnaires, and in response to feedback from participants, **as a team we have adapted our delivery to better meet learners needs**. In year 2 this has included;

- Supporting access to our online training courses for users of British Sign Language, for participants with English as an Additional Language, and for those with visual or hearing impairments,
- providing an introduction to Zoom for those unfamiliar with the platform
- Delivering bespoke training for organisations accommodating particular interests and learning needs

What difference does this make?

Underpinning our carers' rights workshops is the belief that learning about rights and encouraging carers to access these rights can then lead to **carers receiving the right support in their role, and this then leads to greater wellbeing and quality of life**. Carers have provided feedback

"Added to my knowledge of where to access information that is often 'hidden'"

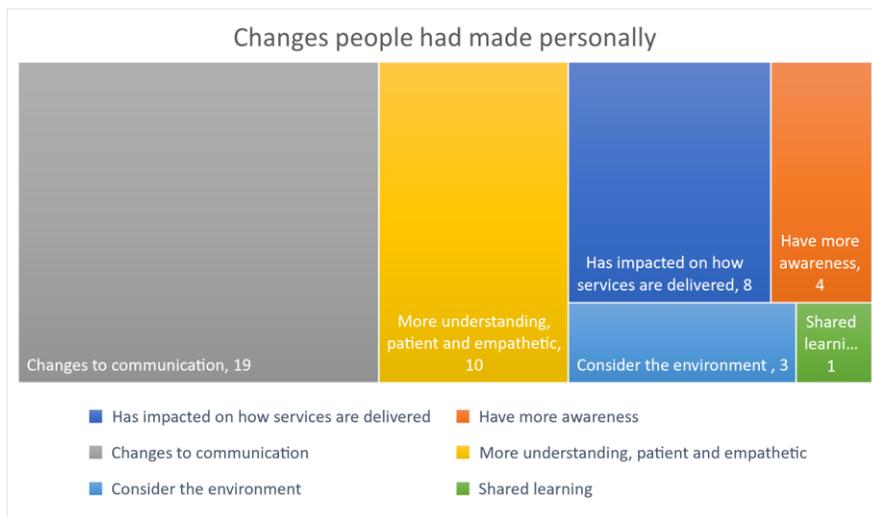
"Look after myself as well as I can"

"Yes, think I will be a little more assertive"

"I feel more confident to speak up and can support my clients to pursue their choices, rather than let it be chosen for them."

during the courses and in post-course feedback indicating that their knowledge about rights has increased, and have also indicated what they may do differently following the training. From this feedback, it could certainly be inferred that there is a likely to be a positive impact in terms of wellbeing:

However, a perennial discussion topic during carers' rights workshops is the mismatch between policy and practice, known as the implementation gap. Even with knowledge and empowerment, carers still struggle to access their rights, and express how the stress of this impacts on their wellbeing and quality of life. Our courses try to ensure that carers are aware of how and where to seek further support. We also ensure carers are aware of opportunities to provide feedback about the way policy decisions impact on their lives through partners such as About Dementia, and policy consultation exercises, such as the Self-directed Support survey which was a collaboration between Dementia Training, About Dementia, the Scottish government and Alzheimer Scotland. In addition, we have shared feedback about the implementation gap with our colleagues at About Dementia so that these concerns can be raised at a policy level, and will continue to do so, to ensure unpaid carers views and experiences are represented.



Long term follow up with training participants told us that almost two thirds (64%) had made personal changes since attending the training. The main change was in the way they communicate; having more understanding, being more patient and empathetic and changes to how they delivered their services. The graphic below shows the breakdown of

the changes people had made personally.

71% of people told us that the course had impacted on their work/volunteering role. The main ways that this had impacted were being more confident, having more understanding and being more supportive, and making changes to their communication. There were barriers that prevented participants from using their learning, largely due to the ongoing impact of Covid, however existing policy and practice at the local and national level also played a part. 11 people mentioned that regular training/new workshops/sharing sessions/updates would make it easier for them to implement changes.

"An amazing course that has given me the knowledge and confidence to deal with this awful condition and the effects it has on both the person and their family/carers too. Amazing facilitators too. Thanks so much for your time and offering this course for free. Everyone should attend this."

Wider influencing - summary findings

What we do

In year 2 we have continued to support Age Scotland colleagues in diverse ways to create dementia inclusive resources and practices within the organisation as required. We consistently gather and update knowledge about policy and practice issues both through development of our training and through our learning from training participants, and we collate and share knowledge with the wider team, for example in our 'Dementia in the news' e-bulletin and in highlighting areas of further need such as older people's mental health awareness. Our work brings us into contact with people living with dementia and unpaid carers which has enabled us to lift up their experiences in the form of case studies to spread important messages more widely. The Age Scotland Dementia Training team are often seen as an expert resource in training, and have been able to offer support, facilitation and advice to colleagues.

Our Dementia Training courses are not a one-off contact with individuals living with dementia, unpaid carers, and professionals, we foster continuing relationships to share learning and resources, building on what participants have gained from our sessions. We do this through;

- Newsletters, which include partner and participant contribution
- Informal support from the Dementia Training team, and connecting participants with peers to continue sharing learning
- Community trainers and Coming out of Covid participants come together for quarterly sharing and update sessions
- Our National Learning Event, postponed in year 2 but delivered in year 3

Who with

We have a growing network of contacts who share information about our training with their audiences., by including our training in their own newsletters or by circulating our newsletter to their contacts. People attending our training or booking a bespoke session for their organisations often promote and champion our training within their organisations. In tailoring these bespoke sessions we focus on the needs and circumstances of each organisation.

"One of my colleagues joined the session last Friday. She was very complimentary about the depth and detail of the information and the way you presented. Stephanie also shared the notes with our local team afterwards. I've already found them extremely helpful in extending my own knowledge in this area and just wanted to say thank you" Alzheimer Scotland Dementia Adviser (Carer's training)

"I am going to offer a copy of the 'Making your home dementia friendly' guide to families I meet", "Help Carers and family members to access training." (Participants on Making home enabling workshop)

How they feel

Feedback from our training courses tell us that **participants recognise the importance of equality and inclusion for people affected by dementia**. We know this is a topic that matters to people, and the high demand for our training shows that people are committed to learning and improving the way they support people around them who live with dementia and their carers. Participants frequently referenced the importance of being aware both of the other person's needs and the ways in which how they act can either enable a person or reinforce barriers that they experience.

The external profile of our Dementia Training has grown and become more established in year 2, through the community of trained individuals who have accessed our training and keep in touch with the team through our mailing list, and through our partnership working with other organisations. In particular we were selected to be the dementia training partner in The University of Edinburgh's Unlock and Revive Project, recognising the value of our content and approach. We act as ambassador's for Age Scotland's work with communities and organisations across the country. Our training programme is valued internally by Age Scotland and seen as a core part of



"Our members will include many many hundreds if not thousands of people with challenges from dementia to hearing loss, physical disabilities to arthritis to eyesight problems to autism, so we think it is really important that they understand how they may unwittingly be putting up barriers and we need to help them understand how they can dismantle barriers as much as possible."

"I'd like to think that I will concentrate more on the person's abilities rather than their dementia and encourage them to do the things they are still able to do. I was surprised to learn that someone with dementia gained a degree."

the organisation's work, through our visibility on Age Scotland's website and impact reports, our social media presence, and in the wide range of additional content we create and promote to spread awareness and learning.

What they learn and gain

As discussed previously in this report, we work closely with a wide range of organisations supporting older people in Scotland through consultation and in the delivery of bespoke training which offers informal ways to continue the conversation beyond training sessions. In addition to this in both our community trainers programme, and through our Coming out of Covid workshop, we have offered more formal opportunities for attendees to meet regularly to discuss their work and share learning.

Our National Learning Event was due to take place in September 2021 however due to technical issues this had to be postponed and we look forward to sharing about this in our next year's report.

What they do differently

Our Community Trainers work continues to develop, with 4 of our new trainers having delivered training to 24 people in their organisation. From their feedback from this initial delivery, both in their personal reflections and the feedback from participants, it is clear that our community trainers feel generally equipped to deliver the training. More of our new trainers are planning to run training in the next couple of months and we are training a further 5 people before the end of the year. Our regular meetings have continued their engagement and also offered opportunities to meet and share learning with other projects and activities within Age Scotland. We have also extended this regular coming together approach to our Coming out of Covid workshops. We also build our community of learners through participants returning for further sessions, over 1/4 of people attending our courses have attended more than one. One person has attended nine of our courses and 12 people have attended at least five of our courses in the last year. Thirteen community organisations have received more than one workshop for their teams and we have also delivered several workshops to workplaces who have had multiple workshops from the team, including Hanover Housing, UNISON and Amazon.

Professionals attending training on behalf of their organisation make up the majority of our participants, both through our open community training, and in our bespoke training courses delivered in house. Professionals frequently tell us that they intend to share this learning with

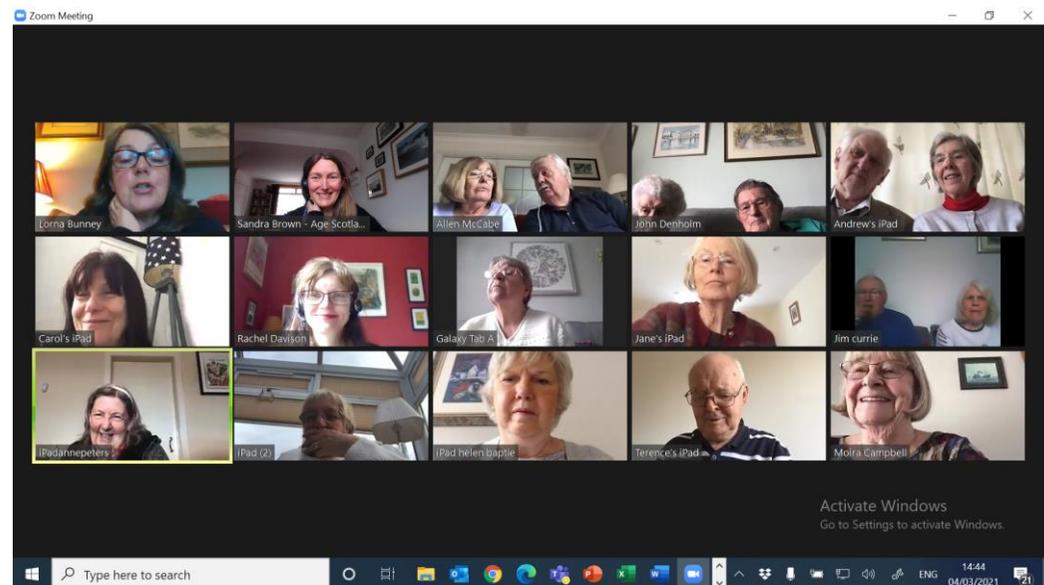
their colleagues and implement changes in how their organisation operates based on what they have learned. In particular, our workplace dementia training courses offer learning and resources to enable workplaces to be more dementia friendly.

"I have learned that colleagues living with dementia should be reviewed regularly as their needs may change frequently. To ensure that there is an open dialogue with them and colleagues too. That there are relatively small things that can be amended which can make a big impact on colleagues at work."

"I learned that I'm not in this alone and where I can get help. Also about what we can put in place at work and definitely have to get the carers positive framework in place."

What difference does this make?

Over the course of delivering our training programmes to professionals and organisations we have built a wealth of wisdom and guidance on how to ensure that **people with dementia are more included in activities and opportunities that matter to them**. Participants tell us that they use this learning to improve how they engage with deliver services to people living with dementia, and as a team at Age Scotland we gain from and foster an environment where hopes, concerns, tips, and experiences can be shared. In year 2 we have worked closely with Befriending organisations, the Dementia Inclusive Singing Network, cinemas, Capital Theatres, Bowls Scotland and the Sporting Memories network, in addition to the wide range of individual professionals who have attended our training to share this knowledge. Our Coming out of Covid workshops have addressed this specific challenge with a community of learning.



Rachel and Sandra taking part in one of the meetings of the Dunbar Dementia Carers Support Group, organised by Lorna Bunney (top left) after Lorna attended one of our 'Making Online Activities Dementia Inclusive' training sessions. Some of the participants are carers and others are people living with dementia. So much laughter and so many smiles!

Our work contributes to the outcome '**Scotland is a place where people affected by dementia can flourish and Age Scotland plays a leading role in bringing this about**' through a 'bottom up' approach of supporting individuals by raising awareness of dementia, and sharing knowledge, resources and information on inclusive practices. It is clear that there is more work to do in removing the barriers that people living with dementia face, but the feedback from training participants detailing what they have learned and what they will change in their practice certainly does play a part. This complements the wider work of Age Scotland which addresses national policy and practice, and our ability to work closely and collaborate on key issues such as the national survey on Self-Directed Support for people living with dementia is a key driver for making the difference towards this vision.

Conclusions

Year 2 has mostly been a time of expansion and creativity for the dementia training team. It began, in October 2020, with 3 team members - Catriona, Julie and Sandra - and ended with 5 after being joined in November 2020 by Rachel and in February 2021 by Nigel. Thanks to this growth in our team we are now, at the end of year 2, able to offer a greater number of training sessions on a wider range of topics than ever before.

The team's increased capacity has also enabled us to focus on developing the train the trainer programme and to spend some time refreshing and improving our own skills and knowledge. For the first time, we have been able to think more strategically about our delivery - and in particular to try to understand how to reach new audiences who may benefit from our training but who may not hear of it through our usual communication channels, or who may need delivery to be carried differently in order to take part. We have also been able to prepare and launch our self-study platform, in addition to supporting various initiatives within the wider work of Age Scotland, such as the delivery of basic social media training for colleagues, the creation of a proposal for Age Scotland to provide older people's mental health training and the development of future automated administrative procedures for all Age Scotland training.

Interestingly and excitingly, in year 2, we have been able for the first time to gather and share longitudinal feedback data. Surveys sent out 6 months after participating in any of our sessions document the impact over time of our training on knowledge, attitudes and practices of attendees and their organisations and we present a summary of our findings within this report.

We began year 2 in October delivering online with high participation and little need for promotion outside our quarterly emails and newsletters to our contacts. Courses would fill up within days (and sometimes hours) of sending these out. As our delivery team grew from 2 to 4 and the range of topics expanded, this participation continued to grow, reaching a peak in June. Since July we have seen a notable drop off in bookings. Sessions have been running with fewer participants and quite a number have had to be cancelled due to insufficient numbers. We had not anticipated this but have endeavoured to understand the dynamics involved and one of our biggest challenges for year 3 will be to put measures in place to reverse these declining numbers. Now that we have such great delivery capacity we want to ensure we make full use of it! A key element of this will be to develop a more extensive promotional strategy and quickly embed this within our practice for all elements of our programme.

As we reach the end of year 2 our delivery continues to be exclusively online but as the world emerges slowly from the pandemic, organisations are beginning to ask us about in-person delivery. Another of our challenges for year 3 will be to find the right balance between face to face and online delivery to enable us to deliver to as many people as possible in the way which most benefits their learning. In-person delivery undoubtedly works better for some and there are groups we know have not engaged online over the past 18 months. However, it comes at a cost in terms of travel time and cost and we need to find the right balance to create a blended approach which will ensure optimal benefits overall.

We have worked closely and enthusiastically as a team over the past year. We recognise and value each other's skills and knowledge and we continually learn from and support each other as we work remotely but very much together. We look back on our many achievements and the obstacles we have overcome in year 2 with a sense of fulfilment and also of gratitude for being able to work directly with so many different people from so many different backgrounds with so many different stories and challenges. We know that in different ways every one of the nearly 2000 people we have trained this year has taken away something of value from and added something of value to our training sessions. This knowledge empowers and motivates us to face the challenges of year 3 with renewed energy and enthusiasm for we know that what we do makes a difference.

This report was generated in



Developed by Matter of Focus.

OutNav supports initiatives with a vision for social change to understand and track how their work makes a difference.

The cloud-based tool enables teams to apply a practical and meaningful approach to outcomes-focused monitoring and evaluation, developed by Matter of Focus.

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