

Southern Services Reform Group (SSRG)

Project Proposal - Dementia Gap Training for Care Workers Dementia Workgroup

Project assessment stage: To be completed and forwarded to the SSRG Steering Committee for consideration

Project name

Dementia Gap Training for Care Workers

Project description

The project will involve the development of a dementia training program. The program aims to address the identified gaps that care workers experience when working with clients who have dementia. Care workers will receive a certificate of participation to be used as evidence to demonstrate their continuing professional development.

An initial survey is to be completed to find out what care workers needs and preferences are in regards to dementia training. Dementia Workgroup members will distribute the survey that asks the following questions:

- 1) What are the barriers (if any) that you experience when wanting to attend additional dementia training? What could be done to overcome these barriers?
- 2) In your experience what do you find most challenging when working with a person with dementia?
- 3) What type of information do you think/feel is most useful to assist care workers to successfully interact with clients with dementia?
- 4) Have you experienced any gaps in your knowledge when working with individuals with dementia and their families? If so, what were they?

The survey results will then be collated and conclusions drawn regarding the topics and direction of the training.

When the topic(s) are selected the training sessions will be developed by Alzheimer's Australia SA. The project will be a collaboration between the SSRG Dementia Workgroup and Alzheimer's Australia SA.

It is anticipated that the training will be made available to a large number of care workers by repeating a topic several times to suit all worker's schedules. The SSRG will be responsible for organising venues and refreshments. Alzheimer's SA will be responsible for designing the training sessions, training resources and facilitating the sessions.

Consumers will also be consulted to give feedback on their experiences in relation to the most important aspects of dementia training for care workers.

List the key result areas and service principles the project addresses

Key Result Areas:

Key result area 1 – The Collaborative Projects will have project infrastructure and governance in place to facilitate effective regional collaboration, service improvement and reform. This project falls under objective 2 ‘...provide sustainable ongoing strategies for bringing stakeholders together to address specific directions, priorities and issues.’

Key result area 2 – The Collaborative Projects will facilitate stakeholder engagement through a range of regional workshops, forums, events and regional meetings. This project falls under objective 1 ‘Identify and respond to regional issues.’

Service Principles: The project addresses the following service principles.

1. Quality of Life: Promote each person’s opportunity to maximise their capacity and quality of life
2. Individual Need: Provide services tailored to the unique circumstances and cultural preferences of each person, their family and carers

Reason for the project

The issue of adequate skills and training of care workers has been raised by both community services staff and consumers.

The recent Consumer Empowerment Survey Report (SSRG, 2011) also revealed some concerns regarding dementia knowledge / training of care workers. An excerpt from the report is as follows:

‘Consumer two feels strongly that the training is not systematic and is not thorough enough. Some workers that have come to her home have been unsure and behaved in a defensive manner. They have continually defended their actions rather than taking ‘on board’ her suggestions. ‘I know what works for me and my mum. I know the workers are learning but they need to find a way to respect my mum and the disease.’

(Consumer two cares for her mother who has dementia)

It is also acknowledged that many HACC services are brokered out to a variety of agencies and workers may not have the opportunity to access professional development – this would be an opportunity for them to access free training to enhance their practice,

Project scope

The following are excluded from this project:

- The project will not be replacing the important dementia training that many organisations already offer their staff.
- The project will not be an accredited training course.

Project stakeholders

Name	What their interest is / how they're affected
City of Onkaparinga City of Holdfast Bay ECH, Resthaven, ACH City of Mitcham, Dom Care Home Support Services Alzheimer's Australia SA	All stakeholders are involved in providing services for clients with dementia. It is paramount that care workers have the training and skills to practice in a client centred way and provide tailored services matching the unique circumstances of each person.

Project objectives

The objectives of this project are to

- Provide quality dementia training for care workers.
- Ensure care workers receive training in dementia care that addresses identified gaps in their knowledge and skills.
- Develop a positive working relationship between the SSRG Dementia Workgroup and Alzheimer's Australia SA.
- Gain a better understanding of services that Alzheimer's Australia SA provides.

How am I planning for/engaging with Consumers? (including carers of younger disabled)

- Consult with SSRG Consumer Workgroup regarding what they believe are the most important elements required in dementia training for care workers.
- Feedback through participating organisations.

How am I planning for/engaging with CALD clients?

- The training is inclusive of all, including clients from different cultural groups.

How am I planning for/engaging with Aboriginal clients?

- The training is inclusive of all, including Aboriginal clients.

How am I planning for/engaging with 'disadvantaged' clients?

- The training is inclusive of all, including disadvantaged clients.

Risks

The risks for this project are:

- Care workers will not attend the training offered.
- The training sessions offered do not adequately address the gaps in training identified.

Estimated time frame

Desired Start Date: April 2012

Desired Completion Date: September 2012

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