

Dementia awareness and training for housing staff

There are around 90,000 people in Scotland living with dementia and this number is expected to increase significantly as our population ages. We know that the right housing and support can make a big difference in helping people to live well with dementia.

The majority of people with dementia live in mainstream housing, not in specialist housing or care homes, so everyone who works in the housing sector can play a part in improving housing outcomes for people living with dementia and their family or carers.

We think that every member of staff should have at least a basic awareness of what dementia is and what they can do to help – that includes every role from customer service to repairs and maintenance. Some staff will need more tailored, in-depth training depending on their role.

These tables include details of a range of training options for housing staff at different levels from providers operating in Scotland. These are not endorsed by CIH Scotland, this list is intended to help you find the right training for you or your organisation. If you think we should add any resources to this list, please get in touch scotland@cih.org

| Basic awareness – useful for staff across all roles | | | | |
|---|--|--|--------------|------|
| Course | Description | Delivery | Provider | Cost |
| Dementia awareness training | <p>These online training sessions for older people’s clubs, charities and community groups last from one to three hours and can cover a range of topics relevant to understanding dementia.</p> <p>You can check Age Scotland’s training calendar for scheduled courses or request a session that is tailored to your needs. Contact: dementiatraining@agescotland.org.uk</p> | Online for now, in person courses may resume in future | Age Scotland | Free |
| Dementia inclusion training | <p>These training sessions are designed to help organisations carry out activities in ways that enable people living with dementia to be included and involved as fully as possible.</p> <p>You can check Age Scotland’s training calendar for scheduled courses or request a session that is tailored to your organisation. Contact: dementiatraining@agescotland.org.uk</p> | Online for now, in person courses may resume in future | Age Scotland | Free |

| | | | | |
|---|---|---------------------|--------------------|------|
| Dementia Friends | <p>Anyone can become a Scottish Dementia Friend. It's about understanding a bit more about dementia and the small things that can be done to help people living with dementia.</p> <p>Complete the course online by watching a series of video clips, attending a local information centre or request an in-person session to be delivered for your organisation.</p> | Online or in person | Alzheimer Scotland | Free |
| Informed about Dementia | <p>These five online videos are for anyone who wants to know more about dementia and will support you to become dementia Informed.</p> | Online | SSSC | Free |

General training and qualifications – more in depth learning for staff who have a direct role in supporting people living with dementia or designing/delivering dementia friendly products, services or policies

| Course | Description | Delivery | Provider | Cost |
|---|---|---|--------------------|---|
| Dementia inclusive customer service workshops | <p>This three-hour workshop aims to ensure frontline customer service staff have a better understanding of the issues faced by customers living with dementia and are well prepared to communicate with and support them.</p> | Online | Age Scotland | contact: Jonathan.park@agescotland.org.uk |
| Tailored Dementia Awareness workshops | <p>Awareness workshops can be tailored to meet the needs of your organisation, drawing from a range of core topics, and can be delivered online or face-to face.</p> | Online or face to face, contact: Jonathan.park@agescotland.org.uk | Age Scotland | Ranging from £445 - £745 ex VAT up to 16 delegates |
| Learning for the housing sector | <p>Promoting Excellence Framework training is delivered over two consecutive days offering “skilled” or “enhanced” courses in line with the Promoting Excellence Framework.</p> | Contact the training team to discuss options | Alzheimer Scotland | Contact the training team for details |

| | | | | |
|---|---|---|------------------------|---|
| Tailored training | Flexible training designed to meet the needs of the organisation, ranging from one to two-hour introductory sessions to multi-part courses delivered over weeks or months. | Can be delivered at Alzheimer Scotland premises or in house | Alzheimer Scotland | Contact the training team for details |
| Introduction to Dementia + Design | The Introduction to Dementia + Design course has been developed to give those interested in the field a compact taster into the principles of dementia friendly design. This course is an introduction to the full Intersection of Dementia + Design training course. | Online, see DSDC website for dates and availability | DSDC | £175 per delegate |
| Intersection of Dementia + Design | DSDC's bespoke training on dementia design intends to redress the balance between dementia care and dementia design by focussing on the complex combination of the individual, dementia and the environment. | Online, see DSDC website for dates and availability | DSDC | £775 per delegate |
| Information and advice for Dementia Ambassadors | This online guidance is designed for social service workers but will be useful for anyone who supports people living with dementia, their families and carers. The resources can be used by anyone, including workers who are interested in becoming a Dementia Ambassador, and includes links to other sources. | Online resources | SSSC | Free |
| Dementia and the environment | This part time module delivered by the University of Stirling explores the role of design and the environment in supporting and caring for people living with dementia. The course takes place over nine weeks and is intended for applicants who do not already have a first degree. | Online | University of Stirling | £675 per student |

Statutory training – required for some staff delivering specialist services such as care

| Course | Description | Delivery | Provider | Cost |
|--|--|--|------------------------------------|--|
| SSSC registered qualifications | Staff who provide care to people living with dementia may need to be registered with the Scottish Social Services Council (SSSC). Check the SSSC website to find out if you need to register, what qualifications are needed, and Continuous Professional Learning (PSL) requirements. | Check SSSC website or contact promotingexcellence@sssc.uk.com | SSSC | Check SSSC website or contact promotingexcellence@sssc.uk.com |
| MSC in dementia care | The course is designed for professionals working with people living with dementia. This includes health and social care staff, people working in the third sector, voluntary organisations and social enterprises. It focusses on the delivery of person-centred care and changing care priorities as dementia advances. | Three-year part time course delivered online | University of the West of Scotland | £1,000 |

Immersive/experience – training designed to give staff an idea of what it might be like to live with dementia

| Course | Description | Delivery | Provider | Cost |
|--|--|-----------|---|---|
| Virtual dementia tour | The Virtual Dementia Tour training is designed to give a person with a healthy brain an experience of what dementia might be like and help them understand what changes to practice and environment can help to improve the lives of people with dementia. Training can be delivered from a mobile dementia simulator, or in the workplace. | In person | Training 2 Care | From £580 for 12 people |
| Immersive VR dementia training workshops | Immersive virtual reality workshops help participants to gain a better understanding and empathy surrounding dementia. The dementia design workshops delivered with Age Scotland help to develop understanding of how different design elements can support people to live well with dementia in different virtual settings. Workshops are delivered by Age Scotland Staff or through a “Train the Trainer” course allowing staff roll out the training to colleagues in house. | In person | Virtual Reality Empathy Platform (VR-EP) and Age Scotland | Contact VR-EP for details |