

Access to safe, coordinated care



Bernie

I know there are Dementia services I can access and how to access them

I know that I will always be treated with dignity and respect and this encourages me to access services when I need them

I feel in control of my own health and have choices about the way my needs are met

My care is guided and managed well by knowledgeable and skilled people who involve me in all decisions

When things go wrong everyone knows what to do to start making things better

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Pathway Area/Statement	Tier 1: Foundation/Awareness	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 knowledge, skills & attitudes for key staff (experts) working with people living with dementia designed to support them to play leadership roles
Promoting appropriate access to services (including memory assessment services, dementia liaison, respite and primary care palliative services)	Knowledge and understanding of: <ul style="list-style-type: none"> • hard to reach groups and cultural issues, and the possibility of stigma associated with dementia • awareness of the common causes of dementia, dementia, and that dementia may be expressed in different ways, for example fear of new people or situations • how to use information technology to find information about services • the provision of advocacy services and the reason why an independent advocate may be required to support an individual, family/carer. 	Knowledge and understanding of: <ul style="list-style-type: none"> • the importance of signposting to appropriate services and the ways to do so • differing referral processes and the information required to make appropriate referrals 	Ability to: <ul style="list-style-type: none"> • develop innovative ways of promoting access to services including social media and new technologies • support others to use new ways of accessing services
National Occupational Standards (NOS)	Tier 1, 2 and 3: SCDHSC0026 SCDHSC0330 Tier 2 and Tier 3: CHS177 CHD HN3 SCDHSC0367 SCDHSC0410		
Maximise effective deployment of the multi- disciplinary team approach	Knowledge and understanding of: <ul style="list-style-type: none"> • how other professions/services/ resources can help in the care of people with dementia. 	Knowledge and understanding of: <ul style="list-style-type: none"> • how to maximise the access of other professions/services and resources to the multi- disciplinary 	Ability to: <ul style="list-style-type: none"> • act as a case manager and manage the care of people with complex needs using the skills

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	<p>Ability to:</p> <ul style="list-style-type: none"> undertake a team approach, with carer involvement be able to communicate with other services and involve them in the process. 	<p>team. (eg dentistry, optometry, pharmacy)</p> <p>Ability to:</p> <ul style="list-style-type: none"> act as a key worker to maximise the effective deployment of the multi- disciplinary team 	<p>of the multidisciplinary team.</p> <ul style="list-style-type: none"> provide specialist consultation to ensure that the maximum effectiveness of the multi-disciplinary team
National Occupational Standards (NOS)	<p>Tier 1, 2 and 3: GEN39</p> <p>Tier 2 and Tier 3: CFAM&LDD1 CFAM&LDD2</p>		
Managing referrals, transfers/discharges and transitions	<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> the need to ensure that the health and wellbeing needs of the person with dementia are being taken care of during the discharge and transition process <p>Ability to:</p> <ul style="list-style-type: none"> help an person with dementia prepare for discharge and transitions 	<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> the range of services available to support individuals how to access the required services methods of recording information about individuals that will be helpful in supporting transfers and discharge e.g. About Me the particular needs of and communication methods required by any individual to avoid distress how to carry out a handover/briefing and what information should be included. <p>Ability to:</p> <ul style="list-style-type: none"> identify a route to a service required by a person with dementia refer individuals appropriately to 	<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> discharge processes under the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DOLS) <p>Ability to:</p> <ul style="list-style-type: none"> undertake ongoing evaluation of current practice contribute to the development and review of policies and procedures provider specialist supervision and consultation to individuals and teams on how best to support and manage someone with complex needs

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		<p>other teams, including the mental health team</p> <ul style="list-style-type: none"> • carry out handover • start the discharge process at the right time • ensure that the person with dementia is fully supported through discharge and transition and that their health and wellbeing needs are met throughout 	
National Occupational Standards (NOS)	Tier1, 2, and 3: GEN17 Tier 2 and Tier 3: CHS126 CHS124 CHS98 GEN123 CHS122 GEN16 GEN17 GEN28 Tier 3: GEN117		

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Managing care programme approach including integrated care planning (health and social care)	<p>Ability to:</p> <ul style="list-style-type: none"> respond appropriately to a person's concern about their care plan 	<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> what constitutes best interest, & understanding of families & carers, their concerns and requirements the range of support services which may be available and how they may be incorporated into integrated plans by the extended multidisciplinary team the relationships between services and their availability. <p>Ability to:</p> <ul style="list-style-type: none"> interpret and use information from assessments to develop a meaningful care plan develop and review care plans with individuals and adjust to meet their changing needs carry out integrated care planning, creating and managing relationships with other services, individuals and families. 	<p>Ability to:</p> <ul style="list-style-type: none"> undertake ongoing evaluation of current practice contribute to the development and review of policies and procedures provide specialist supervision and consultation to individuals and teams on how best to support and manage someone with complex needs
National Occupational Standards (NOS)	Tier 2 and 3: CHS121 CHS44 CHS124 CHS233 GEN79 Tier 3: GEN117		

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<p>Positive risk management (including Risk to self and others, safeguarding and personal safety)</p>	<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> the implications of safeguarding, and the potential for abuse. the concept of risk management. <p>Ability to:</p> <ul style="list-style-type: none"> identify safeguarding issues and act in line with local policies and protocols, sensitively and appropriately. 	<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> the process of risk management, and the multidisciplinary team approach. <p>Ability to:</p> <ul style="list-style-type: none"> assess and manage risk using a multi-disciplinary team approach take into account the needs of the individual and family/carers, and identify who the first point of contact is for them not be risk averse, considering the requirements of the individual and balancing risk with quality of life have a sensitive and appropriate approach to the management of safeguarding risks. 	<p>Ability to:</p> <ul style="list-style-type: none"> provide specialist advice and consultation to the multidisciplinary team on complex cases and instances of multi-faceted risk lead safeguarding assessments
<p>National Occupational Standards (NOS)</p>	<p>Tier 1: SCDHSC0395 Tier 2 and Tier 3: CHS46 SCDHSC0450 GEN112 Tier 3: SCDHSC0430</p>		

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Crisis/emergency planning, planning for the future		Knowledge and understanding of: <ul style="list-style-type: none"> • when crisis/emergency planning should take place and who should be involved • different models of crisis planning. Ability to: <ul style="list-style-type: none"> • identify when crisis/emergency planning should take place, ensuring people are prepared in advance, before any crisis occurs. • undertake a team approach, with carer involvement • access and communicate with support services and involve them in the process. 	Ability to : <ul style="list-style-type: none"> • provide specialist supervision and consultation on future planning including at a time of crisis and or emergency
National Occupational Standards (NOS)	Tier 2 and Tier 3: MH21.2013 CHS233		