

Monitoring and Measurement



People who help me make sure that:
I know where to get help that is right for me
Help is there for me when I need it
I am safe but can make mistakes just like everyone else
I feel happy in my life
I feel in control of my own health and the end of my life

Julia

Monitoring and Measurement

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
Physical Health Observations	Knowledge and understanding of: <ul style="list-style-type: none"> • how changes in function will affect daily living • how to approach and communicate with a person with dementia in order to undertake physical health observations. 	Knowledge and understanding of: <ul style="list-style-type: none"> • how changes in function will affect daily living Ability to: <ul style="list-style-type: none"> • Select appropriate observations • undertake routine physical health checks. • Identify deteriorating wellbeing and • Understand when it is safe to intervene • Refer to the most appropriate agency 	Ability to: <ul style="list-style-type: none"> • provide dementia specific guidance and consultation to individuals and teams where people need complex and non-routine care
National Occupational Standards	Tier 1, 2 and 3: CHS217 CHS131 CHS19.2012 SCDHSC0224 Tier 3: GEN177		

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Pathway Area/ Statement	Tier 1: Awareness/Foundation	Tier 2: Intermediate/Practitioner	Tier 3: Advanced/Specialist
Mental Wellbeing State	<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> • what constitutes mental well being • factors associated with mental well being • how physical health & social activity benefits mental well being <p>Ability to:</p> <ul style="list-style-type: none"> • recognise and identify changes in mental wellbeing. 	<p>Ability to:</p> <ul style="list-style-type: none"> • Identify factors that may improve wellbeing • Promote lifestyle and behavioural changes that will improve wellbeing • Provide a supportive motivational relationship to nurture wellbeing changes 	<p>Ability to:</p> <ul style="list-style-type: none"> • Contribute to dementia specific: <ul style="list-style-type: none"> ○ Resources ○ Supervision ○ Service evaluation ○ And transformation <p>that promotes mental wellbeing for people living with dementia and staff</p>
National Occupational Standards	Tier 1, 2 and 3: SCDHSC0224 Tier 2 and 3: MH14.2013 CHS70 Tier 3: GEN117		
Effectiveness of Enabling and Therapeutic Interventions		<p>Ability to:</p> <ul style="list-style-type: none"> • measure the impact of an intervention • review and learn as a result of monitoring and measurement • take action following feedback on all aspects of care & support • undertake a review of a care plan and planned interventions 	<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> • review mechanisms and best practice studies • methods of learning from other services for example shadowing.

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National Occupational Standards	Tier 2 and 3: CHS89 HI7.2010 Tier 3: GEN117		
Effectiveness of Family Carer Interventions		Knowledge and understanding of: <ul style="list-style-type: none"> the aim of interventions. Ability to: <ul style="list-style-type: none"> monitor the progress of interventions undertake a review of a carers support plan and planned interventions 	Knowledge and understanding of: <ul style="list-style-type: none"> dementia care mapping observations, and other tools designed to assess and/or monitor care Ability to: <ul style="list-style-type: none"> design/administer/analyse/take action as a result of feedback from carers, friends and family
National Occupational Standards	Tier 3: GEN117 SCDHSC0442		
Effectiveness of Accommodation and Welfare interventions	Knowledge of: <ul style="list-style-type: none"> signs of abuse and how to act. Ability to: <ul style="list-style-type: none"> identify and act on signs of abuse. 	Knowledge of: <ul style="list-style-type: none"> factors used in accommodation and welfare monitoring ensure the referral. Ability to: <ul style="list-style-type: none"> measure how well accommodation fulfils requirements of the person ensure the referral. 	
National Occupational Standards	Tier 2 and 3: SCDHSC0224 GEN117		

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Effectiveness of Role Support interventions		Ability to: <ul style="list-style-type: none"> Undertake a review of all support interventions with all involved ensuring that all are able to contribute 	Knowledge and understanding of: <ul style="list-style-type: none"> what constitutes and how to undertake an independent, unbiased assessment of the effectiveness of interventions. Ability to: <ul style="list-style-type: none"> undertake assessment of effectiveness of interventions using a range of methods
National Occupational Standards	Tier 3: GEN117 SCDHSC0442		
Effectiveness of Care Programme Approach and Risk Management activity	Knowledge and understanding of: <ul style="list-style-type: none"> Mental Capacity Act and Best Interests decisions. 	Knowledge and understanding of: <ul style="list-style-type: none"> how and why a positive risk assessment for people at risk of hospital admission should take place how to minimise risk and take a least restrictive approach how the care programme approach can be monitored. 	Ability to: <p>use indicators such as:</p> <ul style="list-style-type: none"> an independent consultation with the person with dementia the rates of use of antipsychotics and anti-depressive medicines death rate in comparison to death rate of those without dementia performance monitoring tools to monitor the care programme approach.
National Occupational Standards	Tier 1, 2 & 3: CHS233 Tier 3: CHS85 CHS89 GEN117		

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Service-User satisfaction		<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> • measurements and observations that <ul style="list-style-type: none"> ○ indicate service user satisfaction ○ methods of capturing feedback, e.g. ○ comment cards for patient on discharge, ○ consultations and service user forums <p>Ability to:</p> <ul style="list-style-type: none"> • monitor and measure the effectiveness of service user satisfaction using a range of methods. 	<p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> • metrics that relate to service user satisfaction • how social investment return enhances service user involvement in service design, • how measures of service user satisfaction might impact on commissioning. • measures of quality of life
National Occupational Standards	Tier 2: CHS89 Tier 3: GEN117 SCDHSC0442		