



DEMENTIA
CARERS COUNT

Dementia Training Brochure



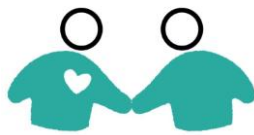
Dementia Carers Count



Dementia Carers Count

We offer professional support for carers, accredited training courses and emotional support services for families.

In 2024 we impacted over 1100 dementia carers with in-depth support programmes and 16,000 through online support. Our previous training partners, including A Class Care and Barclays, have seen measurable brand and social impact through our awareness training and partnerships.



Even the most outstanding care providers can feel overwhelmed by dementia related challenges. Reducing burnout and overwhelm helps your team thrive in work deliver better care. Our services include:

- CPD accredited dementia training courses
- Consultancy at business level to help retain, engage and support staff who are also dementia carers in their personal lives
- Packages of individual professional support sessions for staff
- Group support sessions for family carers in your community
- A phonenumber, open 5 days per week, for in depth support
- Online help and resources, available 24/7

"The training was incredibly informative and insightful. It has enhanced our care team's understanding of those living with dementia, equipping them with the tools and knowledge to provide more compassionate and tailored support. They now feel more confident in creating a positive environment for the individuals they support." -Bethany, Care Quality Manager



"Many carers are contending with their own physical and mental health challenges. We believe that dementia carers must be given the help, support and care they need to cope today and to plan for tomorrow. No dementia carer should feel overwhelmed and alone."

Frances Lawrence, CEO, Dementia Carers Count.

As a result of our training and support:

92%

**Were very
satisfied with
their experience
with our
phoneline
service**



62%

**Felt less anxious
and felt less
stressed in their
caring role**

92%

**Felt better able to
cope in their
caring role**

73%

**Reported that
they felt less
alone**

"The training delivered by DCC was highly engaging and provided our team with practical, actionable tips on how best to support someone living with dementia. The session was both informative and interactive, leaving the team feeling more equipped and confident. A fantastic learning experience!" -Krystal, Care Quality Officer

Our Training

Our CPD accredited dementia training is developed by our expert practitioners in line with the NHS dementia standards framework. We offer the following programmes:

- Introduction to Dementia (CPD accredited)
- Tier 1 Dementia Training Course (CPD accredited)
- Tier 2 Dementia Training Course
- Simulation Training
- Training Webinars



"I found the training very insightful. I have strong knowledge of dementia already but I did learn new things, especially around different trigger points. I'm a visual learner and I like that it was nicely spaced out. I also enjoyed hearing other people's perspectives and experiences with dementia as it's different for everyone." –Claire, Professional Carer



Introduction to Dementia

| Item | Description |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Course title | Introduction to Dementia |
| Course type | In-house training (delegates book through their organisation) |
| Duration | 1.5 hour Trainer led webinar |
| Delivery method | Online via zoom |
| Study type | Trainer-led plus self-directed study |
| Max no of delegates | 20 |
| Fee | £575 no VAT £400 for Dementia Action Week May 2025 |
| Times or dates available | We will meet the needs of partners who contract us to deliver this training |
| Who is it for? | <ul style="list-style-type: none">• Relevant to non-clinical staff including ancillary staff, who encounter people with dementia and their carers.• Staff in business settings coming into contact with people with dementia• Managers who want to support employee carers• Employee carer networks• Family carers at the start of their journey with dementia |
| What is it about? | This course will provide a basic overview and understanding of dementia for those new to the world of dementia or caring. |
| Learning outcomes / what will I get out of it? | <ul style="list-style-type: none">• Understand what the term dementia means and that there are different types of dementia• Realise how common dementia is in the UK and know about the range of signs and symptoms• Understand the risk factors associated with dementia and what you can and cannot change• Learn the importance of getting a diagnosis• Realise you can live well with dementia and understand that everyone with dementia is different• Understand the hidden challenges in dementia and realise the importance of signposting carers for support <p>Upon completion, learners will be awarded with an Official certificate to show they are Dementia Aware.</p> |

Introduction to Dementia

| | |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Course overview | <p>Dementia is different for everyone and can affect individuals in many ways. For every person living with dementia, there can be a range of unpaid carers struggling to balance the demands of caring for someone with dementia and continuing to work and live their own life.</p> <p>This course will be delivered by our specialist practitioners. It will encompass the latest research and best practice in dementia care. It will enable participants to understand some of the challenges that the person with dementia and their carers face.</p> <p>It will enable you to better support colleagues and customers with dementia or caring responsibilities, by understanding their perspectives, challenges and rights.</p> |
| Accreditation | A certificate of attendance supplied by Dementia Cares Count |
| Can be enhanced with | <p>This is a basic level training which can be enhanced with further levels of training dependent on professional role requirements. Further levels are:</p> <ul style="list-style-type: none"> • Tier 1 (Foundation Level) • Tier 2 (Intermediate Level) • Tier 3 (advanced Level) Bespoke to suit the requirement of the service with option of Consultancy support |
| Leads to | Tier 1 Foundation level Dementia Training |



Tier 1 Dementia Training

| Item | Description |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Course title | Tier 1 Dementia Training |
| Course type | In-house training (delegates book through their organisation) |
| Duration | 7 hours. Either 1 day or 2 x half day sessions |
| Delivery method | Online via zoom or in person |
| Study type | Trainer-Led |
| Max no of delegates | Up to 15 delegates |
| Fee | Online: £1,999 no VAT. In person: £2,399 no VAT. |
| Times or dates available | We will meet the needs of partners who contract us to deliver this training |
| Who is it for? | <p>This is a foundation course that is for all Health and Social Care staff who have contact with people with dementia.</p> <p>It is suitable for both frontline care staff and administrative or office staff who need to have an understanding of how to work with people with dementia and their families.</p> |
| What is it about? | Providing dementia awareness around the knowledge, skills, and attitudes essential for all staff working in health and care settings. |
| Learning outcomes of modules 1-6 | <ol style="list-style-type: none">1. To recognise signs and symptoms of dementia, how these can be related to other conditions and understand what actions people can take to reduce risk and delay onset of dementia.2. Understand why early diagnosis is important and how to signpost people to appropriate services and explore how individuals can live well with dementia.3. Understand the principles of person-centred care and be aware of the impact of dementia on individuals, families and society.4. Be aware of the how environmental factors in the persons own home, care homes, hospitals and communities can be introduced to support the person with dementia remain independent for as long as possible. Includes Simulation Training – IN PERSON ONLY.5. Understand the importance of effective communication when engaging with a person with dementia and understand why changes in behaviour may indicate an unmet need in a person with dementia.6. Be able to signpost people with dementia, their families and carers to advice, support and relevant information. |



Tier 1 Dementia Training

Course overview

Dementia is different for everyone and can affect individuals in many ways. For every person living with dementia, there can also be a range of unpaid carers struggling to balance the demands of caring for someone with dementia and continuing to work and live their own life.

This course will cover all aspects of dementia including symptoms, information on how dementia is diagnosed and adaptations that can be made to the persons home environment to remain as independent for as long as possible.

This training is developed to help improve staff's knowledge and skills and to help them feel more confident about the work that they are doing. It will help person-centred approaches and help support people with dementia across a range of settings from own home to hospital to care home and community services.

This course is delivered by our experienced Dementia specialist practitioners, and aligns with Tier 1 of the National Dementia Training Standards Framework

Accreditation

Yes – CPD Accredited

Can be enhanced with

Introductory Dementia Training

Leads to

Tier 2 – Intermediate Dementia Training



Tier 2 Dementia Training

| Item | Description |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Course title | Tier 2 Intermediate Level Dementia Training |
| Course type | In-house training (delegates book through their own organisations) |
| Duration | 14 hours. 2 day course, or 2 x 1 day sessions. |
| Delivery method | Online via zoom or in person |
| Study type | Trainer-led |
| Max no of delegates | Up to 15 delegates – 1 trainer |
| Fee | Online: £3,999 no VAT. In person: £4,399, no VAT. |
| Times or dates available | We will meet the needs of partners who contract us to deliver this training |
| Who is it for? | This is a foundation course that is for all Health and Social Care staff who have contact with people with dementia. |
| What is it about? | Providing in depth dementia awareness in relation to knowledge, skills, and attitudes for all those working in health and care settings. |
| Learning outcomes of modules 1-6 | <p>1. Understanding Dementia – the learner will be able to Identify and describe the different types of dementia, understand their causes, risk factors, symptoms and difficulties people will experience throughout their dementia journey. Understand the importance of accessing assessment and diagnosis and post diagnostic support. Understand the factors that can impact communication for people with Dementia and develop strategies to improve communication.</p> <p>2. Person Centred Care – the learner will be able to Describe what is meant by a ‘person-centred approach’ and how to implement this throughout care planning and care delivery. INCLUDES SIMULATION TRAINING: IN PERSON ONLY.</p> <p>3. Physical Health & Dementia – the learner will be able to Understand the factors that can impact on the health and well-being of people with dementia. Understand the difference between Dementia, Depression & delirium.</p> <p>4. Supporting and protecting people’s rights – the learner will be able to Understand the principles and provisions of legislation in place to protect people with dementia, and their families/carers rights and choices. Understand the principles of capacity and consent and how this applies to their role.</p> |



Tier 2 Dementia Training

Learning outcomes / what will I get out of it?

5. Meeting the persons needs who is stressed and distressed – the learner will be able to

Understand when a person is expressing stress and distress, they can be communicating unmet needs.

Describe how to respond when a person with dementia is expressing stress and distress.

Identify the common types, causes and triggers for distressed behaviour.

Contribute to recording and understanding distressed behaviours using an antecedent, behaviour and consequences (ABC) approach.

Use a formulation process with the MDT, develop individualised person-centred interventions for stress and distress.

Recognise the importance of gaining access to professional support and interventions to alleviate stress and distress.

6. Introduction to pharmacological interventions in dementia care – the learner will be able to

Understand their role in administration and monitoring medications prescribed for stress and distress behaviours and ensure these are prescribed within current national guidance in relation to side effects, contraindications, and related ethical issues.

Ensure any medication prescribed is recorded as part of a care plan with regular reviews in accordance with current guidelines.

Course Overview

Dementia is different for everyone and can affect individuals in many ways. We cover all aspects of dementia. The course also reinforces vital information on how dementia is diagnosed and adaptations that can be made to the person's home environment to remain as independent as possible, for as long as possible.

This training is developed to help improve paid care staff's knowledge and skills and to help them feel more confident about the work that they are doing. It will focus on person-centred approaches that support people with dementia across a range of settings, from own home to hospital to care home and community services.

This course aligns with Tier 2 of the National Dementia Training Standards Framework.

Accreditation

CPD accreditation



Simulation Training

| Item | Description |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Course title | Simulation Training using empathy props |
| Course type | In-house training (delegates book through their organisation) |
| Duration | Half-day |
| Delivery method | In person |
| Study type | Trainer-Led |
| Max no of delegates | Up to 16 delegates |
| Fee | £1400 no VAT as a standalone. Tier 1 and 2 trainings include the Simulation Training as a module, in person only. |
| Times or dates available | We will meet the needs of partners who contract us to deliver this training, as part of Tier 1 & 2 or as a standalone |
| Who is it for? | This experience is designed for professional care providers in a care home setting to strengthen person-centred approaches and build practical understanding of dementia care. |
| What is it about? | <p>The value of Simulation Training has been widely recognized as having a positive and immediate impact on staff in terms of understanding the lived experience of aging and dementia. It allows staff to have an experiential walk in an older person's shoes whilst carrying out everyday tasks. It is now widely used as an education methodology for teaching empathy to staff working in the field of dementia.</p> |
| Learning outcomes of modules 1-6 | <p>To simulate physical and sensory impairments, with a range of different glasses that mimic ageing eye conditions such as glaucoma, cataracts, etc. Use gloves and shoe inserts to mimic conditions that affect peripheral circulation such as diabetic neuropathy or vascular or blood disorders causing sensory issues in the hands and feet. Restrict fingers on each hand to give an understanding of the challenges of stiffness related to conditions such as arthritis and lastly, set up the environment to provide environmental, sensory and cognitive challenges.</p> <p>Following the experience all staff will have a debrief and be asked to reflect and give feedback on their individual experience. The role of debriefing is particularly important in assisting participants to translate their experiences in role-play to general communication and care skills.</p> <p>This information is then collated and presented to the staff and management to understand the learning that has been developed from the process.</p> |



Dementia Webinars

| Item | Description |
|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Course titles | Dealing with guilt, grief and loss when moving into permanent care Making the best of your visits to the care home What Next? Planning Ahead Taking care of yourself Hidden challenges Communication strategies Understanding psychological wellbeing What to expect? End of Life Stress & Distress Delirium Relationships & feeling secure Music: the uses and benefits Changes in environment Meaningful activity Preparing for an outing with the person you care for Access to financial support and services Washing, dressing & personal care Eating & drinking Supporting Family Carers within the care home setting Person Centred Care Planning in dementia Physical Health & Dementia Why dementia is different for everybody Dementia & Continence Impact of pain in dementia Sundowning Diagnosis and aftercare |
| Course type | In-house training (delegates book through their organisation) |
| Duration | 1.5 hour Trainer led webinar |
| Delivery method | Online via zoom |
| Study type | Trainer-led plus self-directed study |
| Max no of delegates | 20 |
| Fee | £575 |
| Times or dates available | We will meet the needs of partners who contract us to deliver this training |
| Who is it for? | <ul style="list-style-type: none">• Anyone in any business |
| Learning outcomes / what will I get out of it? | <ul style="list-style-type: none">• Vary depending on webinar• Email for further information |



Our Consultancy

We offer an opportunity for you to benefit from our unique insights into dementia carers to inform your business decisions. We offer consultancy sessions to support you to pioneer your business as an industry leader in dementia care, engage employees, and make a real difference to carers.

Our multi disciplinary team contains a social work practitioner, clinical psychologist, dementia specialist nurses and an advocacy and advice specialist. They are passionate about making sure carers can access the support they deserve and are fully equipped with the right tools to provide excellent dementia care and support themselves.



Increase staff retention, freeing up money and time



Make your business a more desirable place to work, especially for carers and women



Strengthen your inclusivity and equality policies



Up productivity by supporting employee wellness



Create a supportive working environment for your staff



Sponsor free support for non-working carers, keeping our services free.





Our Support Sessions

| Item | Amount (£) |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| Professional support sessions for staff Offer a tool to your staff members to support them to deliver the best care. Each block of 6 sessions with our experts can be redeemed anytime within a year for one staff member. Staff can use these on-demand to receive support on anything dementia care related. This might be one team member per home or more. These sessions might take the form of: <ul style="list-style-type: none"> -Technical advice on communication, behaviours, condition overlap, or managing side effects. -Personal wellbeing support. -Professional counselling. -Advice on communication techniques. -Casework support. | £375 per unit, valid for one year |
| Bitesize Group Sessions <ul style="list-style-type: none"> -Group support sessions for staff to help them with ideas on how best to support family carers. -In depth support from our experts on topics like 'communicating with relatives', 'behavioural changes' or 'managing sundowning' -Singular modules can be run as a one off group session from Tier 1 or 2 of our dementia training courses. -Delivered online | £675 per session, delivered online |
| Webinars for family carers <ul style="list-style-type: none"> -Family support webinars for up to 20 attendees. Online delivery, with a focus on topics such as 'grief and loss', 'benefits entitlement and where to look for help', 'progression of dementia'. -Delivery includes one year of license rights to webinar content after the event. | £575 per unit |
| Interactive group sessions for families <ul style="list-style-type: none"> -Interactive family support groups run bi-weekly over a 6 week programme on topics tailored to you and your needs. Online peer support sessions on topics tailored to you and your needs. Historically, there has been demand for topics such as 'transitioning to a care home', 'what changes to expect over the dementia journey', and 'know your legal rights as a carer'. -Up to 20 attendees per group. | £2,940 per block of three sessions |



Our Partnerships

Partnerships with us allows you to be at the forefront of change while enhancing your brand reputation and increasing your employee engagement.

All our partnerships include **unrestricted access to our Carers Support Services** for relatives and loved ones. Your partnership helps us keep running these for carers of the future. You can offer this support via referral as you onboard residents throughout the year. They can access all our support services, including 1:1 sessions over the phone, peer groups on emotional and practical support, and of course our website, accessible online 24/7. We will track how many support sessions are made possible by you.

Benefits:

- Support additional staff than those in a one-off training session.
- Wraparound care for staff and clients onboarded throughout the year.
- On demand support allows you to deal with issues as they come up.
- Enhance your offer for relatives and families, supporting them through transitions.
- Manage stress and exhaustion of working carers.
- Support an outstanding CQC rating.
- Support our lifeline support services in the long term for unpaid family carers in crisis and a brighter future in social care.
- Improve communication with relatives and families.
- Find out how to retain staff, save time spent on turnover and business development.
- Current partners include:



Our website has over 100,000 visits each year, and we continue to develop new content for the site to reach and engage with more people. As a corporate partner we include your logo and a link to your business on our website.



Kath's story

Kath's mum was diagnosed with vascular dementia and Alzheimer's disease over eight years ago. But as her mobility decreased, Kath's local authority wanted her mum to move into a residential care home. However, that wasn't what her mum wanted. Kath was struggling to make sure that her mum could stay in her home.

Kath's mum started to get very distressed and was calling Kath hundreds of times each day. It was all getting too much for both of them.

This was when Kath came across our Carer Support Line and, in desperation, she gave us a call.

Our specialist advisors helped Kath negotiate with her local social services, who eventually agreed to fund carers so her mum could stay at home.



"I found it so helpful to get advice and guidance over the phone. The team at Dementia Carers Count has made me feel that I have someone on my side who cares about me and ensures that I am supported and valued."

Kath



**DEMENTIA
CARERS COUNT**



1 in 2
of us will either

- care for someone with dementia**
- need dementia care ourselves.**

Source: The Economic Impact of Dementia

Contact us

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Satya Cashman

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About Dementia Carers Count

Dementia Carers Count is a small but mighty charity, powered and inspired by dementia carers' experiences and insights and driven by the urgent need for change. We are here to listen, to support and to help unpaid dementia carers look after themselves as well as the person they care for. We provide free, personal and confidential practical advice and emotional support. Every day our team of specialist advisors supports carers across the UK.

[**dementiacarers.org.uk**](http://dementiacarers.org.uk)

Carer Support Line: 0800 652 1102 Mon-Fri 9am-5pm