



Dementia: Managing Behaviours that Challenge Us

BACKGROUND:

Organisations who employ staff to support and care for individuals with Dementia who present behaviours that challenge, also have a responsibility to support staff safety, reduce stress and provide consistent services by improving retention through training.

TARGET GROUP:

All staff who are working with people with Dementia whose behaviours challenge the services provided. The course is designed to enable support staff to work confidently and effectively in a person-centred environment.

COURSE AIMS:

To raise awareness of the effects of Dementia and contribute to the prevention and management of Challenging Behaviour in Dementia Care Services using a Person Centred Approach.

LEARNING OUTCOMES:

1. Gain awareness of Health & Safety at work Act 1974 and Risk Assessment Work Regulations 1999.
2. Identify relevant policies, procedures and supervisions that needs to be in place to support safe working practice.
3. Demonstrate a knowledge of Dementia, showing appreciation and understanding of the impact on behaviour, communication, identity and dignity.
4. Recognise 'Assault Cycle' process and 5 associated phases.
5. Demonstrate knowledge of effective de-escalation skills which show respect and reduces challenging behaviour.
6. To be able to explain the importance of reporting and recording information with regard to incidents and follow Post Incident and Debrief Procedure.

ORGANISATIONAL BENEFITS:

Support staff will be equipped to confidently manage the often difficult and stressful situations that are presented whilst working closely with people who have Dementia. This is achieved most effectively by understanding the behaviours presented, triggers and implementing strategies to reduce challenging behaviours. When this is successful, staff feel valued, safe and remain in post, hence the service user receives a better level of care due to consistency.

Costs: £700 + VAT for 12-14 people, at your venue

(Including all materials)

For further information or to reserve your place contact Steps Training on **02920 095300** or email info@steps-training.co.uk @ St Line House, Mount Stuart Square, Cardiff Bay, CF10 5LR