



# **Dementia Care Competency Framework**

## **2016**

A guide for health and social care worker in intermediate and long term care and community sector.

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## 1.0 Introduction and Background

Dementia is an illness that affects the brain and is not a natural part of ageing. It can affect adults of any age but is more common in those aged 65 years and above. Based on the study conducted by the Institute of Mental Health (IMH) titled the Well-being of the Singapore Elderly (WiSE) in 2013, the prevalence of dementia was found to be 10% in the elderly population aged 60 years and above.

With an aging population in Singapore and an increasing rate of persons with dementia, more senior care centres, nursing homes and home-based intervention initiatives are being established to provide avenues of care and support to persons with dementia and their caregivers. The expansion of services requires a workforce which is skilled in handling and supporting persons with dementia and their caregivers in the community.

The competencies created in this framework aim to provide guidance on the types of skills and behaviours that the health and social care workers will need to display, in order to provide care and support to persons with dementia and their caregivers; and creating a dementia-friendly environment in the community.

## 2.0 Competency Framework

The competency framework is designed and developed to:

- Define competencies for professionals and para-professionals (in the health and social sector) working with persons with dementia and their caregivers;
- Identify competencies that are aspirational and future focused; and
- Align training to improve the quality of care provided to persons with dementia and support given to their caregivers.

It aims to:

- Identify the knowledge and skills to support persons with dementia and their caregivers in a holistic manner;
- Provide learning pathways for the professionals and para-professionals who support and care for persons with dementia and their caregivers; and
- Provide guidance to the design and development of curriculum for dementia related training programmes.

This framework can be used to

- Provide guidelines in building capabilities across the health and social care workforce;
- Align training to a consistent shared framework;
- Identify training needs of professionals and para-professionals who support and care for persons with dementia and their caregivers;
- Assist employers to establish job descriptions for various staff; and
- Support individual's self-assessment of their own developmental needs.

For example, in a nursing home or centre-based setting, the framework may be used to:

- Align existing competencies to the ones listed in the framework for care staff caring for persons with dementia and their caregivers;
- Create criteria to evaluate each care staff's level of competencies at work in caring for persons with dementia and their caregivers;
- Identify learning gaps of care staff in caring for persons with dementia and their caregivers;
- Develop training roadmaps for care staff according to their scope of work; and
- Develop objectives in training programmes to build the capabilities of the care staff in caring for persons with dementia and their caregivers.

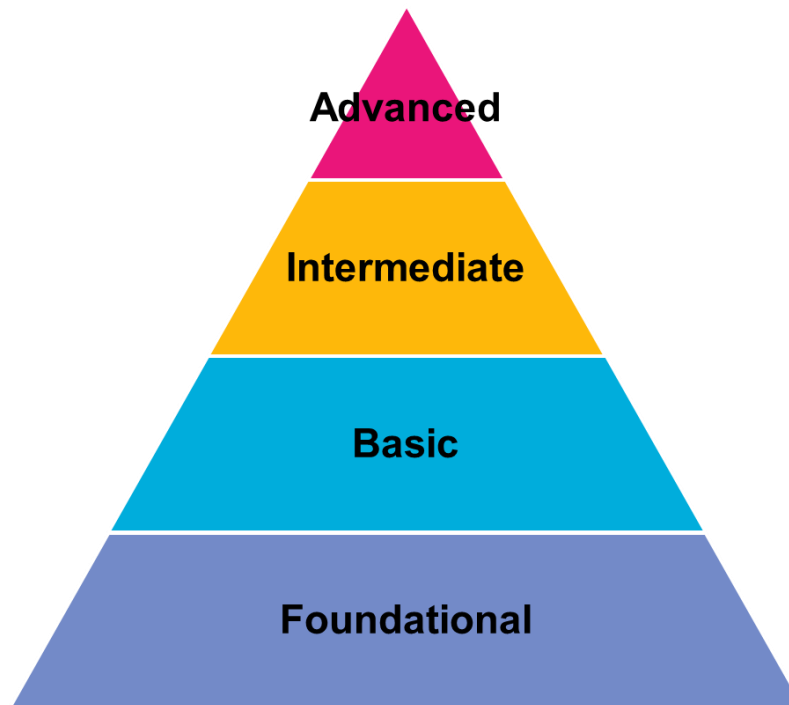
In the home intervention context, the framework may be used by agencies (who provide home care services) to equip their care staff with knowledge and skills at the Basic level to interact and handle persons with dementia and their caregivers in their course of work. For caregivers caring for persons with dementia, they may consider acquiring the competencies at the Basic level and relevant ones at the Intermediate level through appropriate training interventions.

## **2.1 Development of competencies**

The development of competencies is based on referencing overseas frameworks, Workforce Skills Qualification competency standards, and in consultation with the National Dementia Network (NDN). Comments and suggestions from clinical practices, professionals in the field of working with persons with dementia and caregivers, training and service providers are instrumental in shaping the Dementia Care Competency Framework.

## 2.2 Structure of Competency Framework

The competency framework consists of four levels.



Each level indicates individuals who play different roles in contacting and connecting with persons with dementia.

<b>Advanced</b>	<ul style="list-style-type: none"><li>• <b>Specialists</b> in the health and social services who have the <b><u>expertise in caring, treating and supporting</u></b> persons with dementia and their caregivers; and play a supervisory and guiding role at the workplace or clinical setting.</li></ul>
<b>Intermediate</b>	<ul style="list-style-type: none"><li>• <b>Direct Care Staff</b> in the health and social services who have <b><u>contact and provide direct support</u></b> to persons with dementia and their caregivers; with supervisory, guiding role and influences workplace and/or processes.</li></ul>
<b>Basic</b>	<ul style="list-style-type: none"><li>• <b>Care Staff</b> in the health and social services who have <b><u>direct contact</u></b> with the persons with dementia and their caregivers.</li></ul>
<b>Foundational</b>	<ul style="list-style-type: none"><li>• <b>Individuals</b> who may have <b><u>brief contact</u></b> with persons with dementia.</li></ul>

## 2.3 Competency Domains

The competency framework has **seven core** and **one elective** competency domains. Each domain represents a category and provides competencies required of an individual in supporting persons with dementia and/or their caregivers. These competencies are applicable across residential care, centre-based and home-care settings. The level of usage and adoption relevant would vary depending on the context and conditions of caring for persons with dementia and their caregivers, which are unique in each setting.

The seven core competency domains focus on the knowledge and skills required in providing direct care and support to persons with dementia and their caregivers. The elective domain focuses on competencies required to facilitate learning at work and through work for the care staff and caregivers.

### Competency Domains

#### **A) Dementia Knowledge**

Acquiring and improving knowledge of dementia enable care staff to apply this knowledge and deliver better care to persons with dementia and their caregivers.

#### **B) Person-centred Care**

Having a person-centred care mindset drives care staff to respect and recognise the decisions/ choices that persons with dementia can make in some aspects of their care.

#### **C) Care Interaction with Persons with Dementia**

Being respectful and reacting appropriately to persons with dementia enable care staff to meet their needs according to their conditions.

#### **D) Behaviours of Concern**

Reacting appropriately and communicating effectively are essentials when caring for persons with dementia who display distressed or 'challenging' behaviours.

#### **E) Enriching Lives**

Providing activities that support the needs and provide pleasures to persons with dementia can enhance their lives/ quality of life.

#### **F) End-of-Life Dementia Care**

Providing opportunities for persons with dementia to make decisions and choices in some aspects of their end of life care.

#### **G) Care for Self and Caregivers**

Maintaining and sustaining healthy physical and mental well-being is essential for care staff and caregivers in their journey to provide continuing care to persons with dementia.

#### **H) Capability Building (*Elective*)**

Having knowledge and skills to develop care staff at the workplace enhance their capabilities to provide care for persons with dementia and caregivers.

### 3.0 Target Audience for Each Level

#### FOUNDATIONAL LEVEL

This level of competency is relevant for **individuals** who may have brief contact with persons with dementia.

<b>Potential Audience</b>	<ul style="list-style-type: none"><li>• General Public</li><li>• Retail Operators</li><li>• Food &amp; Beverage Operators</li><li>• Transport Operators</li><li>• Volunteers</li></ul>
<b>Responsibilities</b>	<b><u>Dementia Related</u></b> Interact with persons with dementia during the course of work or activity.
<b>Assumed Knowledge and Skills</b>	<b><u>Dementia Related</u></b> Not applicable.
<b>Assumed Attributes</b>	<b><u>Dementia Related</u></b> <ul style="list-style-type: none"><li>• Being open-minded</li><li>• Friendly</li><li>• Open to learning</li></ul>

## BASIC LEVEL

This level of competency is relevant for **Care Staff** in the health and social services who have direct contact with persons with dementia and/or their caregivers.

<b>Potential Audience</b>	This may include but is not limited to: <ul style="list-style-type: none"><li>• Nursing Aide</li><li>• Therapy Aide</li><li>• Healthcare Attendant</li><li>• Care Associate</li><li>• Driver</li><li>• Volunteers</li><li>• Caregiver of persons with dementia</li></ul>
<b>Responsibilities</b>	<b><u>Dementia Related</u></b> <ul style="list-style-type: none"><li>• Recognise the needs of persons with dementia.</li><li>• Apply person-centred care approach when caring for persons with dementia.</li></ul>
<b>Assumed Knowledge and Skills</b>	<b><u>Dementia Related</u></b> <ul style="list-style-type: none"><li>• Able to respect persons with dementia as individuals.</li><li>• Able to converse in the language appropriate to persons with dementia.</li></ul>
<b>Assumed Attributes</b>	<b><u>Dementia Related</u></b> <ul style="list-style-type: none"><li>• Caring</li><li>• Open to learning</li></ul>



## INTERMEDIATE LEVEL

This level of competency is relevant for **Direct Care Staff** in the health and social services who have contact and provide direct support to persons with dementia and their caregivers; with supervisory and guiding role; and influences workplace and/or processes.

<b>Potential Audience</b>	<p>This may include but is not limited to:</p> <ul style="list-style-type: none"><li>• Senior Nurse</li><li>• Registered Nurse</li><li>• Enrolled Nurses</li><li>• Occupational Therapist</li><li>• Physiotherapist</li><li>• Social Worker</li><li>• Dementia practitioners (expected to have minimally 3 years of experience in the area of mental health, geriatric or dementia populations in any setting)</li></ul> <p><b>Requirement:</b> A Direct Care Staff is required to</p> <ul style="list-style-type: none"><li>• Possess the assumed knowledge, skills and attributes at the Basic level.</li></ul>
<b>Responsibilities</b>	<p><b><u>Dementia Related</u></b></p> <ul style="list-style-type: none"><li>• Proficient in providing direct support to persons with dementia using person-centred care approach.</li><li>• Provide emotional and physical support to persons with dementia and their caregivers.</li><li>• Design and develop appropriate activities for engaging persons with dementia.</li><li>• Engage persons with dementia with appropriate activities.</li><li>• Coach and guide staff in providing person-centred care to persons with dementia.</li></ul>
<b>Assumed Knowledge and Skills</b>	<p><b><u>Dementia Related</u></b></p> <ul style="list-style-type: none"><li>• Able to connect and communicate effectively with persons with dementia.</li><li>• Able to identify common pharmacological and non-pharmacological interventions.</li></ul>
<b>Assumed Attributes</b>	<p><b><u>Dementia Related</u></b></p> <ul style="list-style-type: none"><li>• Patient</li><li>• Respectful</li></ul>

## ADVANCED LEVEL

This level of competency is relevant for **Specialists** in the health and social services who have expertise in caring, treating and supporting persons with dementia and their caregivers; and play a supervisory and guiding role at the workplace or clinical setting.

<p><b>Potential Audience</b></p>	<p>This may include but is not limited to:</p> <ul style="list-style-type: none"> <li>• Clinical, allied health professionals and nurses who specialised in dementia care.</li> </ul> <p><b>Requirement:</b> A Specialist is required to</p> <ul style="list-style-type: none"> <li>• Possess the assumed knowledge, skills and attributes at the intermediate level.</li> <li>• Have at least 3<sup>1</sup> - 5 years of experience in providing direct care to persons with dementia.</li> </ul>
<p><b>Responsibilities</b></p>	<p><b><u>Dementia Related</u></b></p> <ul style="list-style-type: none"> <li>• Demonstrate expertise in caring, treating and supporting persons with dementia and their caregivers.</li> <li>• Partner and support caregivers to create and implement care plans for persons with dementia.</li> <li>• Design and provide advice on infrastructure, processes and policies that promote the well-being of persons with dementia.</li> <li>• Provide consultancy and advice to promote a person-centred culture that facilitates effective care and support for persons with dementia and their caregivers</li> <li>• Develop capabilities in caring, treating and supporting persons with dementia and their caregivers.</li> </ul>
<p><b>Assumed Knowledge and Skills</b></p>	<p><b><u>Dementia Related</u></b></p> <ul style="list-style-type: none"> <li>• Able to differentiate between dementia, delirium and depression.</li> <li>• Able to assess and manage persons with dementia with behaviours of concerns.</li> </ul>
<p><b>Assumed Attributes</b></p>	<p><b><u>Dementia Related</u></b></p> <ul style="list-style-type: none"> <li>• Innovative</li> <li>• Inspirational</li> <li>• Nurturing</li> </ul>

<sup>1</sup> A Specialist with 3 years of experience is required to provide direct care to persons with dementia on a full time basis.

## 4.0 Competencies at Each Level

### 1) FOUNDATIONAL LEVEL

This level of competency is relevant for **individuals** who may have brief contact with persons with dementia.

For individuals (e.g. general public, retailers, volunteers, etc) who identify potential persons with dementia in the community setting, the competencies suggest what they need to know and do as they connect with persons with dementia.

Core Domain	Competencies
<b>A) Dementia Knowledge</b>	<p><b><u>About Dementia</u></b></p> <ol style="list-style-type: none"> <li>1. Recognise signs and symptoms of dementia.</li> <li>2. Identify the impact of dementia on daily activities and the community.</li> <li>3. List the appropriate agencies that support persons with dementia.</li> </ol>
<b>B) Person-centred Care</b>	<p><b><u>About Person-centred Care</u></b></p> <ol style="list-style-type: none"> <li>1. Respect persons with dementia as individuals.</li> </ol>
<b>C) Interacting with Persons with Dementia</b>	<p><b><u>Befriending Persons With Dementia</u></b></p> <ol style="list-style-type: none"> <li>1. Identify the factors that affect interaction and communication with persons with dementia.</li> <li>2. Use befriending skills to approach persons with dementia.</li> <li>3. Identify ways to show KIND<sup>2</sup> gesture to persons with dementia.</li> <li>4. Assist persons with dementia in public spaces.</li> </ol>

<sup>2</sup> Refer to Annex A – The KIND Gesture

## 2) BASIC LEVEL

This level of competency is relevant for **Care Staff** in the health and social services who have direct contact with persons with dementia and their caregivers.

For care staff (e.g. nursing aide, therapy aide, healthcare attendant, care associate, driver, volunteer, caregiver of persons with dementia etc) assisting persons with dementia in their course of work, it is essential for them to understand the impact of dementia on the person and use a person-centred care approach when caring for them.

Core Domain	Competencies
<b>A) Dementia Knowledge</b>	<b><u>Impact of Dementia</u></b> <ol style="list-style-type: none"><li>1. Recognise the signs and symptoms of dementia, delirium and depression.</li><li>2. Identify the primary causes and risk factors for dementia</li><li>3. Identify the stages and progression of dementia and the impact on persons with dementia.</li><li>4. Recognise the impact the environment has on persons with dementia and their caregivers.</li><li>5. Recognise when persons with dementia appear to be experiencing confusion, memory or communication difficulties.</li><li>6. Recognise the general management of dementia, (non-pharmacological - e.g. engagement in activities, behavioural intervention, environment adaptation etc; and pharmacological - e.g. common side effects)</li></ol>
<b>B) Person-centred Care</b>	<b><u>Understand the Person-centred Care Approach</u></b> <ol style="list-style-type: none"><li>1. Explain the person-centred care approach such as VIPS<sup>3</sup> in relation to caring for persons with dementia.</li><li>2. Recognise how one's background, culture, experiences, and attitudes may affect the provision of care.</li><li>3. Describe how knowing a person's background, culture, and experiences can influence the provision of care.</li><li>4. Demonstrate qualities such as respect, compassion, empathy, encouragement, flexibility, open-mindedness, positive attitude, helpfulness, maturity, caring nature, patience when caring for persons with dementia.</li></ol>

<sup>3</sup> Refer to Annex C – The Person-centred Care Approach (e.g. VIPS)

## 2) BASIC LEVEL (Continued)

Core Domain	Competencies
<b>C) Interacting with Persons with Dementia</b>	<b><u>Interact with Persons with Dementia</u></b> <ol style="list-style-type: none"><li>1. Recognise the factors that can affect interactions and effective communication with persons with dementia.</li><li>2. Identify and support the feeling of persons with dementia and those with specific communication needs.</li><li>3. Communicate respectfully and sensitively, with persons with dementia, giving consideration to the potential impact of memory difficulties or confusion.</li><li>4. Use CARE<sup>4</sup> elements when interacting with persons with dementia and their caregivers.</li><li>5. Recognise and report to relevant personnel in a timely manner when persons with dementia are experiencing neglect, harm or abuse.</li></ol>
<b>D) Behaviours of Concern</b>	<b><u>Connect with Persons with Dementia who Display Behaviours of Concern</u></b> <ol style="list-style-type: none"><li>1. Recognise behavioural change associated with dementia.</li><li>2. Identify potential triggers for behaviours of concern.</li><li>3. Identify appropriate responses to react to behaviours of concern.</li><li>4. Respond positively and appropriately to persons with dementia who display behaviours of concern.</li></ol>
<b>E) Enriching Lives</b>	<b><u>Enable Persons with Dementia to Lead a Meaningful Life</u></b> <ol style="list-style-type: none"><li>1. Recognise the needs (e.g. physical, emotional, spiritual, sexual) of persons with dementia.</li><li>2. Recognise the importance of social activities/ engagement for persons with dementia.</li><li>3. Facilitate activities in maintaining persons with dementia independence and abilities.</li></ol>

<sup>4</sup> Refer to Annex B – The CARE Approach

**2) BASIC LEVEL** *(Continued)*

<b>Core Domain</b>	<b>Competencies</b>
<b>F) Palliative Care for Persons with Dementia</b>	<p><b><u>Understand the Palliative Care Approach for Persons With Dementia</u></b></p> <ol style="list-style-type: none"><li>1. Identify symptoms associated with end-of-life and how these symptoms can be managed with care and compassion.</li><li>2. Recognise the cultural and religious differences associated with death, care of the dying and the deceased person.</li></ol>
<b>G) Care for Self and Caregivers</b>	<p><b><u>Practice Self Care</u></b></p> <ol style="list-style-type: none"><li>1. Identify personal feelings, beliefs, or attitudes that may affect the relationship with persons with dementia and their caregivers.</li><li>2. Identify signs and symptoms of compassion fatigue.</li><li>3. Identify helpful ways to prevent and cope with personal own stress and burnout.</li><li>4. Recognise signs and symptoms of caregivers experiencing stress and burnout.</li><li>5. Identify the ways to cope with grief and loss.</li><li>6. Identify ways to promote personal safety when handling persons with dementia with high risk.</li><li>7. Identify the need for and seek appropriate support when required.</li></ol>

### 3) INTERMEDIATE LEVEL

This level of competency is relevant for **Direct Care Staff** in the health and social services who have contact and provide direct support to persons with dementia and their caregivers; with supervisory and guiding role; and influences workplace and/or processes.

Direct care staff (e.g. senior/ registered/ enrolled nurses, occupational therapist, physiotherapist, social worker, dementia practitioner etc) are key personnel who interact and handle persons with dementia and their caregivers. Applying a person-centred care approach in their course of work, they observe persons with dementia, create a dementia friendly environment and guide others to provide appropriate care and activities for them.

Core Domain	Competencies
<b>A) Dementia Knowledge</b>	<b><u>Assess Persons with Dementia</u></b> <ol style="list-style-type: none"><li data-bbox="586 722 1421 785">1. Recognise the different types of dementia and the implication it has on the practice.</li><li data-bbox="586 827 1421 890">2. Differentiate between dementia, delirium and depression and the impact to persons with dementia.</li><li data-bbox="586 932 1421 1079">3. Recognise the cause and risk factors (e.g. increasing age, high blood pressure, alcohol intake, hereditary, physical activity, pre-disposing co-morbidities and trauma.) and recommend appropriate risk reduction strategies to handle persons with dementia.</li><li data-bbox="586 1121 1421 1184">4. Use appropriate screening tools to assess persons with dementia.</li><li data-bbox="586 1226 1421 1352">5. Recognise the general management of dementia, (non-pharmacological - e.g. engagement in activities, behavioural intervention, environment adaptation etc; and pharmacological - e.g. common side effects)</li></ol>

### 3) INTERMEDIATE LEVEL (Continued)

Core Domain	Competencies
<b>B) Person-centred Care</b>	<p><b><u>Apply Person-centred Care at Work</u></b></p> <ol style="list-style-type: none"><li>1. Explain the philosophical and practical approach of person-centred care.</li><li>2. Use the person-centred care approach such as VIPS<sup>3</sup> to support the well-being of persons with dementia.</li><li>3. Recognise when the physical or social environment could compromise the health and safety of persons with dementia.</li><li>4. Identify ways to care and help persons with dementia feel comfortable and secure, and living a full and meaningful life.</li><li>5. Involve persons with dementia in their own care planning and be sensitive to gender, cross cultural and spiritual difference.</li><li>6. Consider a range of options when developing strategies for inclusion in the care plan for persons with dementia.</li><li>7. Encourage families and friends to participate in activities with persons with dementia.</li><li>8. Communicate positively with persons with dementia by valuing their individuality.</li></ol>

<sup>3</sup> Refer to Annex C – The Person-centred Care Approach (e.g. VIPS)



### 3) INTERMEDIATE LEVEL (Continued)

Core Domain	Competencies
<b>C) Interacting with Persons with Dementia</b>	<b><u>Support the Well-being of Persons with Dementia</u></b> <ol style="list-style-type: none"><li>1. Monitor changes and note deteriorations in the person's physical and mental health and take appropriate action.</li><li>2. Use a range of techniques routinely to minimise distraction for persons with dementia.</li><li>3. Provide reassurance to persons with dementia through a variety of strategies (e.g. orientation strategies, validation techniques, reminiscence etc).</li><li>4. Communicate effectively and efficiently with persons with dementia and co-workers in the care environment.</li><li>5. Use a range of validation techniques to relieve persons with dementia that are agitated and display behaviours of concern.</li><li>6. Observe and investigate any suspected, alleged or actual abuse.</li><li>7. Contribute to the assessment and support of persons with dementia who may be experiencing neglect, harm or abuse.</li><li>8. Report any suspected, alleged or abuse cases to relevant personnel in a timely manner and in accordance to established organisational policies and procedures.</li></ol>
<b>D) Behaviours of Concern</b>	<b><u>Minimise the Impact of Behaviours of Concern</u></b> <ol style="list-style-type: none"><li>1. Observe and document behaviours of concern displayed by persons with dementia to determine the triggers.</li><li>2. Consider the potential impact of the behaviours on the persons with dementia and determine suitable responses.</li><li>3. Implement appropriate practice techniques and communication strategies to respond to persons with dementia who demonstrate behaviours of concern.</li><li>4. Review the techniques used in responding to persons with dementia who demonstrate behaviours of concern regularly.</li></ol>

### 3) INTERMEDIATE LEVEL (Continued)

Core Domain	Competencies
<b>E) Enriching Lives</b>	<p><b><u>Maintain the Dignity, Skill and Health of Persons with Dementia</u></b></p> <ol style="list-style-type: none"><li>1. Design and provide activities which aim to promote well-being of persons with dementia and use familiar and existing skills and activities.</li><li>2. Provide activities appropriate to the age and culture of the persons with dementia which reflect their likes and dislikes and maximise the possibility of individual success.</li><li>3. Provide activities that focus on a balance between the safety, comfort, autonomy and risk for persons with dementia.</li><li>4. Use families and significant others as a resource to assist in developing appropriate activities by accessing information about reminiscences and routines of persons with dementia.</li><li>5. Support persons with dementia to access emotional support, counselling or specialist psychological therapies.</li></ol>
<b>F) Palliative Care for Persons with Dementia</b>	<p><b><u>Assist Persons with Dementia in Palliative Care</u></b></p> <ol style="list-style-type: none"><li>1. Identify end-of-life care that persons with dementia may encounter.</li><li>2. Recognise and manage pain in persons with advanced dementia.</li><li>3. Facilitate the use of end-of-life care pathways and individualised care plans for persons with dementia.</li><li>4. Promote Advance Care Planning (ACP) to persons with dementia when appropriate.</li><li>5. Support individuals who are bereaved.</li></ol>

<b>G) Care for Self and Caregivers</b>	<u><b>Assist Caregivers to Support Persons with Dementia</b></u> <ol style="list-style-type: none"> <li>1. Practice self-care.</li> <li>2. Assess the needs of caregivers and families.</li> <li>3. Provide emotional and physical support to persons with dementia and their caregivers.</li> <li>4. Assist caregivers to access support networks and respite services.</li> </ol>
<b>3) INTERMEDIATE LEVEL</b> <i>(Continued)</i>	
<b>Elective Domain</b>	<b>Competencies</b>
<b>H) Capability Building</b>	<u><b>Facilitate Learning at Work</b></u> <ol style="list-style-type: none"> <li>1. Identify a performance issue that requires training intervention.</li> <li>2. Develop a workplace learning plan.</li> <li>3. Facilitate workplace learning using appropriate workplace learning methods.</li> <li>4. Provide feedback on learners' progress.</li> </ol>

### 3) ADVANCED LEVEL

This level of competency is relevant for **Specialists** in the health and social services who have the **expertise in caring, treating and supporting** persons with dementia and their caregivers; and play a supervisory and guiding role at the workplace or clinical setting.

As specialists (one who possesses the assumed knowledge, skills and attributes at the intermediate level; and have at least 3<sup>1</sup> - 5 years of experience in providing direct care to persons with dementia), they provide advice for improving systems, processes, treatment plans and culture that promote quality care for persons with dementia and their caregivers.

Core Domain	Competencies
<b>A) Dementia Knowledge</b>	<p><b>Promote Care for Persons with Dementia</b> <b><i>Provision of Direct Care to Persons with Dementia</i></b></p> <ol style="list-style-type: none"><li>1. Assess and manage dementia, delirium and depression using biological and psycho-social approaches.</li><li>2. Support persons with dementia by promoting the use of residual abilities and facilitating the development of adaptive living skills’.</li></ol> <p><b>Planning</b></p> <ol style="list-style-type: none"><li>3. Develop and implement care strategies that are person-centred to support persons with dementia from the point of diagnosis to the end-of life.</li></ol> <p><b>Promote a Person-centred Care Culture</b></p> <ol style="list-style-type: none"><li>4. Promote clinical practice that is comprehensive, systematic and safe for persons with dementia, dementia care staff and their caregivers.</li></ol> <p><b>Training &amp; Education</b></p> <ol style="list-style-type: none"><li>5. Equip dementia care staff with knowledge and skills in the early recognition of cognitive impairment.</li><li>6. Equip dementia care staff with knowledge and skills to assess and manage co-existing conditions that may include dementia, delirium, depression and other acute conditions.</li></ol>

<sup>1</sup> A Specialist with 3 years of experience is required to provide direct care to persons with dementia on a full time basis.

**4) ADVANCED LEVEL** *(Continued)*

<b>Core Domain</b>	<b>Competencies</b>
<b>B) Person-centred Care</b>	<p><b><u>Adopt and Promote Person-centred Care</u></b></p> <p><b><i>Provision of Direct Care to Persons with Dementia</i></b></p> <ol style="list-style-type: none"><li>1. Appraise how care may be delivered to persons with dementia in a manner which is ethically sound and upholds the person's dignity.</li></ol> <p><b><i>Planning</i></b></p> <ol style="list-style-type: none"><li>2. Incorporate person-centred approaches in the management and development of services.</li><li>3. Apply the legislation relevant to equality, diversity and human rights.</li></ol> <p><b><i>Promote a Person-centred Care Culture</i></b></p> <ol style="list-style-type: none"><li>4. Lead in practice and promote a culture that values and respects the diversity of persons with dementia.</li></ol> <p><b><i>Provide Consultancy &amp; Advisory</i></b></p> <ol style="list-style-type: none"><li>5. Advocate against negative care practices which compromise a person's right to dignity, respect and safety.</li></ol> <p><b><i>Training &amp; Education</i></b></p> <ol style="list-style-type: none"><li>6. Adopt a person-centred approach to educate dementia care staff.</li></ol>

**4) ADVANCED LEVEL** (Continued)

<b>Core Domain</b>	<b>Competencies</b>
<b>C) Interacting with Persons with Dementia</b>	<p><b><u>Create an Environment that Promote Person-centred Care</u></b> <b><i>Provision of Direct Care to Persons with Dementia</i></b></p> <ol style="list-style-type: none"><li>1. Adapt the physical environment to minimise sensory difficulties experienced by persons with dementia.</li><li>2. Create a physical environment to promote independence, privacy, orientation and safety for persons with dementia in a dementia friendly community.</li><li>3. Provide a social milieu of warmth, acceptance and care for persons with dementia, care staff and their caregivers.</li></ol> <p><b><i>Planning</i></b></p> <ol style="list-style-type: none"><li>4. Design a living environment that is person-centric to person with dementia.</li><li>5. Develop and implement strategies for effective communication with persons with dementia.</li><li>6. Develop a process/ procedures and work flow to obtain consent from persons with dementia.</li><li>7. Develop a process to identify, investigate, respond to, report and document any suspected, alleged or actual abuse.</li></ol> <p><b><i>Promote a Person-centred Care Culture</i></b></p> <ol style="list-style-type: none"><li>8. Promote effective communication in a healthcare environment.</li></ol> <p><b><i>Provide Consultancy &amp; Advisory</i></b></p> <ol style="list-style-type: none"><li>9. Evaluate and provide advice on the creation of a dementia-friendly living environment for persons with dementia.</li></ol>

**4) ADVANCED LEVEL** (Continued)

<b>Core Domain</b>	<b>Competencies</b>
<b>D) Behaviours of Concern</b>	<p><b><u>Manage Behaviours of Concern</u></b> <b><i>Provision of Direct Care to Persons with Dementia</i></b></p> <ol style="list-style-type: none"><li>1. Promote and lead in multidisciplinary assessment and interventions to support persons with dementia with behaviours of concern that may be perceived as challenging.</li><li>2. Support persons with dementia and their caregiver to prepare for, adapt to and manage changes to areas of life including relationships, lifestyle, communication, patterns, behaviours etc.</li><li>3. Manage hostility and other at-risk behaviours collaboratively with dementia care staff, families, caregivers and persons with dementia.</li><li>4. Promote effective communication and relationships with persons with dementia who display behaviours of concern.</li></ol> <p><b><i>Provide Consultancy &amp; Advisory</i></b></p> <ol style="list-style-type: none"><li>5. Advise on requirements and resources for choice of therapeutic intervention to manage behaviours of concern.</li></ol>
<b>E) Enriching Lives</b>	<p><b><u>Promote Quality of Life</u></b> <b><i>Planning</i></b></p> <ol style="list-style-type: none"><li>1. Develop practices which promote choice, well-being and protection of persons with dementia.</li><li>2. Ensure a safe and effective management and reduction of any identified risk to persons with dementia.</li><li>3. Develop and implement care strategies to minimize confusion and distress experienced by persons with dementia in an unfamiliar environment.</li><li>4. Use appropriate technology and resources to improve the quality of life for persons with dementia and their caregivers.</li></ol> <p><b><i>Provide Consultancy &amp; Advisory</i></b></p> <ol style="list-style-type: none"><li>5. Provide expertise in conflict resolution and other ethical issues relating to decision making and compliance with the wishes of the person with dementia.</li></ol>

**4) ADVANCED LEVEL** (Continued)

<b>Core Domain</b>	<b>Competencies</b>
<b>F) Palliative Care for Persons with Dementia</b>	<p><b><u>Support Persons With Dementia in Palliative Care</u></b> <b><i>Provision of Direct Care to Persons with Dementia</i></b></p> <ol style="list-style-type: none"><li>1. Lead the process in discussing palliative care planning and review processes with persons with dementia, their families and caregivers.</li><li>2. Communicate and listen in a sensitive manner when discussing difficult and complex end-of-life concerns with persons with dementia, their families and caregivers.</li><li>3. Provide advice and guidance on palliative care.</li><li>4. Provide expertise in conflict resolution and other ethical issues relating to decision making and compliance with the wishes of persons with dementia.</li></ol> <p><b><i>Planning</i></b></p> <ol style="list-style-type: none"><li>5. Develop practices and services that meet the end-of-life needs of persons with dementia.</li></ol>
<b>G) Care for Self and Caregivers</b>	<p><b><u>Support the Families and Caregivers of Persons with Dementia</u></b> <b><i>Provision of Direct Care to Persons with Dementia</i></b></p> <ol style="list-style-type: none"><li>1. Equip caregivers with knowledge and skills to manage potential behaviours of concern displayed by persons with dementia.</li></ol> <p><b><i>Planning</i></b></p> <ol style="list-style-type: none"><li>2. Contribute to the development of practices and services that meet the needs of caregivers.</li></ol>



**4) ADVANCED LEVEL** *(Continued)*

<b>Elective Domain</b>	<b>Competencies</b>
<b>H) Capability Building</b>	<p><b><u>Design and Delivery Training Programme</u></b> <b><i>Training &amp; Education</i></b></p> <ol style="list-style-type: none"><li>1. Analyse the learning needs and learners' profile.</li><li>2. Design and develop training programme.</li><li>3. Implement the training programme.</li><li>4. Design and conduct assessment of learning.</li><li>5. Evaluate the effectiveness of the training programme.</li></ol>

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## **KIND Gesture**

**K**eep a lookout for persons with dementia (看)

**I**nteract with CARE (问)

As you communicate with persons with dementia, be:

- **C**lear, simple and patient when talking to him/her
- **A**cknowledge his/her concerns
- **R**espectful and be reassuring
- **E**ngage to provide comfort and build trust

**N**otice the needs of persons with dementia and offer help (帮)

**D**ial for help (拨)

# CARE Approach

**C**lear, simple and patient when talking to persons with dementia

- Speak clearly
- Maintain a calming and comforting tone
- Use short and simple sentences

**A**cknowledge his/her concerns

- Maintain eye contact
- Put the person at ease
- Be attentive when listening to the person

**R**espectful and be reassuring

- Give the person time to think and respond
- Use friendly and caring tone when talking to the person
- Give the person plenty of encouragement

**E**ngage to provide comfort and build trust

- Create a comforting presence when talking to the person
- Build a trusting relationship with the person
- Ask appropriate questions

## **Person-centred Care Approach (e.g. VIPS)**

### **Valuing persons with dementia and their caregivers**

- Recognise and respect the rights to privacy, dignity and entitlement regardless of age or cognitive ability

### **Individualised Care**

- Treat each person as individuals with unique life history, personality, culture, physical and mental health

### **Personal Perspectives**

- View and understand the world from the perspective of persons with dementia

### **Social Environment**

- Recognise and build the relationships that persons with dementia have with their families, caregivers and care staff.

**Competencies at Foundational Level**

Category	CORE DOMAIN							ELECTIVE DOMAIN
	(A) Dementia Education	(B) Person-centred Care	(C) Interacting with Persons with Dementia	(D) Behaviours of Concern	(E) Enriching Lives	(F) Palliative Care for Persons with Dementia	(G) Care for Self and Caregivers	(H) Capability Building
<p><b>1. FOUNDATIONAL LEVEL</b>                      This level of competency is relevant for <b>individuals</b> who may have <b>brief</b> contact with persons with dementia.</p> <p>For individuals (e.g. general public, retailers, volunteers, etc) who identify potential persons with dementia in the community setting, the competencies suggest what they need to know and do as they connect with persons with dementia.</p>	<p><b>About Dementia</b></p> <ol style="list-style-type: none"> <li>1. Recognise signs and symptoms of dementia.</li> <li>2. Identify the impact of dementia on daily activities and the community.</li> <li>3. List the appropriate agencies that support persons with dementia.</li> </ol>	<p><b>About Person-centred Care</b></p> <ol style="list-style-type: none"> <li>1. Respect persons with dementia as individuals.</li> </ol>	<p><b>Befriending Persons With Dementia</b></p> <ol style="list-style-type: none"> <li>1. Identify the factors that affect interaction and communication with persons with dementia.</li> <li>2. Use befriending skills to approach persons with dementia.</li> <li>3. Identify ways to show KIND<sup>2</sup> gesture to persons with dementia.</li> <li>4. Assist persons with dementia in public spaces.</li> </ol>					

<sup>2</sup> Refer to Annex A – The KIND Gesture

Competencies at Basic Level

Category	CORE DOMAIN							ELECTIVE DOMAIN
	(A) Dementia Education	(B) Person-centred Care	(C) Interacting with Persons with Dementia	(D) Behaviours of Concern	(E) Enriching Lives	(F) Palliative Care for Persons with Dementia	(G) Care for Self and Caregivers	(H) Capability Building
<p><b>2. BASIC LEVEL</b> This level of competency is relevant for <b>Care Staff</b> in the health and social services who have <b>direct contact</b> with persons with dementia and their caregivers.</p> <p>For care staff (e.g. nursing aide, therapy aide, healthcare attendant, care associate, driver, volunteer, caregiver of persons with dementia etc) assisting persons with dementia in their course of work, it is essential for them to understand the impact of dementia on the person and use a person-centred care approach when caring for them.</p>	<p><b>Impact of Dementia</b></p> <ol style="list-style-type: none"> <li>1. Recognise the signs and symptoms of dementia, delirium and depression.</li> <li>2. Identify the primary causes and risk factors for dementia.</li> <li>3. Identify the stages and progression of dementia and the impact on persons with dementia.</li> <li>4. Recognise the impact the environment has on persons with dementia and their caregivers.</li> <li>5. Recognise when persons with dementia appear to be experiencing confusion, memory or communication difficulties.</li> <li>6. Recognise the general management of dementia, (non-pharmacological - e.g. engagement in activities, behavioural intervention, environment adaptation etc; and pharmacological - e.g. common side effects).</li> </ol>	<p><b>Understand the Person-centred Care Approach</b></p> <ol style="list-style-type: none"> <li>1. Explain the person-centred care approach such as VIPS<sup>3</sup> in relation to caring for persons with dementia.</li> <li>2. Recognise how one's background, culture, experiences, and attitudes may affect the provision of care.</li> <li>3. Describe how knowing a person's background, culture, and experiences can influence the provision of care.</li> <li>4. Demonstrate qualities such as respect, compassion, empathy, encouragement, flexibility, open-mindedness, positive attitude, helpfulness, maturity, caring nature, patience when caring for persons with dementia.</li> </ol>	<p><b>Interact with Persons with Dementia</b></p> <ol style="list-style-type: none"> <li>1. Recognise the factors that can affect interactions and effective communication with persons with dementia.</li> <li>2. Identify and support the feeling of persons with dementia and those with specific communication needs.</li> <li>3. Communicate respectfully and sensitively, with persons with dementia, giving consideration to the potential impact of memory difficulties or confusion.</li> <li>4. Use CARE<sup>4</sup> elements when interacting with persons with dementia and their caregivers.</li> <li>5. Recognise and report to relevant personnel in a timely manner when persons with dementia are experiencing neglect, harm or abuse.</li> </ol>	<p><b>Connect with Persons with Dementia who Display Behaviours of Concern</b></p> <ol style="list-style-type: none"> <li>1. Recognise behavioural change associated with dementia.</li> <li>2. Identify potential triggers for behaviours of concern.</li> <li>3. Identify appropriate responses to react to behaviours of concern.</li> <li>4. Respond positively and appropriately to persons with dementia who display behaviours of concern.</li> </ol>	<p><b>Enable Persons with Dementia to Lead a Meaningful Life</b></p> <ol style="list-style-type: none"> <li>1. Recognise the needs (e.g. physical, emotional, spiritual and sexual) of persons with dementia.</li> <li>2. Recognise the importance of social activities/ engagement for persons with dementia.</li> <li>3. Facilitate activities in maintaining persons with dementia independence and abilities.</li> </ol>	<p><b>Understand the Palliative Care Approach for Persons With Dementia</b></p> <ol style="list-style-type: none"> <li>1. Identify symptoms associated with end-of-life and how these symptoms can be managed with care and compassion.</li> <li>2. Recognise the cultural and religious differences associated with death, care of the dying and the deceased person.</li> </ol>	<p><b>Practice Self Care</b></p> <ol style="list-style-type: none"> <li>1. Identify personal feelings, beliefs, or attitudes that may affect the relationship with persons with dementia and their caregivers.</li> <li>2. Identify signs and symptoms of compassion fatigue.</li> <li>3. Identify helpful ways to prevent and cope with personal own stress and burnout.</li> <li>4. Recognise signs and symptoms of caregivers experiencing stress and burnout.</li> <li>5. Identify the ways to cope with grief and loss.</li> <li>6. Identify ways to promote personal safety when handling persons with dementia with high risk.</li> <li>7. Identify the need for and seek appropriate support when required.</li> </ol>	

<sup>3</sup> Refer to Annex C – The Person-centred Care Approach (e.g. VIPS)

<sup>4</sup> Refer to Annex B – The CARE Approach



Competencies at Intermediate Level

Category	CORE DOMAIN							ELECTIVE DOMAIN
	(A) Dementia Education	(B) Person-centred Care	(C) Interacting with Persons with Dementia	(D) Behaviours of Concern	(E) Enriching Lives	(F) Palliative Care for Persons with Dementia	(G) Care for Self and Caregivers	(H) Capability Building
<p><b>3. INTERMEDIATE LEVEL</b>                      This level of competency is relevant for <b>Direct Care Staff</b> in the health and social services who have <b>contact and provide direct support</b> to persons with dementia and their caregivers; with supervisory and guiding role; and influences workplace and/or processes.</p> <p>Direct care staff (e.g. senior/ registered/ enrolled nurse, occupational therapist, physiotherapist, social worker, dementia practitioner etc) are key personnel who interact and handle persons with dementia and their caregivers. Applying a person-centred care approach in their course of work, they observe persons with dementia, create a dementia friendly environment and guide others to provide appropriate care and activities for them.</p>	<p><b>Assess Persons with Dementia</b></p> <ol style="list-style-type: none"> <li>Recognise the different types of dementia and the implication it has on the practice.</li> <li>Differentiate between dementia, delirium and depression and the impact to persons with dementia.</li> <li>Recognise the cause and risk factors (e.g. increasing age, high blood pressure, alcohol intake, hereditary, physical activity, pre-disposing co-morbidities and trauma.) and recommend appropriate risk reduction strategies to handle persons with dementia.</li> <li>Use appropriate screening tools to assess persons with dementia.</li> <li>Recognise the general management of dementia, (non-pharmacological - e.g. engagement in activities, behavioural intervention, environment adaptation etc; and pharmacological - e.g. common side effects)</li> </ol>	<p><b>Apply Person-centred Care at Work</b></p> <ol style="list-style-type: none"> <li>Explain the philosophical and practical approach of person-centred care.</li> <li>Use the person-centred care approach such as VIPS<sup>3</sup> to support the well-being of persons with dementia.</li> <li>Recognise when the physical or social environment could compromise the health and safety of persons with dementia.</li> <li>Identify ways to care and help persons with dementia feel comfortable and secure, and living a meaningful life.</li> <li>Involve persons with dementia in their own care planning and be sensitive to gender, cross cultural, and spiritual difference.</li> <li>Consider a range of options when developing strategies for inclusion in the care plan for persons with dementia.</li> <li>Encourage families and friends to participate in activities with persons with dementia.</li> <li>Communicate positively with persons with dementia by valuing their individuality.</li> </ol>	<p><b>Support the Well-being of Persons with Dementia</b></p> <ol style="list-style-type: none"> <li>Monitor changes and note deteriorations in the person's physical and mental health and take appropriate action.</li> <li>Use a range of techniques routinely to minimise distraction for persons with dementia.</li> <li>Provide reassurance to persons with dementia through a variety of strategies (e.g. orientation strategies, validation techniques, reminiscence etc)</li> <li>Communicate effectively and efficiently with persons with dementia and co-workers in the care environment.</li> <li>Use a range of validation techniques to relieve persons with dementia that are agitated and display behaviours of concern.</li> <li>Observe and investigate any suspected, alleged or actual abuse.</li> <li>Contribute to the assessment and support of persons with dementia who may be experiencing neglect, harm or abuse.</li> <li>Report any suspected, alleged or abuse cases to relevant personnel in a timely manner and in accordance to established organisational policies and procedures.</li> </ol>	<p><b>Minimise the Impact of Behaviours of Concern</b></p> <ol style="list-style-type: none"> <li>Observe and document behaviours of concern displayed by persons with dementia to determine the triggers.</li> <li>Consider the potential impact of the behaviours on persons with dementia and determine suitable responses.</li> <li>Implement appropriate practice techniques and communication strategies to respond to persons with dementia who demonstrate behaviours of concern.</li> <li>Review the techniques used in responding to persons with dementia who demonstrate behaviours of concern regularly.</li> </ol>	<p><b>Maintain the Dignity, Skill and Health of Persons with Dementia</b></p> <ol style="list-style-type: none"> <li>Design and provide activities which aim to promote well-being of persons with dementia and use familiar and existing skills and activities.</li> <li>Provide activities appropriate to the age and culture of persons with dementia which reflect their likes and dislikes and maximise the possibility of individual success.</li> <li>Provide activities that focus on a balance between the safety, comfort, autonomy and risk for persons with dementia.</li> <li>Use families and significant others as a resource to assist in developing appropriate activities by accessing information about reminiscences and routines of persons with dementia.</li> <li>Support persons with dementia to access emotional support, counselling or specialist psychological therapies.</li> </ol>	<p><b>Assist Persons with Dementia in Palliative Care</b></p> <ol style="list-style-type: none"> <li>Identify end-of-life care that persons with dementia may encounter.</li> <li>Recognise and manage pain in persons with advanced dementia.</li> <li>Facilitate the use of end-of-life care pathways and individualised care plans for persons with dementia.</li> <li>Promote Advance Care Planning (ACP) to persons with dementia when appropriate.</li> <li>Support individuals who are bereaved.</li> </ol>	<p><b>Assist Caregivers to Support Persons with Dementia</b></p> <ol style="list-style-type: none"> <li>Practice self-care.</li> <li>Assess the needs of caregivers and families.</li> <li>Provide emotional and physical support to persons with dementia and their caregivers.</li> <li>Assist caregivers to access support networks and respite services.</li> </ol>	<p><b>Facilitate Learning at Work</b></p> <ol style="list-style-type: none"> <li>Identify a performance issue that requires training intervention.</li> <li>Develop a workplace learning plan.</li> <li>Facilitate workplace learning using appropriate workplace learning methods.</li> <li>Provide feedback on learners' progress.</li> </ol>

<sup>3</sup> Refer to Annex C – The Person-centred Care Approach (e.g. VIPS)

## Competencies at Advanced Level

Category	CORE DOMAIN							ELECTIVE DOMAIN
	(A) Dementia Education	(B) Person-centred Care	(C) Interacting with Persons with Dementia	(D) Behaviours of Concern	(E) Enriching Lives	(F) Palliative Care for Persons with Dementia	(G) Care for Self and Caregivers	(H) Capability Building
<p><b>4. ADVANCED LEVEL</b> This level of competency is relevant for <b>Specialists</b> in the health and social services who have the <b>expertise in caring, treating and supporting persons with dementia and their caregivers</b>; and play a supervisory and guiding role at the workplace or clinical setting</p> <p>As specialists (who possess the assumed knowledge, skills and attributes at the intermediate level; and have at least 3<sup>1</sup> - 5 years of experience in providing direct care to persons with dementia), they provide advice for improving systems, processes, treatment plans and culture that promote quality care for persons with dementia and their caregivers.</p>	<p><b>Promote Care for Persons with Dementia</b> <b>Provision of Direct Care to Persons with Dementia</b></p> <ol style="list-style-type: none"> <li>1. Assess and manage dementia, delirium and depression using biological and psycho-social approaches.</li> <li>2. Support persons with dementia by promoting the use of residual abilities and facilitating the development of adaptive living skills.</li> </ol>	<p><b>Adopt and Promote Person-centred Care</b> <b>Provision of Direct Care to Persons with Dementia</b></p> <ol style="list-style-type: none"> <li>1. Appraise how care may be delivered to persons with dementia in a manner which is ethically sound and upholds the person's dignity.</li> </ol>	<p><b>Create an Environment that Promote Person-centred Care</b> <b>Provision of Direct Care to Persons with Dementia</b></p> <ol style="list-style-type: none"> <li>1. Adapt the physical environment to minimise sensory difficulties experienced by persons with dementia.</li> <li>2. Create a physical environment to promote independence, privacy, orientation and safety for persons with dementia in a dementia friendly community.</li> <li>3. Provide a social milieu of warmth, acceptance and care for persons with dementia, care staff and their caregivers.</li> </ol>	<p><b>Manage Behaviours of Concern</b> <b>Provision of Direct Care to Persons with Dementia</b></p> <ol style="list-style-type: none"> <li>1. Promote and lead in multidisciplinary assessment and interventions to support persons with dementia with behaviours of concern that may be perceived as challenging.</li> <li>2. Support persons with dementia and their caregiver to prepare for, adapt to and manage changes to areas of life including relationships, lifestyle, communication, patterns, behaviours etc.</li> <li>3. Manage hostility and other at-risk behaviours collaboratively with dementia care staff, families, caregivers and persons with dementia.</li> <li>4. Promote effective communication and relationships with persons with dementia who display behaviours of concern.</li> </ol>	<p><b>Promote Quality of Life</b></p>	<p><b>Support Persons With Dementia in Palliative Care</b> <b>Provision of Direct Care to Persons with Dementia</b></p> <ol style="list-style-type: none"> <li>1. Lead the process in discussing palliative care planning and review processes with persons with dementia, their families and caregivers.</li> <li>2. Communicate and listen in a sensitive manner when discussing difficult and complex end-of-life concerns with persons with dementia, their families and caregivers.</li> <li>3. Provide advice and guidance on palliative care.</li> <li>4. Provide expertise in conflict resolution and other ethical issues relating to decision making and compliance with the wishes of persons with dementia.</li> </ol>	<p><b>Support the Families and Caregivers of Persons with Dementia</b> <b>Provision of Direct Care to Persons with Dementia</b></p> <ol style="list-style-type: none"> <li>1. Equip caregivers with knowledge and skills to manage potential behaviours of concern displayed by persons with dementia.</li> </ol>	<p><b>Design and Deliver Training Programme</b></p>
	<p><b>Planning</b></p> <ol style="list-style-type: none"> <li>3. Develop and implement care strategies that are person-centred to support persons with dementia from the point of diagnosis to the end-of life.</li> </ol>	<p><b>Planning</b></p> <ol style="list-style-type: none"> <li>2. Incorporate person-centred approaches in the management and development of services.</li> <li>3. Apply the legislation relevant to equality, diversity and human rights.</li> </ol>	<p><b>Planning</b></p> <ol style="list-style-type: none"> <li>4. Design a living environment that is person-centric to persons with dementia.</li> <li>5. Develop and implement strategies for effective communication with persons with dementia.</li> <li>6. Develop a process/ procedures and work flow to obtain consent from persons with dementia.</li> <li>7. Develop a process to identify, investigate, respond to, report and document any suspected, alleged or actual abuse.</li> </ol>		<p><b>Planning</b></p> <ol style="list-style-type: none"> <li>1. Develop practices which promote choice, well-being and protection of persons with dementia.</li> <li>2. Ensure a safe and effective management and reduction of any identified risk to persons with dementia.</li> <li>3. Develop and implement care strategies to minimize confusion and distress experienced by persons with dementia in an unfamiliar environment.</li> <li>4. Use appropriate technology and resources to improve the quality of life for persons with dementia and their caregivers.</li> </ol>	<p><b>Planning</b></p> <ol style="list-style-type: none"> <li>5. Develop practices and services that meet the end-of-life needs of persons with dementia.</li> </ol>	<p><b>Planning</b></p> <ol style="list-style-type: none"> <li>2. Contribute to the development of practices and services that meet the needs of caregivers.</li> </ol>	

Category	CORE DOMAIN							ELECTIVE DOMAIN
	(A) Dementia Education	(B) Person-centred Care	(C) Interacting with Persons with Dementia	(D) Behaviours of Concern	(E) Enriching Lives	(F) Palliative Care for Persons with Dementia	(G) Care for Self and Caregivers	(H) Capability Building
4. ADVANCED LEVEL <i>(Continued)</i>	<b>Promote a Person-centred Care Culture</b> 4. Promote clinical practice that is comprehensive, systematic and safe for persons with dementia, dementia care staff and their caregivers.	<b>Promote a Person-centred Care Culture</b> 4. Lead in practice and promote a culture that values and respects the diversity of persons with dementia.	<b>Promote a Person-centred Care Culture</b> 8. Promote effective communication in a healthcare environment.					
		<b>Provide Consultancy &amp; Advisory</b> 5. Advocate against negative care practices which compromise a person's right to dignity, respect and safety.	<b>Provide Consultancy &amp; Advisory</b> 9. Evaluate and provide advice on the creation of a dementia-friendly living environment for persons with dementia.	<b>Provide Consultancy &amp; Advisory</b> 5. Advise on requirements and resources for choice of therapeutic intervention to manage behaviours of concern.	<b>Provide Consultancy &amp; Advisory</b> 5. Provide expertise in conflict resolution and other ethical issues relating to decision making and compliance with the wishes of the person with dementia.			
	<b>Training &amp; Education</b> 5. Equip dementia care staff with knowledge and skills in the early recognition of cognitive impairment.  6. Equip dementia care staff with knowledge and skills to assess and manage co-existing conditions that may include dementia, delirium, depression and other acute conditions.	<b>Training &amp; Education</b> 6. Adopt a person-centred approach to educate dementia care staff.						<b>Training &amp; Education</b> 1. Analyse the learning needs and learners' profile. 2. Design and develop a training programme. 3. Implement a training programme. 4. Design and conduct assessment of learning 5. Evaluate the effectiveness of training programme.

<sup>1</sup> A Specialist with 3 years of experience is required to provide direct care to persons with dementia on a full time basis.