

Dementia Awareness Training in Care Homes using 'Barbara's Story'

An evaluation report

December 2015



Health
Innovation
Network
South London

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Acknowledgements

We are grateful to many people who participated in this project and we would like to thank Clarissa O'Keefe, Mala Karasu and Dame Eileen Sills from Guy's & St Thomas' NHS Foundation Trust; Maria Wright, Miriam Liew, Maaïke Vandeweghe and Kate Heaps from Greenwich & Bexley Community Hospice and Aileen Jackson, London Borough of Richmond upon Thames. We would also like to acknowledge the care home staff who participated in the initial focus group and all participating care homes in Richmond, Greenwich and Bexley who helped make this project a success.

About the Health Innovation Network South London

The Health Innovation Network is the Academic Health Science Network (AHSN) for South London. There are 15 AHSNs across England. We are a membership organisation focused on lasting system-wide improvements in patient and population health, strengthening relationships and capitalising on teaching and research strengths across South London.

Executive summary

The aim of this project was to determine whether 'Barbara's Story', an innovative dementia awareness training resource developed at Guy's and St Thomas' NHS Foundation Trust (GSTT), is suitable for use in care homes (residential and nursing). Barbara's Story focusses on a person living with dementia and her experience of care provided in an acute sector care setting: it was therefore not a given that this training instrument was suitable for care home settings as well. We worked with GSTT and Greenwich and Bexley Community Hospice to deliver dementia awareness training in care homes in three boroughs in south London: Richmond, Bexley and Greenwich.

Three approaches to delivering the training were used:

1. Training delivered by the GSTT Dementia and Safeguarding Adults Trainer.
2. Training delivered by Greenwich and Bexley Community Hospices nurses who are commissioned to work with local care homes (initially trained by GSTT).
3. Training delivered directly by employees of the care homes involved (initially trained by GSTT).

The project involved several components including:

- A focus group with care home managers to explore suitability of Barbara's Story as a training instrument/tool/approach in care homes.
- Mapping care competencies for Barbara's Story (episode one) against the national Care Certificate, in consultation with Skills for Care.
- Delivering Barbara's Story training in care homes in three boroughs and comparing three different approaches for suitability and sustainability.
- Assessing the trainees' confidence in caring for people with dementia before and after the training.
- A three month follow-up telephone survey with 12 care homes.

Key figures:

- 29 homes participated in the project
- 15 people were taught to deliver Barbara's Story training in south London care homes
- 541 care home staff were successfully trained using Barbara's Story
- Barbara's Story training covered 25 per cent of the competencies in the Care Certificate

Staff confidence in dementia-related care significantly increased as a result of the training and staff reported a greater understanding of dementia, improved communication strategies and a deeper understanding of person-centred care.

Trainers reported that Barbara's Story worked well to raise dementia awareness in care homes. Three months after the training was delivered 11 of the 12 care homes that were followed up reported that staff members still talk about Barbara's Story when discussing residents' care and ten homes reported that Barbara's Story is being used to support staff achieve the Care Certificate.

In summary, Barbara's Story is a valuable dementia awareness training resource for the care home sector. As the Alzheimer's Society recognises people undertaking Barbara's Story training as dementia friends, not only did we train 541 care home staff, we also created 541 new dementia friends.

The Alzheimer's Society report that about one third of people with dementia live in care homes¹; an estimated 10,000 people in south London. Findings from the South East London Care Home Survey² conducted in 15 randomly selected homes found dementia is substantially more common in care homes than recorded diagnoses would suggest and estimated dementia prevalence was around 75% in the care homes in their study.

Older people with dementia in care homes have complex needs, which often require specialised treatment³. A skilled workforce to deliver this care is essential⁴ and the National Dementia Strategy in England⁵ and the National Institute for Health and Care Excellence dementia guidelines⁶ highlight the need for an informed, effective care workforce.

A systematic review and meta-analysis of person-centred interventions and training manuals for care home staff working with people with dementia identified over 170 training packages in care homes, of which only four had been evaluated in clinical trials³. Findings indicated that effective person-centred training interventions had significant benefits for people with dementia in improving agitation and reducing the use of antipsychotics. Programmes with a sustained period of joint working and supervision with a trained mental health professional, in addition to an educational element, were most effective.

In 2013 the South Bank University published an evaluation report⁷ of an innovative training resource 'Barbara's Story', developed at Guy's and St Thomas' NHS Foundation Trust (GSTT) (see box 1 below). The evaluation concluded that the first episode of Barbara's Story raised awareness of dementia, leading to improvement in organisational culture. The training was reported to make a lasting impression on staff members. In 2014 the London Dementia Strategic Clinical Network published the Guide to Dementia Training for Health and Social Care Staff⁸, citing Barbara's Story as a good example of dementia awareness training.

Given the success of Barbara's Story in the acute sector, the Health Innovation Network tested whether Barbara's Story is a suitable resource for raising awareness about dementia in residential and nursing homes.

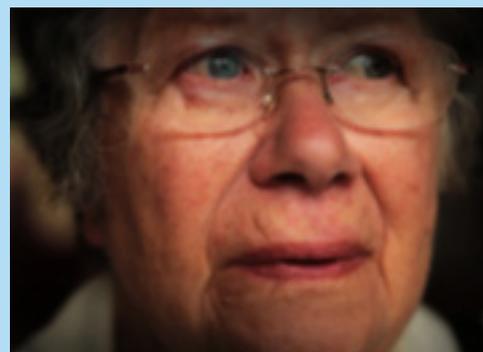
Box 1: Barbara's Story

Developed by Guy's and St Thomas' NHS Foundation Trust, Barbara's Story is a training programme which follows a fictional patient who has symptoms of dementia, and explores her experiences and interactions with those who provide care for her in hospital and at home.

Since the first film was launched in 2012, five more episodes have been made. Barbara's Story has had global impact and is being used to train staff in hospitals in the UK and across the world in the USA, Europe and the Middle East.

To watch Barbara's Story visit:

<http://www.guysandstthomas.nhs.uk/education-and-training/staff-training/Barbaras-story.aspx>



Project aims and objectives

The primary aim of the project was to establish if dementia awareness training using Barbara's Story is suitable for care homes.

The objectives:

To deliver and evaluate Barbara's Story training using three training approaches in care homes (see Box 2).

- To establish to what extent this training meets the Care Certificate (2015) standards⁹, which care homes must show to adhere to (eg in providing evidence to care home regulators).
- To evaluate if any effect of training was sustained after three months.
- To identify a sustainable approach to delivering Barbara's Story training in care homes.

Box 2: Training methods

Three approaches were used:

1. Training delivered by the Guy's and St Thomas NHS Foundation Trust (GSTT) Dementia and Safeguarding Adults Trainer.
2. Training delivered by Greenwich and Bexley Community Hospices nurses (initially trained by the GSTT Dementia and Safeguarding Adults Trainer), using their extant roles in the relevant care homes.
3. Training delivered by employees of the care home (initially trained by the GSTT trainer Dementia and Safeguarding Adults Trainer)

Our delivery targets:

	Target
80% of eligible homes in Richmond, Greenwich & Bexley participate	50 homes
Number of people trained to deliver Barbara's story in care homes	10 people
Number of people trained in each care home/number of 'Dementia Friends' created	25% of the total staff at each care home
Number of homes that sign up to local Dementia Action Alliance (DAA) ¹⁰ and submit plans to improve dementia care	50% of participating homes

Establish the relevance of Barbara's Story training for care homes

In November 2014 a focus group, led by GSTT, was conducted to explore the suitability of Barbara's Story as a training method for care home staff. The group consisted of six care home managers, who watched the Barbara's Story training film (episode one) and discussed the training delivery methods. They reported that in their view this approach would be suitable and that they were interested in piloting the training. They pointed out that training approaches should be tailored to take into account the resources of the care homes and thus sessions were kept to two hours maximum to facilitate care workers being able to attend.

Map Barbara's Story training against the Care Certificate (2015)

The new Care Certificate⁹ was developed and launched in April 2015 as part of the Cavendish Review work, jointly by Skills for Health, Health Education England and Skills for Care. The Care Certificate is a key component of the training an employer must provide in order to meet the essential standards and legal requirements set out by the Care Quality Commission. Skills for Care South East and South West Region shared guidance on mapping Barbara's Story against the Care Certificate. We mapped the training and Barbara's Story training covered 25 per cent of the competencies in the Care Certificate.

Invite residential and nursing homes to participate in the training

Three south London boroughs were identified for the project: Richmond upon Thames, Greenwich and Bexley. Richmond received training by the GSTT trainer; Greenwich and Bexley received training by nurses from the hospice team.

Residential and nursing homes were invited by an emailed letter to sign up for training delivered at no cost to the care homes (Appendix I). The trainers (GSTT in Richmond and the Hospice Team in Greenwich and Bexley) followed up those who responded.

Deliver the training

The GSTT Dementia and Safeguarding Adults Trainer responsible for delivering Barbara's Story training at GSTT was funded by Health Education South London (0.5 wte over 4 months) to develop and provide the dementia awareness training using Barbara's Story in care homes.

Approach 1:

The GSTT trainer delivered the training directly to care home staff in Richmond.

Approach 2:

The GSTT trainer trained two nurses from Greenwich and Bexley Community Hospice as trainers, and they then delivered the training to care home staff in Greenwich and Bexley.

Approach 3:

The GSTT trainer identified care home staff to be trained as trainers, and who could continue to deliver the Barbara's Story training in their care home after the end of the project.

Barbara's Story 'train-the-trainer' sessions took approximately five hours to deliver (including set up). The GSTT trainer assessed the confidence and competence of all new trainers by attending the first session of dementia awareness training they delivered. All homes participating in the project were offered a 'train-the-trainer' session and nine homes participated. However, only two homes had organised a subsequent dementia awareness training session within the care homes within the timescale of the project. All trainers were asked to complete a reflective assessment on what went well and what could be improved after each session (Appendix II).

After the training, at the three-month follow up of this project, telephone interviews were carried out with five trainers completing the 'train-the-trainer' sessions. A face-to-face interview was held with the two trainers from Greenwich and Bexley Hospice by one of project team and the GSTT trainer provided reflections on her experience.

Evaluate confidence among those completing the dementia awareness training using Barbara's story in care homes

We developed a questionnaire (Appendix III & IV) to measure trainees' confidence in caring for people with dementia before and after the training. All participants were given the opportunity to record what they had learnt and what they would do differently following the training.

Due to low numbers of responses in some categories we grouped responses into two categories: 1) those reporting they were totally confident and 2) those who were not totally confident (i.e. those who responded that they were reasonably confident, undecided, lacking in confidence or not at all confident). A Pearson's Chi Squared Test was used to test the difference in the proportions of responses before and after the training.

Responses to open-ended questions were reviewed by three people and common themes arising from the participants responses were generated.

Create Dementia Friends

We shared the adapted training resources for the care homes with the Dementia Friend's team at the Alzheimer's Society, which endorsed the resources and provided Dementia Friends¹¹ packs for those completing the training. The result was that 541 trainees received recognition as dementia friends.

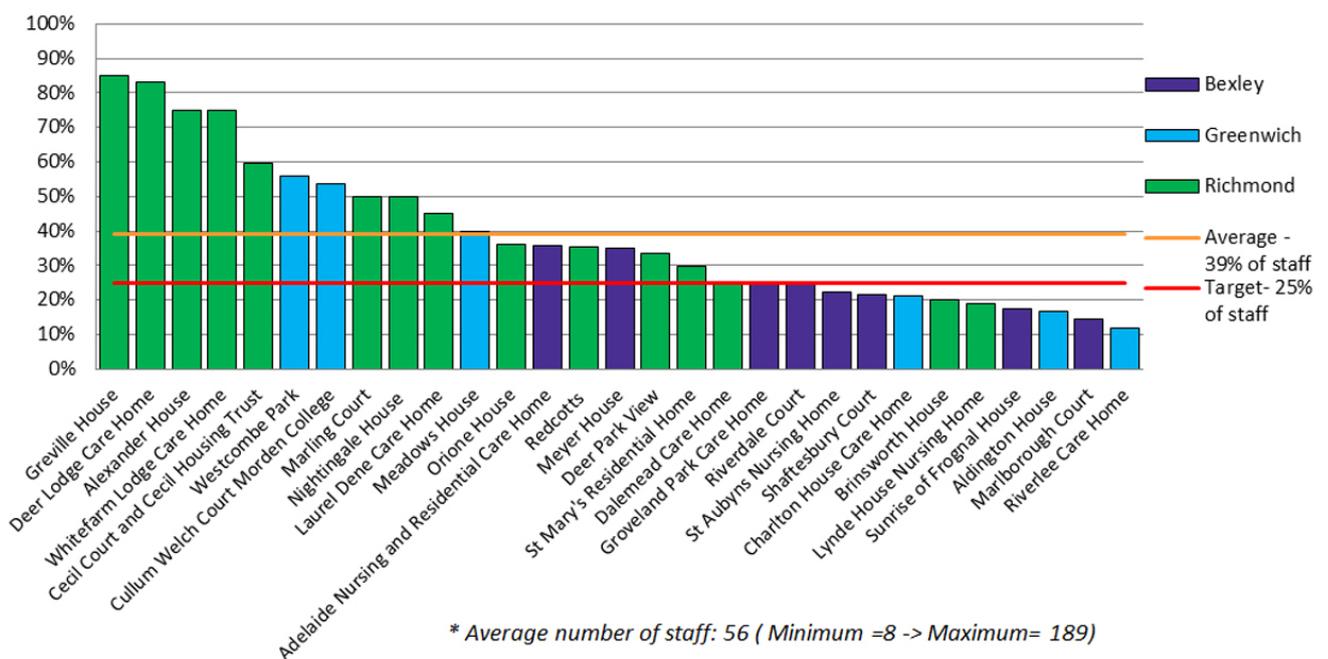
Number of care homes, trainers and people trained

A total of 29 homes (14 residential, 10 mixed (residential and nursing) and 5 nursing) from Bexley, Greenwich and Richmond participated. Fifteen people underwent the ‘train-the-trainer’ training and 541 people were trained (Table 1 and Graph 1). The HIN reported to the Alzheimer’s Society that 541 new dementia friends were created.

The overall percentage of staff trained was 33% (541/1624). The average number of staff trained in each care home was 39%. The target to train 25% of all staff in each care home and this was achieved in 20 of the 29 homes.

Table 1: Results	Actual
Number of homes received training	29
Number of staff trained as trainers	15
Number of staff trained /dementia friends created	541
Number of homes with 25% staff trained	20
Number of homes signed up to their Dementia Action Alliance	1

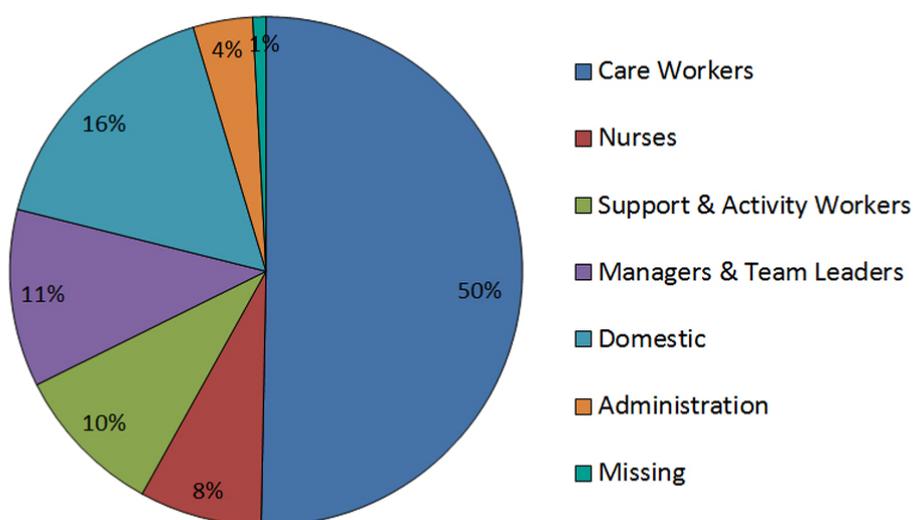
Graph 1: Percentage (%) of staff trained in each participating care home.



Who were trained and who did the training?

There were 479 completed questionnaires returned from people who participated in the training. The best estimate of questionnaire responses is 89% (479/541) based on the data from 29 care homes reporting the number of staff receiving the training. Returned questionnaires were mainly completed by those trained by the GSTT trainer (64%; 305/479) and the Greenwich and Bexley Hospice trainers (36%; 174/479). No questionnaires were received from the training model delivered by the care home employees within the requested timeframe of the project (four questionnaires were received late but were not included in the analysis). A broad range of people received the training. We grouped participants into six categories based on responses to their job title on the questionnaire. These included: care workers, nurses, support and activity workers, managers and team leaders, domestic, and administration (see figure 1).

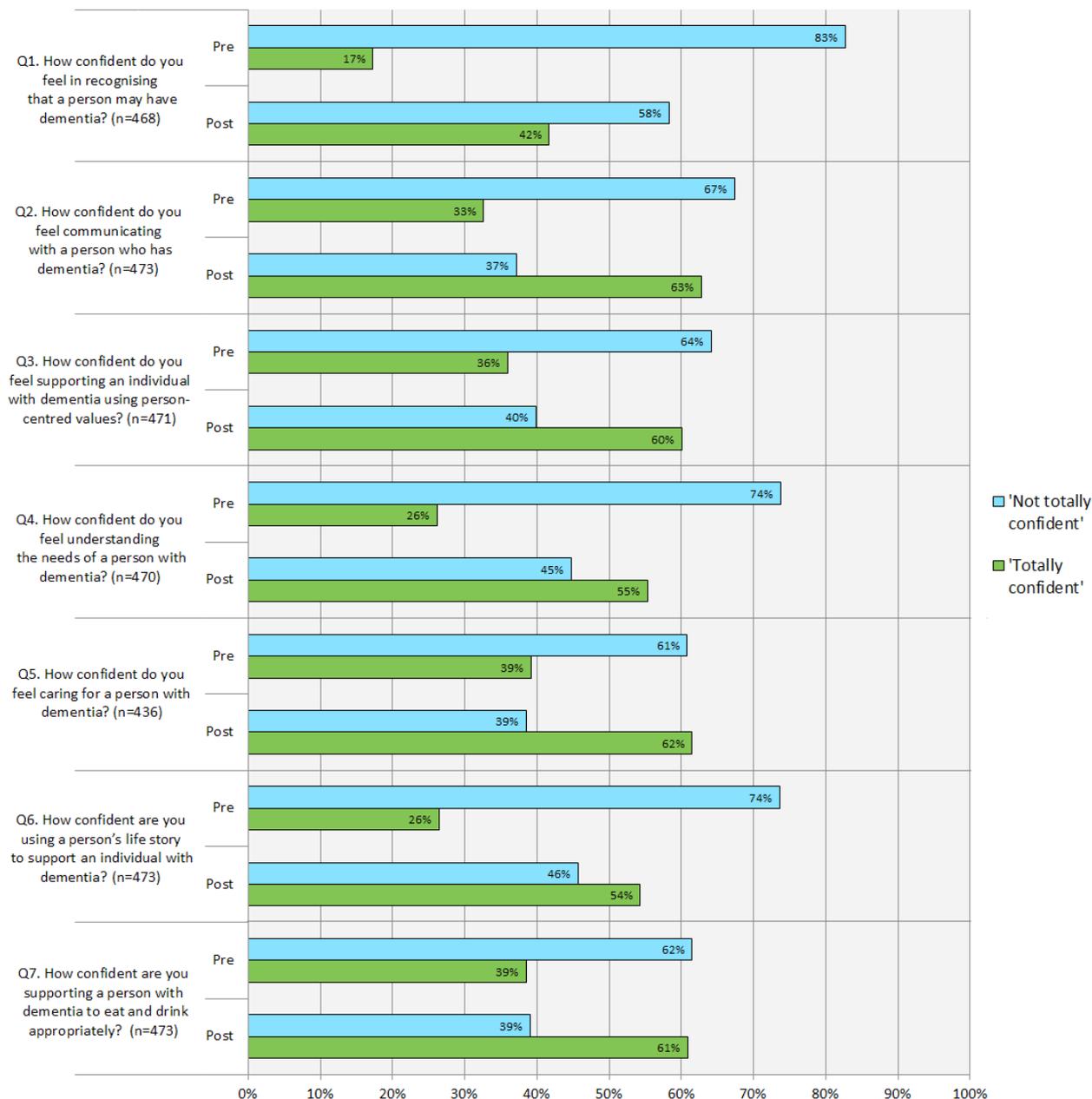
Figure 1: Percentage (%) of each staffing group that received the training.



Results from the questionnaire

Most of the 479 participants rated themselves as 'reasonably confident' before the training. Following training there was a significant increase in the number of participants who rated themselves as 'totally confident' for all 7 questions (Chi-squared <0.005 for all responses)(Graph 2).

Graph 2: Percentage of staff confidence before and after Barbara's story training



See Appendix V for Barbara's Story Results pre- and post- training

Would staff recommend the training?

Most staff (99.7%; 430/431) said they would recommend Barbara's story training

Key themes identified from the questionnaire

Participants were asked two open-ended questions. Responses to question 8 “What I have learnt from the training” and question 9 “What I will do differently” were summarised into key themes and are presented in Table 3 and 4 respectively.

Table 3: Question 8 ‘what I have learnt from the training’

<p>Greater understanding of the condition</p> <ul style="list-style-type: none"> • Different types of dementia and early signs and symptoms • Increase in knowledge and understanding • Dementia friendly environment 	<p>Improved communication strategies</p> <ul style="list-style-type: none"> • Give the person time to respond • Use eye contact • Speak slowly and listen more • Use story telling
<p>Empathy</p> <ul style="list-style-type: none"> • Everyone is individual • Understanding care from the perspective of the resident • Raised awareness of the impact of staff members behaviour on residents 	<p>Person-centred care</p> <ul style="list-style-type: none"> • Respect and dignity • Use aids to identify residents with Dementia e.g. red trays for food • More patience • Involve and reassure residents with dementia

Table 4: Question 9 ‘what I will do differently’

<p>Awareness</p> <ul style="list-style-type: none"> • Identify needs of residents 	<p>Communication</p> <ul style="list-style-type: none"> • Take time to listen • Engage residents in conversations • Give more time to interact with residents
<p>Person-centred care</p> <ul style="list-style-type: none"> • Ask about resident’s ‘life’ history and story • Be more respectful and helpful • Treat people with dignity and as individuals • Give more attention and time to residents • Be more patient and understanding • Engage with residents before undertake a task 	<p>Personal development</p> <ul style="list-style-type: none"> • Apply and share learning • Gain more knowledge of dementia • Change own behaviour (smile more, be more caring and patient) • Self-awareness of staff members own behaviour • Be more confident

Results from the trainers perspectives

Reflections from the GSTT trainer – “Barbara’s Story stays with you”

Due to pressure on resources, having the training provided on site at the care homes and within two hours was viewed positively by care home managers. While there was no charge for the training, releasing staff to attend training is a cost to the home. Momentum increased with requests for more sessions with larger numbers of participants attended as staff discussed and endorsed the value of Barbara’s Story with their colleagues.

The GSTT trainer reported those participating in the training were engaged with Barbara’s Story and reflected on their practice in the facilitated discussion. Trainees were particularly interested in talking about the practical activities they could do to engage people with dementia. Staff welcomed the Barbara’s Story certificate and Dementia Friends pack.

The Barbara’s Story ‘train-the-trainer’ resources were viewed as user friendly and the home staff she trained reported that they were confident and comfortable with the resources and leading the reflective discussion.

Train-the-Trainer approach

Trainers reported they were impressed by the strength of Barbara’s Story as a training resource for raising dementia awareness and its ability to engage care home staff. Staff reported that the training was accessible and could be delivered by a range of health care professionals and home care providers. Some trainers reported staff becoming upset whilst watching the film and highlighted the need for trainers to be able to support participants if necessary. Trainers reported vibrant discussions which resulted in some sessions running over time, but reported this positively as it highlighted the enthusiastic engagement of staff in the discussion.

Learning and reflections from each training session

Trainers were asked to complete a reflective practice form following each training session to identify areas for improvement. Their responses were grouped into several themes and are presented here:

Before the training session

- Advertise training to local homes owned by the same provider
- Make it clear that training is applicable to all staff groups, not just those involved in direct care of residents
- Identify the numbers of staff to be trained and plan the number of sessions required in advance
- Contact homes prior to training to remind them of the time and duration of the training
- Ensure homes have appropriate audio visual equipment available to show Barbara’s Story

The training session and the content

- Ensure care home managers are present at the training
- Protect staff time at the training session
- Include local demographical information and statistics about dementia prevalence in care homes
- Ensure ‘hints and tips’ are included in the session
- Initiate discussion about the potential for train-the-trainer delivery of Barbara’s story with the home manager and the trainees.

After the training

- Consider using further Barbara's Story episodes as follow-on training
- Follow up, encourage, and support staff trained as trainers
- Consider working with homes to develop a link nurse/champion model to deliver more training

Results from three month follow up with care homes

12 homes participated in the three month follow up telephone interviews. All of those interviewed reported that Barbara's Story had raised awareness of dementia in the care homes and is still being referred to when discussing care. All said they would recommend Barbara's Story to other care providers.

Ten of the homes reported that Barbara's Story is being used to support staff achieve the Care Certificate.

All homes reported that they would like to continue using the Barbara's Story resources and would welcome an opportunity to develop trainers. Nine homes intend using Barbara's Story as part of their induction.

Limitations of this project

We delivered training to 29 care homes. However, we did not reach our target number of 50 homes. Our target may have been over-ambitious and the Hospice nurse trainers and other trainers had limited time available to deliver the sessions. Trainers reported some concerns with the evaluation questionnaire, reporting that some staff felt they were being 'tested'. Trainers reported that some participants were unable to read English and may have had assistance from others or copied their colleagues' responses which may have influenced the results. Results were clustered around one end of the scale (reasonably confident) and this may have biased the results. Insufficient returns of staff questionnaires from care homes using the 'train-the-trainer' approach limited the evaluation.

Conclusion

Our results show that Barbara's Story training is suitable and valuable to the care home sector in raising awareness about dementia. The training developed and tailored for care homes was effective in increasing the confidence of care home staff. Those undergoing training reported a greater understanding of dementia, improved communication strategies, a deeper understanding of person-centred care and empathy.

The GSTT trainer, with protected time to deliver the training, trained the majority of staff in the care homes within a relatively short four-month period. However, we built capacity among care homes to continue to deliver the training after the project had ended and demonstrated that the train-the-trainer approach is also viable. The three month follow-up demonstrated that homes that adopted the 'train-the-trainer' approach were committed to continue the training and this may be a sustainable training delivery model.

Follow up after three months showed that Barbara's Story had had a lasting effect on the homes and was being used to support care home staff to achieve the Care Certificate.

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Appendix I: Invitation letter / email to care homes inviting them to participate

Dear Care Home Managers,

We are working with Greenwich and Bexley Community Hospice, Richmond Commissioning Group and Dementia Specialists from Guys and St Thomas' NHS Foundation Trust in delivering **FREE innovative Dementia training** for care home staff across three London Boroughs. Richmond, Bexley & Greenwich Care and Nursing homes have been prioritised for this free training which I hope you will find of interest.

Introducing 'Barbara's Story' Training Package

The training will be delivered by Greenwich and Bexley Community Hospice or Guys and St Thomas' NHS and will focus on a powerful film 'Barbara's Story' about a woman with dementia and what she experiences during a hospital visit. Barbara's Story was developed by Guys and St Thomas' NHS Foundation Trust and has received national recognition at the highest level. The attached photograph shows David Cameron and the Cabinet receiving this training, delivered by Guy's and St Thomas' Chief Nurse, Dame Eileen Sills. This is testimony of the cabinet's commitment to ensuring dementia care is everyone's business. Following a successful pilot in November with six home managers in South London, we are working with the Guy's and St Thomas' team to spread Barbara's Story to care and nursing homes across South London.

As you know the Care Certificate is replacing the National Minimum Training Standards (NMTS) and the Common Induction Standards (CIS). It will become a key component of the total induction which an employer must provide, legally and in order to meet the essential standards set out by the Care Quality Commission. Barbara's story is currently being mapped against the Care Certificate standards and the early indication is that it meets 100% of the dementia and cognitive issues standards and approximately 65% of competencies. We are currently working with Skills for Care to ratify this.

We are offering this training which lasts **1.5 hours** to homes until the **end of June 2015**. There will be an opportunity for interested homes to become Barbara's trainers within their home.

We hope you will sign up for this innovative opportunity and look forward to working with you.

Kind regards

Appendix II: Trainers reflective assessment
Barbara's Story - Feedback from trainers

Name	Date
Job title	Organisation
Name of home	No. of staff trained today
What went well today?	Today would have been better if?
As a result of today, I am going to	

NB: Include information about changes to training and resources

Barbara's Story – pre-course survey

Name/ID:	Date:
Job title:	Name of home:
	Borough:

	Totally confident	Reasonably confident	Undecided	Lacking in Confidence	Not at all confident
How confident do you feel in recognising that a person may have dementia?					
How confident do you feel communicating with a person who has dementia?					
How confident do you feel supporting an individual with dementia using person-centred values? Treating people as individuals with individual needs and ways of doing things.					
How confident do you feel understanding the needs of a person with dementia?					
How confident do you feel caring for a person with dementia?					
How confident are you using a person's life story to support an individual with dementia?					
How confident are you supporting a person with dementia to eat and drink appropriately?					

Barbara's Story – post course survey

Name/ID:	Date:
Job title:	Name of home:
	Borough:

	Totally confident	Reasonably confident	Undecided	Lacking in Confidence	Not at all confident
How confident do you feel in recognising that a person may have dementia?					
How confident do you feel communicating with a person who has dementia?					
How confident do you feel supporting an individual with dementia using person-centred values? Treating people as individuals with individual needs and ways of doing things?					
How confident do you feel understanding the needs of a person with dementia?					
How confident do you feel caring for a person with dementia?					
How confident are you using a person's life story to support an individual with dementia?					
How confident are you supporting a person with dementia to eat and drink appropriately?					

What have I learnt today?

As a result of Babara's Story I am going to...

Would you recommend Barbara's story to your work colleagues?

Yes

No

Appendix V: Barbara's Story Results Pre- and Post- Training

		Totally confident		Reasonably confident		Undecided		Lacking in confidence		Not at all confident		
		Total n	n	%	n	%	n	%	n	%	n	%
Q1. How confident do you feel in recognising that a person may have dementia?	Pre	473	82	17	311	65	66	14	5	1	9	2
	Post	474	199	42	246	51	23	5	3	1	3	1
Q2. How confident do you feel communicating with a person who has dementia?	Pre	475	155	32	285	60	22	5	10	2	3	1
	Post	476	297	62	171	36	6	1	2	0	0	0
Q3. How confident do you feel supporting an individual with dementia using person-centred values?	Pre	475	169	35	245	51	39	8	19	4	3	1
	Post	475	285	60	172	36	17	4	0	0	1	0
Q4. How confident do you feel understanding the needs of a person with dementia?	Pre	474	124	26	250	52	77	16	16	3	7	2
	Post	475	264	55	191	40	16	3	4	1	0	0
Q5. How confident do you feel caring for a person with dementia?	Pre	456	178	37	215	45	42	9	11	2	10	2
	Post	457	281	59	155	32	14	3	6	1	1	0
Q6. How confident are you using a person's life story to support an individual with dementia?	Pre	475	126	26	249	52	75	16	20	4	5	1
	Post	476	260	54	195	41	19	4	1	0	1	0
Q7. How confident are you supporting a person with dementia to eat and drink appropriately?	Pre	475	182	38	223	47	45	9	14	3	11	2
	Post	475	289	60	168	35	14	3	3	1	1	0

Please note: Numbers and percentages rounded to nearest whole number.