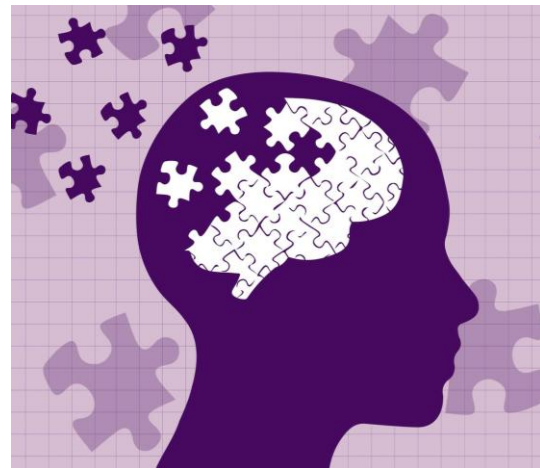


Dementia and Delirium Mandatory Learning Training Package & Introduction Video

The Patient's voice is key

PEN Awards 2025



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Background

Dementia and Delirium is a growing health concern amongst society today, effecting all nationalities and is most common in people over the age of 65, but important to note it is not limited in age.

It remains a key priority for both NHS England and the Government.

More than **944,000** people in the UK are living with dementia, with **1 in 3** people born in the UK being diagnosed with dementia in their lifetime.

In February 2015 the Prime Minister launched his Challenge on Dementia 2020, with some of the key aspirations of this vision being:

- Equal access to diagnosis for everyone
- Every person diagnosed with dementia having meaningful care following their diagnosis.
- **All NHS staff having received training on dementia appropriate to their role.**

The increase in diagnosis of these conditions and its complexity is why it is paramount that all staff are trained in the basics of this condition and how they can best support patients and colleagues.



Importance of staff training

The hospital environment can be hugely distressing and disorientating for a patient with dementia or delirium.



All Barts Health staff have a role to play to try to make the experience of being in hospital as positive as possible.

Training for this subject is currently mandated by the Trust with recent confirmation by Trust Education Boards for it to apply to **All** 24,000 members of staff across the organisation.

Collaboration between the Mandatory Learning Team, SME, Patient Experience Team and Patients with lived experience was required to ensure revised training materials are designed to maximise learning through connections on all levels.

Relevance of Dementia Training for All Staff

But it's not relevant to me!

I work in
Paediatrics, why
do I need to do
this training???

Young people
don't get
dementia



I am an ODP – I
don't work in
elderly care!!!

I am not patient
facing – this
training is not
relevant to me!

Dementia or Delirium can affect anyone at any age,
so, awareness and understanding is key to adequate support

An Innovative Approach

Patients voice is key

To ensure effective learning takes place at an emotional as well as intellectual level, we were keen to lead on a new innovative approach to designing and delivering Mandatory Training to ensure training is:

- Fit for purpose
- Factually correct & evidence based
- Immersive and engaging
- Has the influence and voice of the patients with lived experience throughout
- Impactful, with lasting positive behaviour change



Emotional & Intellectual Engagement in Learning

Through the introductory video, patients with lived experience appeal directly to the audience through their experiences to help the learners understand the significance of providing appropriate care, understanding, compassion and support for patients who may be experiencing dementia or delirium and their families.

It is designed to help staff emotionally engage and connect to the subject, understand the relevance and support the learning stick.

Research suggest our emotions dictate how we react to situations, decide where to focus our attention, and decipher information. *ButterUp (2023)*

Neuroscience has proven that emotions significantly influence our cognitive functions, including the decision-making and problem-solving skills that impact our learning experiences, and ultimately improvements in practices which is the purpose of Mandatory Learning *(Emotion Science, 2017)*.

This will result in lasting positive change in actions as well as knowledge, improving patient outcomes.



Incorporating must have messages for staff



Barts Health
NHS Trust

Introductory Video



Mandatory Learning eLearning Package

Barts Health NHS Dementia Awareness Training

[START COURSE](#)

NHS
Barts Health
NHS Trust

Welcome to the Dementia Awareness essential skills training.

Dementia awareness refers to understanding what dementia is, recognising its symptoms, and being informed about how it affects individuals and their families.

This training aims to deliver essential knowledge about dementia, its symptoms, progression, and impact on those affected. It also aims to promote understanding, empathy, and effective communication strategies, enabling you to support people to live well with dementia.



Initial pilot feedback

6 staff members of various clinical and non-clinical backgrounds were asked to review the concept and revised training package and provide some qualitative feedback.

It has defiantly helped me understand how dementia & delirium may be relevant to my patients and families, but colleagues also

Really interesting and informative. Hearing things from the patients and relatives' perspective was powerful.



It really made me think about the way I approach and support people with dementia, seeing it from their perspective

I didn't realise someone could develop dementia at a young age

I better understand ways I can support

I like the way the eLearning is now formatted, much more engaging and the patient perspective really came through.



Key Learning points

- The use of patient-led introductory videos is a novel approach within mandatory training, breaking from traditional formats and fostering a more human, holistic perspective on clinical issues
- The ability to tackle stigma through education - challenges common misconceptions
- Sets a precedent for future training programmes by embedding co-design and emotional engagement as core principles.
- Consider sensitivities, involve the patient experience teams early so support, ensuring patients are well cared for throughout the process as for some, reliving past experiences can be upsetting or triggering.
- Emotional connectivity for learners is important in ensuring the learning is retained and likely result in many more sustainable improvements.
- Maintain balance of perspective through the patient's voice – retaining authenticity and remains reflective of true experience.



Questions

