



Alzheimer's Society Dementia Training Courses



**Alzheimer's
Society**

Together we are help & hope
for everyone living with dementia

Introduction

Dementia is one of the greatest challenges facing the UK today, making dementia training now more important than ever.

With expert training, informed by the latest research from Alzheimer's Society, and certified by CPD, we provide organisations across all sectors with the tools they need to best support people living with dementia.

Find out about our most popular dementia training courses and how you can benefit from affordable, tailored training from the UK's leading dementia charity.

We deliver live training, interactive online learning and Train the trainer tailored to your learning requirements.

Let's take on dementia together.



Contents

Why train with us	2
Live training	3
Most popular courses	4
Dementia awareness	5
Responding to distressed behaviors	6
Meaningful engagement with people living with dementia	7
Learning hub	12
Train the trainer	20
Bespoke training	21
Our prices	23
Frequently asked questions	24

**Contact us today for more information
or to book a course:**

 dementiatraining@alzheimers.org.uk

 [alzheimers.org.uk/training](https://www.alzheimers.org.uk/training)

Why train with us?



Alzheimer's Society are the **experts** in dementia.



Our training is **affordable, cost-effective and tailored** to the learning needs of your organisation.



Our passionate trainers are committed to ensuring we deliver **industry-leading workshops** developed using cutting edge research and first-hand experiences.



Whether you prefer to learn online or attend training in person, our versatile portfolio of courses are designed to **meet all your dementia training needs**.



Our dedicated training team are on hand to discuss your training requirements and support you through from initial enquiry to training delivery.

99%

of people who attend our training feel more confident supporting a person with dementia as a result.

Live training

Alzheimer's Society develop and deliver dementia training to organisations across all sectors.

We have over 10 courses to choose from which have been tailored to meet your learning requirements. Our training courses are aligned to Tier 1 and Tier 2 of Health Education England's Dementia Framework.

- **We are the experts** – our training is developed using the latest dementia knowledge, research and best-practice from across the Society. Alzheimer's Society has over 40 years' of experience in supporting people living with dementia and their carers and conducting cutting-edge research – both of which inform the content of our training courses.
- **Our training is high-quality** – our courses undergo rigorous quality controls before they are launched including sign off from internal stakeholders, such as our Knowledge and Learning Governance Team. We also continually monitor the quality of the content and delivery by collecting and reviewing learners' feedback after every training session.
- **Our training is engaging and interactive** – our experienced trainers help people to increase their understanding of dementia and learn practical skills to confidently support people affected by the condition through interactive and engaging training sessions. We can meet the needs of every organisation – live training can be delivered as either full or half days and includes information to suit the needs of learners.





Most popular courses

Dementia awareness training

Responding to distressed behaviours

Meaningful engagement with people living with dementia



Dementia awareness training



One day or half day

Learn about the signs and symptoms of dementia and how to best support people living with dementia.

Who's it for?

All staff working in social care who would like to improve their knowledge and understanding of dementia.

Alzheimer's Society offers dementia awareness courses to any sector that can be tailored to suit the needs of your organisation.

Learning outcomes:

- Improve your understanding of dementia, how memory works, and recognise signs and symptoms.
- Learn practical skills that will help you build positive relationships and develop deeper empathy for people with dementia.
- Learn how to respond to the emotional needs of a person with dementia.

Course level: Introductory.

Accreditation: Continuing Professional Development (CPD) certified.

This course is also available as a two day Train the Trainer workshop. See page 20 for more information.

“

We were so impressed with the trainer's delivery of our dementia awareness training at the hospital yesterday. The day was extremely informative, and the trainer was so engaging that we will definitely be rebooking again.'

Dementia awareness training delivered in a hospital setting

”

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Responding to distressed behaviours



One day

This course focusses on behaviour as a form of communication for people with dementia. It will equip you with the skills to understand why someone may be displaying distressed behaviour and ways to manage these situations.

Who's it for?

Anyone working or volunteering in the health or social care sector with existing knowledge and/or experience of supporting people with dementia.

Learning outcomes:

- To examine the link between damage to the brain caused by dementia and behaviour.
- To understand that a person with dementia may use whatever means possible to express themselves.
- To embrace new approaches to support people with dementia with complex needs, based on respect, compassion and empathy.

Course level: Intermediate.

Accreditation: Continuing Professional Development (CPD) certified.



Meaningful engagement with people living with dementia



One day and half day available

Develop the knowledge and skills to meaningfully engage with people with dementia and improve their wellbeing.

Who's it for?

Anyone working or volunteering in the health or social care sector who is looking to gain greater understanding of how to plan and deliver activities for people living with dementia.

Learning outcomes:

- Learn how to conduct baseline assessments of people living with dementia and their care setting.
- Understand the link between meaningful engagement and wellbeing and how to overcome barriers to interaction.
- Learn how to plan person-centred activities suited to the skills and backgrounds of the people you support.

Course level: Intermediate.



Supporting people with dementia and other vulnerabilities

One day

Improve your understanding of a range of cognitive difficulties, such as dementia, autism, Down's syndrome and mental health conditions and learn how to confidently support people who may be affected by these conditions.

Who's it for?

Anyone who would like to improve their knowledge of dementia and other conditions that can make someone more vulnerable.

Learning outcomes:

- Learn what dementia is and common signs and symptoms.
- Have increased awareness of other conditions such as Down's syndrome, autism and mental health and the impact of dementia on these conditions.
- Understand how these conditions can impact a person's capacity to make decisions and how you can support this process.
- Understand how to communicate effectively with people who have dementia and other conditions.

Course level: Introductory.

Supporting people with dementia in the housing sector

One day

Grow your awareness and understanding of how dementia affects peoples' daily lives and how simple interventions can ensure people remain living well and safely in a place of their choosing.

Who's it for?

Staff working with people with dementia in the housing sector who do not provide direct care.

Learning outcomes:

- Understand what dementia is and recognise the signs and symptoms in residents.
- Learn to appreciate how a diagnosis can affect the way that people are seen by the wider community.
- Learn how to tailor your approach to support people living with dementia more effectively.

Course level: Introductory.

Accreditation: Continuing Professional Development (CPD) certified.

Supporting people with dementia over the phone

Half day

Learn how to confidently support people living with dementia and other vulnerable people over the phone.

Who's it for?

All customer-facing staff who interact with people over the phone.

Learning outcomes:

- Learn how to recognise when a person may be experiencing communication difficulties over the phone.
- Skills in active listening and how to adapt your communication style to support vulnerable people.
- Identify strengths that people living with dementia retain in their speech and language.

Course level: Introductory.

Improving the customer experience for people with dementia

Half day

Gain the knowledge and skills you need to support vulnerable customers both over the phone and in a face-to-face setting.

Who's it for?

Customer-facing staff.

Learning outcomes:

- Learn how dementia may affect a person's ability to communicate and make decisions.
- Communication skills to effectively interact with people affected by dementia and support vulnerable customers to make informed decisions.
- Identify small changes that you can make to improve the experience of people with dementia who access your services.

Course level: Introductory.

Accreditation: Continuing Professional Development (CPD) certified.

“

The training was brilliant, the trainer made it interesting and relevant and created a relaxed and honest environment where we all felt that we could talk openly about our own experiences of dementia – thank you so much.

”

Organisation that attended our 'improving the customer experience for people with dementia' course

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Improving communication for people with dementia

Half day

We will identify how dementia can impact a person's ability to communicate and the additional challenges this creates.

Who's it for?

Anyone supporting people with dementia interested in knowing more about communicating with someone with the condition.

Learning outcomes:

- Identify the key elements of communication.
- Understand the barriers to effective communication.
- List common communication errors.
- Explore how to enhance non-verbal communication.
- Be aware of the communication benefits of being non-judgemental.
- Demonstrate empathy skills.
- Know how to give effective feedback.

Course level: Intermediate.

Dementia and hearing loss

Half day

This interactive course explores the link between dementia and hearing loss, the difficulties that people affected by both conditions may experience, and practical tips on how to support people.

Who's it for?

Health and social care sector looking to gain greater understanding of dementia and hearing loss.

Learning outcomes:

- Understand what dementia is, including the causes and symptoms.
- Identify causes of hearing loss.
- Learn how to recognise signs of dementia and hearing loss.
- Identify practical ways to support people living with dementia and hearing loss.

Course level: Introductory.

Supporting people with advanced dementia

Half day

Learn about the changes a person may experience as their dementia progresses, and how to confidently support a person in the later stages of dementia.

Who's it for?

Anyone working in health and social care supporting people in the later stages of dementia.

Learning outcomes:

- Learn to recognise when a person's dementia is becoming advanced.
- Gain the knowledge and skills needed to confidently plan care and support that will meet the needs of people in the later stages of dementia.
- Learn to identify ways of promoting wellbeing for people in the later stages of dementia.

Course level: Intermediate.

Understanding dementia and delirium

Half day

Learners will find out about delirium including risk factors, the symptoms associated with the condition and how to support people experiencing delirium in social care settings. The course also explores the differences between dementia and delirium.

Who's it for?

All staff working in primary or secondary healthcare settings.

Learning outcomes:

- Understand what delirium is, including the risk factors and symptoms.
- Learn how to recognise delirium.
- Understand the relationship between delirium and dementia.
- Identify interventions that can help to manage delirium.
- Know how to help families and carers to understand delirium.

Course level: Introductory.

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End of life care for people with dementia

Half day

Improve your knowledge and understanding of end of life care for people with dementia and how to support a person to experience a good death.

Who's it for?

Health and social care staff responsible for supporting people with dementia at the end of life.

Learning outcomes:

- Learn how to recognise the signs of end of life for someone with dementia and how to enable decision making where possible.
- Examine different tools for assessing pain.
- Learn about the importance of supporting family, friends and staff through end of life and after.

Course level: Advanced.

Equality, diversity and inclusion in dementia care

Half day

Understand the positive impact that a diverse and inclusive environment can have for people living with dementia in a care setting, particularly for people from different backgrounds.

Who's it for?

Any organisation wishing to know about the impact of EDI on dementia.

Learning outcomes:

- Learn about what diversity looks like, and how to be inclusive.
- Gain an understanding of the bias that exists against different types of people, including race, gender, religion and sexual orientation.
- Understand how you can create an inclusive and fair space for people living with dementia.

Course level: Introductory.



Alzheimer's Society Learning Hub

Alzheimer's Society's Learning Hub contains the latest in online dementia training. We offer interactive courses covering all stages of the dementia journey, from **diagnosis and planning for life with dementia**, to **supporting people in the early and later stages**, through to **advanced care and end-of-life**.

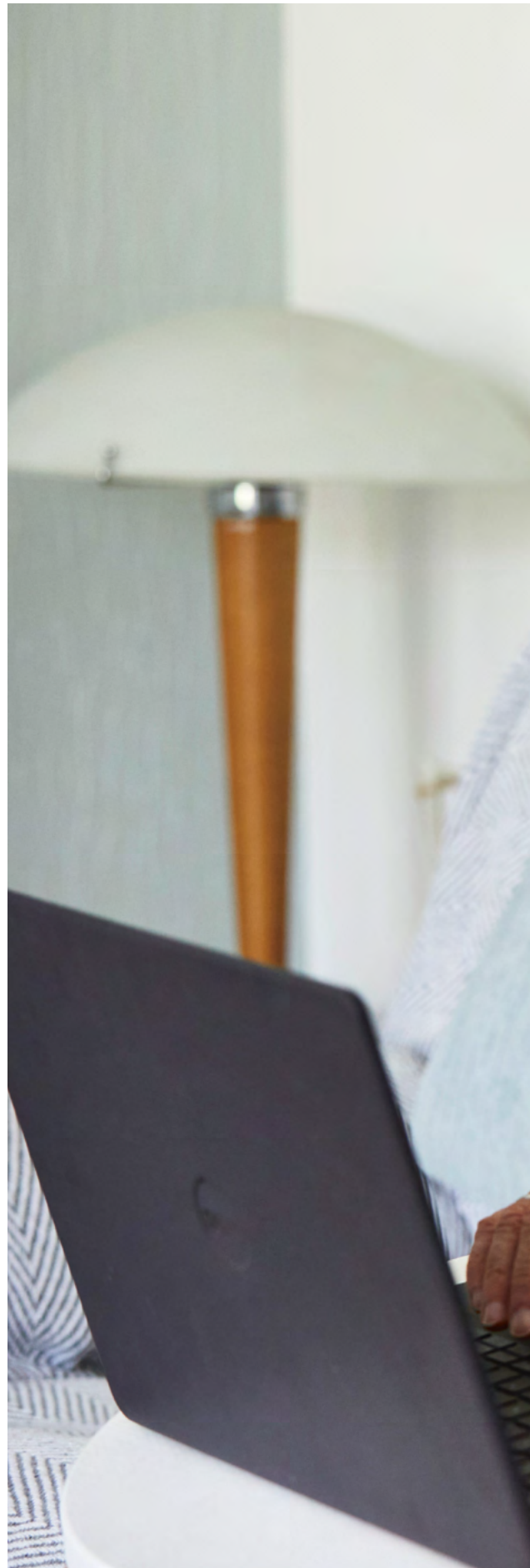
We have online learning suitable for audiences across all sectors as well as individual learners who may have a personal connection to dementia and want to find out more about the condition.

- Our online learning is developed using the latest in dementia knowledge, research and best-practice from across Alzheimer's Society.
- Our online courses are engaging and interactive. We use audio-visual content, interactive activities and exercises to meet all learning styles and encourage learners to put their new knowledge and skills into practice.
- Our online learning is flexible and affordable. You can access the courses on our Learning Hub or your own Learning Management System. This means the learning can be completed when and where you need it.

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Understanding dementia



45 minutes

This course is designed to help you learn about dementia, including different forms of the disease and how the brain is affected. We will explore how dementia is diagnosed, risk factors as well as how dementia can affect day-to-day life.

Learning outcomes:

- Understand what dementia is and how it affects the brain.
- Explore the risk factors to developing dementia and how the condition is diagnosed.
- Gain insight into what it is like to live with dementia, both for the person and those around them.
- Understand how you can support people living with dementia.

Course level: Introductory.

Supporting customers with dementia



45 minutes

Learn how to provide outstanding customer service to people affected by dementia, including how to communicate with customers face-to-face and over the phone.

Learning outcomes:

- What dementia is and how to spot the signs and symptoms.
- Understand how the symptoms of dementia can affect a person's behaviour and communication.
- Learn practical ways you can support people living with dementia in a customer-facing environment.

Course level: Introductory.

Understanding the early stages of dementia



45 minutes

This course will help you to understand what it is like to live with dementia in the early stages. You will gain the knowledge and skills to recognise when someone may be experiencing difficulty as a result of the early stages of dementia.

Learning outcomes:

- Identify the symptoms a person may experience in the early stages of dementia.
- Understand how the early symptoms of dementia can affect a person's behaviour and communication.
- Recognise how the early stages of dementia may impact a person's day-to-day life.
- Learn practical ways to support people in the early stages of dementia.

Course level: Introductory.

Engaging with people in the early stages of dementia



45 minutes

This course will help you to understand how dementia can affect a person's communication skills and engagement with social interactions and activities. We will explore communication techniques that will help you to meaningfully interact with people affected by dementia and ways to provide person-centred care and support.

Learning outcomes:

- Identify barriers to meaningful engagement for people in the early stages of dementia.
- Learn communication skills.
- Understand the principles of person-centred care and support and how to apply them in practice.
- Learn ways to help people in the early stages of dementia to remain active.

Course level: Intermediate.

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Responding to distressed behaviours



45 minutes

This interactive course will help you to understand the link between our brain and our actions, and some of the mannerisms that you may see in people with dementia. Furthermore, you will learn how to identify the underlying causes of distressed behaviours and how to respond to these with empathy and respect.

Learning outcomes:

- Understand how dementia affects the brain so you can recognise when dementia is impacting somebody's behaviour, actions and/or emotions.
- Identify the types of behaviour a person with dementia may display.
- Understand the causes of distressed behaviours and the triggers to look for so you can provide practical support.

Course level: Intermediate.

Understanding the later stages of dementia



45 minutes

Learn how the symptoms experienced by people in the later stages of dementia can impact a person's experience of the world, their ability to communicate and their behaviours.

Learning outcomes:

- Identify the symptoms a person may experience in the later stages of dementia.
- Understand how the symptoms of advanced dementia can affect a person's behaviour and communication.
- Recognise how the later stages of dementia may impact a person's day-to-day life.
- Learn practical ways to support people in the later stages of dementia.

Course level: Introductory.

Supporting people in the later stages of dementia



45 minutes

Learn how to meaningfully engage with people in the later stages of dementia, including verbal and non-verbal communication techniques and activities to improve well-being.

Learning outcomes:

- Identify how the symptoms of advanced dementia can impact a person's ability to engage.
- Learn verbal and non-verbal communication skills to help you to positively interact with people in the later stages of dementia.
- Understand the principles of person-centred care and support and how to apply in practice.

Course level: Intermediate.



I think that this course should be made available to everyone, not just for people who have family members who are living with dementia. A better understanding of dementia on a national level, would massively help support both the person and their family.

Learner –
Understanding dementia





Contact us today for more information
or to book a course:

📧 dementiatraining@alzheimers.org.uk

🌐 alzheimers.org.uk/training

Supporting people with dementia at end of life



45 minutes

As someone with dementia reaches the end of their life, it is important that the person has input into their death and is able to contribute to the planning of it. This course is designed to help you recognise when someone with dementia is reaching the end of their life and the importance of planning for this time. You will learn how to support the person with dementia and those around them to experience a good death and know where they can go for further information and advice.

Learning outcomes:

- Understand why planning for end of life is important for everyone and the ways people living with dementia can be involved.
- Recognise the signs of end of life for someone with dementia.
- Identify barriers that people living with dementia might experience to achieving a good death and how you can overcome these.
- Know how to support the person with dementia and those around them during what can be a difficult time.

Course level: Advanced.

A guide to planning ahead



45 minutes

Learn about the importance of planning for the future following a diagnosis of dementia and ways that people living with dementia can plan ahead.

Learning outcomes:

- Identify practical ways that people living with dementia and their families can plan for the future.
- Learn how to facilitate conversations about planning for the future and how to support people with dementia to plan ahead.
- Identify some of the barriers that people may experience to planning for the future and how to overcome these.

Course level: Intermediate.

Bridging the gap between professional and family carers



45 minutes

Learn how to effectively support people living with dementia and their families through transitions of care, including involving people with dementia in decision-making and including family members as care partners.

Learning outcomes:

- Understand the importance of involving people living with dementia and their families in decisions about their care.
- Learn how to facilitate conversations about care with empathy and respect.
- Know how to support people with dementia and their families through transitions in care.
- Understand some of the challenges that people with dementia and their families may experience and how to overcome these.

Course level: Advanced.



This course has increased my understanding of the various types of dementia and how each affect the person. It has also taught me how these things are interconnected, but ultimately how it is possible to have a positive influence on a person's wellbeing.'

Learner – Engaging with people in the early stages of dementia



Creating dementia-friendly environments



45 minutes

This interactive course will help you to understand how the symptoms of dementia affect the way a person experiences the environment around them.

Learning outcomes:

- Understand how the symptoms of dementia can impact the way a person experiences the environment around them.
- Learn how to assess how dementia-friendly a space is and identify practical changes you can make to create dementia-friendly care environments.
- Understand the benefits of creating environments that are accessible and support the wellbeing of people living with dementia.

Course level: Intermediate.

Creating dementia-friendly care environments



45 minutes

This interactive course will help you to understand how the symptoms of dementia can impact the way people experience care environments, including day centres and residential care homes.

Learning outcomes:

- Understand how the symptoms of dementia can impact the way a person experiences the environment around them.
- Learn how to assess how dementia-friendly a space is and identify practical changes you can make to create dementia-friendly care environments.
- Understand the benefits of creating environments that are accessible and support the wellbeing of people living with dementia.

Course level: Intermediate.

Creating dementia-friendly customer environments



45 minutes

This interactive course will help you to understand how the symptoms of dementia can impact the way people experience customer environments, including retail, banking and hospitality.

Learning outcomes:

- Understand how the symptoms of dementia can impact the way a person experiences the environment around them.
- Learn how to assess how dementia-friendly a space is and identify practical changes you can make to create dementia-friendly care environments.
- Understand the benefits of creating environments that are accessible and support the wellbeing of people living with dementia.

Course level: Intermediate.

Creating dementia-friendly arts and cultural venues



45 minutes

This interactive course will help you to understand how the symptoms of dementia could affect the way a person experiences the environment around them. You will learn how dementia can affect visuospatial skills, such as depth-perception and judging distances, orientation and the senses, including sight and hearing loss. You will also explore practical changes you can make to create dementia-friendly spaces.

Learning outcomes:

- Understand how the symptoms of dementia can impact the way a person experiences the environment around them.
- Learn to assess how dementia-friendly a space is and identify practical changes you can make to create dementia-friendly arts and cultural venues.
- Understand the benefits of creating environments that are accessible and support the wellbeing of people living with dementia.

Course level: Intermediate.

100%

**of our learners who have completed
Creating dementia-friendly environments
would recommend this course to family,
friends and colleagues.**





Train the trainer

Our exciting Train the Trainer model equips learners with the knowledge and facilitation skills to be able to deliver Alzheimer's Society's most popular courses. This can be delivered to staff and volunteers within your organisation.

How does it work?

Learners will attend an exciting and interactive 2-day course which covers the qualities required to be a good trainer and gives insight into the learning cycle. Learners will also have the opportunity to develop confidence in their own delivery style whilst being guided by our trainers.

During this time, learners will be provided with regularly updated resources enabling them to deliver the course an unlimited number of times to staff and volunteers within their organisation.

Speak to us if you would like to deliver any of our other courses in this way.

Contact us today for more information or to book a course:

 dementiatraining@alzheimers.org.uk

 [alzheimers.org.uk/training](https://www.alzheimers.org.uk/training)



Bespoke training

We can provide bespoke training to meet your organisational learning needs through our learning hub as well as our live training. We can do this by tailoring certain elements to reference your own policies and procedures or create a new bespoke course.

Alzheimer's Society created a bespoke package of blended learning for Home Instead's senior teams. This package equipped learners with the knowledge and skills to confidently support their care professionals in providing high-quality, person-centred care to clients, at all stages of the dementia journey.

The training package combined live training with online learning. The 2-day trainer-led course was aligned with elements of Tiers 2 and 3 of Health Education England's Dementia Training Standard Framework, which was supported by 4 online learning modules to increase the learners' understanding through an interactive digital learning experience.

Tim Howell, Learning & Development Partner at Home Instead UK said:

'What we have created together is a truly bespoke learning experience which will enhance the skills and knowledge of our senior teams and care professionals. The blend of learning styles means the training is easy to follow, engaging and most importantly, memorable for the delegates, who can then utilise the learnings with the wider team. This enhanced learning is absolutely crucial for us to ensure we are able to deliver the very highest quality care and support to our clients living with dementia'.



It is estimated that dementia affects

1 in 14

people over the age of 65 and

1 in 6

people over 80

Our prices

Live training

Our live training courses are available for delivery in-person at a venue of your choice or virtually via a digital platform, such as Zoom.

Prices for our half and full day training are available on request

Learning hub

Licences for our Learning Hub start at **£24 per course**.

Discounts are available for purchasing licences in bulk and for customers buying more than one course.

Please get in touch with us at **dementiatraining@alzheimers.org.uk** for a personalised quote.

We also offer self-hosted online learning, so you can purchase our online courses to host on your own Learning Management System.

Please get in touch with us at **dementiatraining@alzheimers.org.uk** to find out more and to receive a quote.

Train the trainer

If you are interested in our Train the trainer courses, please get in touch with us at **dementiatraining@alzheimers.org.uk** for a personalised quote.

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Frequently asked questions

How do we arrange an in-house training course?

If you would like to arrange one of our in-house training courses for your staff, contact our team by email at **dementiatraining@alzheimers.org.uk**.

One of our dedicated team will be happy to discuss your training requirements and organise for one of our experienced trainers to provide the training at a time suitable for you.

Why do you charge for training?

As a charity, we offer a transparent pricing structure. The income we generate helps Alzheimer's Society fund important campaigns and research and provide vital information and support to people living with dementia.

Why should we use Alzheimer's Society over another provider?

We can offer something other providers cannot: products that are informed by the latest research, knowledge and insight of Alzheimer's Society. We are the UK's leading care and research charity for people with dementia, their families and carers. We are the experts and can help your organisation to offer the best service possible to those affected by dementia.

Will participants get a certificate after the training?

All of those who attend one of our live courses or complete an online course will receive a certificate of completion.

How can the private sector benefit from dementia training?

People with dementia are consumers like anybody else. In order to future proof your business it's crucial that your staff are equipped with the best skills and knowledge possible to provide great customer service to people living with dementia. We provide training specifically tailored to the needs of the private sector enabling your organisation to retain and increase its current customer base. It makes good business sense to be dementia aware.

Can live training be delivered virtually?

Yes, all of our live training courses are available for either in-person or virtual delivery. Our virtual courses have been expertly adapted and our trainers are skilled in virtual delivery so learners will experience an interactive and engaging training session whether it is delivered in-person or via digital technology, such as Zoom.

Can individual learners access our courses?

We recognise that not all learners are able to access training through their workplace or may want to find out more about dementia for personal reasons. As a result, all of our online Learning Hub courses are available for individuals to sign up to. Please visit **alzheimers.org.uk/training** where you will find a link to the Learning Hub.



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