

Case study – the ExtraCare Charitable Trust

Client

The ExtraCare Charitable Trust

Background

The ExtraCare Charitable Trust is a not-for-profit organisation that provides a wide range of housing and retirement schemes for older people in the UK. Their approach is one that offers people a lifestyle that challenges traditional concepts of what it is to grow older. ExtraCare have a long history of working with Professor Dawn Brooker to find ways of improving the quality of life for people living with dementia. Between 2007 and 2009 there was collaboration on the Enriched Opportunities Programme (EOP), one of the key facets of which is the specialist staff role “the EOP Locksmith”.

Their requirements

The role of the Locksmith is to implement ExtraCare’s Enriched Opportunities Programme®, working with residents who experience dementia or other mental health issues, and to look after their well-being. New staff coming into the role are required to undergo training and education to support them to deliver the programme, this is coupled with an on-going personal development programme comprising 3 events per year for all Locksmiths. Continuing the existing collaboration with Professor Dawn Brooker, ExtraCare commissioned the Association for Dementia Studies (ADS) to provide an annual education programme for new Locksmiths.

How we met their need

Using evidence from the Enriched Opportunities Programme the Association for Dementia Studies developed a six-day programme for the new Locksmiths to ensure that they have the knowledge and skills to do undertake the role required of them. The programme of education uses a mixed model of presentations, experiential exercises, activities and videos. Locksmiths are required to show evidence of learning on the last day through delegate led presentations. Working from a position of evidence-based practice the programme is kept up to date each year so each new cohort of Locksmiths are taught current best practice.

The outcome

Since the programme started in 2011 five cohorts of Locksmiths have completed the course. Evaluations have demonstrated that the Locksmiths have increased confidence in their role at the end of the programme, compared to at the start, as well as being better able to explain the skills that they have for working with people with dementia.

“Amazing course presentation, brilliant experts by experience”

“Really really enjoyed the 6 days, amazing training – loved every day – to do it all over again!!”

Feedback by delegates on their learning experience is extremely positive, with 100% of delegates describing the course as good or very good for content, presentation and learning methods.