

# Dementia awareness training at London Ambulance Service

Kuda Dimbi, Wendy Chalk and Jules Lockett, London Ambulance Service and  
Sian Jones UCLPartners

## Project background

- UCLPartners is an academic health science partnership for north, central and east London
- Dementia training has been delivered to over **47,000** health and social care staff, clinical and non clinical since 2013
- In partnership with Buz Loveday, bespoke resources were developed for London Ambulance Service (LAS)



- Clinical tutors were trained to deliver the sessions across the Trust
- Tier 1 and 2 dementia training sessions were made available to London Ambulance Service (LAS) in early 2016 – all clinical and non clinical staff

## London Ambulance Service NHS Trust

- Busiest emergency ambulance service in the UK
- Employs 4,500 staff across 70 ambulance stations
- Serving more than 7 million people who live and work in the London area.
- Clinical leads committed to the opportunity for all staff to engage in dementia awareness training

**“Useful training, this will change my approach to people with dementia.”**

## Training sessions

- Attendees’ roles covered all areas, majority being emergency medical dispatchers, as well as area controllers, paramedics and administrative staff
- All were asked to identify how they could use the training in their roles and everyday lives
- Over 3000 staff have received the training to date

## Responses

90% will use what they have learnt in the training to change their working practice

92% stated their attitudes to people with dementia had changed

88% had continued to change their practice at least 6mths after training

87% would like to continue further dementia training

- Many wished to learn more about different types of dementia and in depth info on signs and symptoms
- The most reported item participants wished to learn more about was practical ways to support people with dementia and their families

**With special thanks to Kuda Dimbi, Jules Lockett and Wendy Chalk - London Ambulance Service Buz Loveday, Dementia Trainers**

## Quotes

- “A very good introduction – even for people who have experience of dealing with dementia. You do not always understand the impact on the individual.”
- “Was very insightful looking through the eyes of the person affected.”
- **“Most of the recommendations are not really restricted to dementia – they apply to all patients.”**



## Conclusions

Attendees who have received the training >3mths ago have been revisited to assess the impact of the training on their work practice Initial analysis collected state they:

- Have more patience and consideration when assessing patients
- Take more time to reassure patients and have better understanding of their fears/aggression
- Are more attentive, and give more time to think about the meaning behind their responses

The positive feedback from these session is further evidence that the training is improving care for people with dementia

**For further information please contact Sian Jones [sian.jones@uclpartners.com](mailto:sian.jones@uclpartners.com)**