

# Staff Development Programme

Staff education is the key to quality care. We believe in having our own staff development programme to build the confidence and competence of our staff to achieve our mission. Our education program is designed to improve the knowledge, skills and attitudes of the staff at Palm Court. It focuses on knowledge, understanding, practice and research. It is guided by the TOPSS Care Training Code and embraces the objectives of the NTO. The Homes also hold all the statutory training.

Palm Court specialises in the care of people with dementia. The intention is to raise the level of awareness of the carers about their feelings, prejudices and practices. All staff must undergo our program so that they are better equipped to care for our residents and support their relatives. This will be done through lectures, reflective sessions and observations. The whole program is practice-based.

## AIMS

The three key aims of this program are:

- To build carer's confidence in their knowledge, skills and caring attitudes
- To build residents' confidence in the abilities of the carers
- To build employers' confidence in the standards and quality of care

## OBJECTIVES

Objectives are the building blocks which will enable us to achieve the above aims. Thus, at the end of this program, carers will be able to:

- Identify their strengths and needs to give the residents the best standard of care
- Discuss the principles of assessing residents and devising a detailed care plan
- Plan how to give quality service to our residents

## TEACHING AND LEARNING

1. Establishing the Value Base: Concept of rights, privacy, dignity, confidentiality and choice. Philosophy of care. Empowerment
2. Self-Awareness: My prejudice and Residents' Needs; anti-discriminatory practice Equal Opportunities, Self-determination
3. Care Planning in Partnership: What is partnership? Assessment, planning, action and evaluation.
4. Practice-Based Learning: Dementia and its Features
5. Caring: What is it? Caring and dependence?
6. Performance: Quality of Care, Value for money, Appraisal
7. Dementia (advanced course)
8. Parkinsonism
9. Cerebrovascular incidents

## RESEARCH AND DEVELOPMENT- Quality Research in Dementia

It is important to scrutinise and evaluate practices to ensure our residents are getting the best possible care. The approach at Palm Court is to constantly evaluate the practices and processes to improve quality and to develop new practices to meet residents' needs in a novel way.

Dementia sufferers are increasing and the Home is committed to undertake research to improve care. To this end, links are developed with voluntary organisations and universities to undertake further studies in Dementia Care.

Current research: The Impact of Volunteer Visits to Dementia Sufferers in Residential Care