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Who are ACC?

- **A Skills for Care 'Centre of Excellence'** awarded learning provider **for social and health care providers** . We create educational visual learning courses for care staff, nurses, relatives and those receiving care
- ACC works closely with sector lead bodies such as **Skills for Care, Care England and NCF** to support care providers in the continuous development of their staff and to support the wider development of the care sector across the UK
- **ACC work in partnership with international care industry experts**, leading sector bodies and care providers to create courses that demonstrate a positive approach to care and best practice
- **A member driven organisation**, ACC supports over 700 member organisations nationwide to engage, inform and inspire their staff to deliver high quality, person-centred care, and ultimately improve the lives of people in their care

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A membership organisation & learning community



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Extensive Course Library

- **Over 90 courses** cover a wide range of subjects including
 - Care Certificate,
 - Dementia, Diabetes, Care & Clinical, Advanced Practice, Person-Centred Care, Parkinson's, Health and Safety, Sensory Loss, End of Life Care, Mandatory Training, Customer Service, Human Resources within Care settings + many more
- The library is split to provide a **Learning Pathway: Induction, Fundamental, Developing & Advancing**
- Courses specifically aimed at **nurturing and retaining nursing staff**
- **10 live broadcasts a year and special events** give care providers and care workers the opportunity to put their questions directly to sector leading experts

ACC courses feature **real care environments and real staff**, intentionally highlighting the human face of care. Our goal is to enhance the experience of both staff and people in the care environment with engaging topics and stories of real people



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A blended approach to learning

Online: On an individual basis, at the learners own pace, linking directly to the reporting system and can be accessed from any sound enable device that is linked to the internet



Group Learning: At every stage ACC promote conversation between the learner and their mentor, ensuring expertise is shared around the organisation. Group based learning allows learners to reflect as a group on how they are going to put their learning into practice



"ACC is the perfect medium for bringing training to life for carers."

Here's **three** great reasons to take a look at our services



Essential Assessment:

An intuitive multiple choice assessment which provides a test of knowledge and understanding once the learner has viewed the programme.



Extension Assessment:

Provides an opportunity for reflective practice and encourages discussion between the learner and the supervisor.



Evidence Assessment:

Provides tools for the supervisor to observe learning in practice, check competence and to record the development areas to be carried through to the next supervision meeting.

Your name:

Date:



Part A

Please tick the correct TRUE or FALSE ANSWER.

Example: A care plan should evolve over time to incorporate changes in the resident's needs.

True

False

1. There is one formula used to understand behaviours associated with dementia.

True

False

2. A person living with dementia may be walking about because they want to 'go home'.

True

False

3. Repetitive behaviour should be ignored because it disturbs no one.

True

False

4. When attending to a resident who is aggressive, never allow yourself to be in a position where you cannot leave immediately.

True

False

5. According to the course, many older people living with dementia use 'colourful language' just to annoy staff.

True

False

Outcome/agreement action plan



Example: I will improve the quality of care that I am giving to the older person by ensuring that I can recognise and respond to behavioural and psychological symptoms of dementia.

Consider creating a continuous improvement plan.

- a) Plan the improvement
- b) Implement the improvement
- c) Evaluate the success of the improvement
- d) Decide the next steps

Reflective practice



1. Recall a time when you were caring for a person living with dementia who had behavioural and psychological symptoms that you, your colleagues and other residents found challenging. Describe this experience and include any aspects of how you responded in a way that could be thought as "outside the box".
2. Think about and record any personal issues or concerns arising from that experience.
3. Examine these issues or concerns and note your personal intentions at the time during which you were caring for the older person.
4. Recall any previous similar experiences and determine whether there were any common factors.
5. Describe what you have learned from this course and how it will change your practice.
6. Ask yourself... "What do I know, or what can I do to change my practice, that I did not/could not do before viewing the course?"
7. Ask yourself... "What else do I have to know to improve my skills in this area?" Describe how you will improve your skills in this area.

DISCLAIMER:

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Name:

Date:

Please return your completed workbook to your coordinator. Thank you.

Learning into action



Use this page to explore your understanding of the subjects covered in the course and the ways in which you can improve the service you provide in the future.

1. After watching the course, I can achieve positive outcomes for older people in my care because:

2. I have the following ideas to help understand and care for people when they demonstrate particular behaviours:

3. One thing we can do as a team to promote greater understanding and care for people when they demonstrate particular behaviours is:

Staff member's name:

Assessor's Name:

Date:



Learner Interview

Question	Answer	Date
Give an example of a time when you cared for a person living with dementia. What did you find easy and what was challenging?		
How did you promote good communication with the person in order to involve them in the process and reassure them?		
In what ways do you think dementia policies and practices could be improved in your place of work?		

Notes:

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Assessment completed satisfactorily:

Yes

No

Comments/ action required:

Staff member's signature:	
Date:	
Assessor's signature:	
Date:	

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NCA members

- 5% Discount off ACC Membership
- WMCA membership renewal paid for by ACC TV

NCA Non Members

- 5% Discount discount off ACC TV membership
- New membership to the WMCA paid for by ACC TV