

Standards and Criteria: General Providers

Ensuring people with dementia receive high quality care, provided by appropriately trained professionals and carers, is essential to meeting the challenge of dementia. Where care is not of sufficient quality, it can have a negative impact for people with dementia, their families and carers.

The information and standards detailed below can be used to accredit a provider of training programmes, recognising that the provider could be an established institution/organisation, such as Kiang Wu Nursing College, Macau or the Hamad International Training Centre/Hamad Medical Corporation, Doha, Qatar (both participants in the initial launch/pilot of ADI accreditation), or a national organisation/health care service or a provincial/local health care group.

Standards below are designed to be used to accredit a more formal organisation such as a training college, health care institute, local authority. Less formally structured organisations/providers, such as local care groups or volunteer groups, may not be required to meet all of these standards.

Standard 1:

The provider should demonstrate how it operates in the dementia care environment with specific reference to local and national associations, but also demonstrate an awareness of the international ADI setting, which promotes care and support for people with dementia and their carers.

What criteria is assessed for meeting Standard 1?:

- General information on national dementia care policies and national health programmes in your country
- General information on national and local dementia care associations
- How do you as a provider operate within the frameworks above?

- In which ways are key external and internal stakeholders involved in the design of training programmes offered by you as the provider?

Standard 2:

The provider will have a record of stability in terms of overall governance, management, operations, finances/budget/resourcing

What criteria is assessed for meeting Standard 2?:

- Description of management structure. Include roles and responsibilities assigned to each role within the management, operations and finance teams.
- *(If applicable)* Describe the governance structure of your organisation. How does it operate? How does it work with management and operational activities?
- How is income generated for the organisation? Provide details of links with government funding departments, local authorities, not-for-profit organisations and any other sources of funding/income.
- What are the facilities like for delivering training programmes? Are there study rooms, IT setup, etc?
- How are budgets managed and monitored?

Standard 3:

The provider has sufficient resources to design, develop and deliver training programmes at different levels and the capacity to monitor and evaluate on a regular basis.

What criteria is assessed for meeting Standard 3?:

- Explain how training programmes have been designed and approved by you as the provider.
- Describe the process used to monitor training programmes and the mechanisms that are in place for monitoring their quality.

Standard 4:

The provider manages the training programmes with identifiable policies, guidance, procedures to support the trainer and trainee .

What criteria is assessed for meeting Standard 4?:

- Describe the processes that are in place for monitoring the quality of delivery and instruction on the programmes, as well as the overall learning done by attendees.

Standard 5:

The provider has well-documented and well-communicated processes to manage and support those involved in training, and those being trained. They should demonstrate consistency with the ADI aims and objectives.

What criteria is assessed for meeting Standard 5?:

- How are trainers and trainees supported? Are there appraisal systems, trainee support, mentor schemes, family support scheme?
- Explain how the above ties in with ADI objectives.

Standard 6:

The provider has professional staff and/or services sufficient to ensure quality outcomes across the range of training programmes it offers and to achieve other aspects of ADI objectives.

What criteria is assessed for meeting Standard 6?:

- Describe the process and systems in place.
- Are adequate resources available to undertake this activity?

Standard 7:

The provider has a process in place to revise training programmes, in

line with local and national requirements and also ADI requirements

What criteria is assessed for meeting Standard 7?:

- Provide a list and brief description of external groups who are linked to you the provider. What programmes are delivered?
- Do trainers and trainees contribute to the above?

Standard 8:

The provider has systems in place to monitor content, structure, delivery, and assessment of curriculum content and that it is appropriate to general expectations for the programme type and learning objectives.

What criteria is assessed for meeting Standard 7?:

- Provide details of the systems in place to undertake the work describe above. Provide examples of follow-up.