

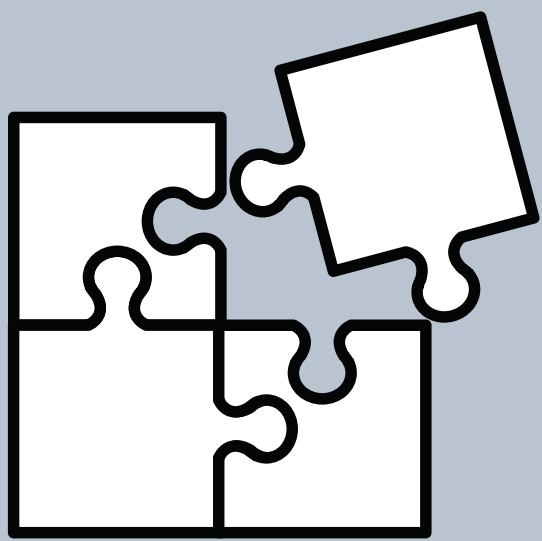
# DEMENTIA CARE WORKFORCE

## Interim lessons learned from Kent and Medway Dementia Care Coordinator Service

### LESSON ONE

Dementia care coordinators value face to face connection and the ability to develop relationships with both service users and other healthcare professionals.

They may have high levels of empathy, and act quickly, being both organised and effective. These are attributes the workforce feel are important when dealing with the complexity of dementia care.



### LESSON TWO

Being able to work in a joined up way, with other services, and healthcare professionals matters, as does access to and development of local knowledge and networks. These elements can be challenging and take time to establish.

### LESSON THREE

Coordinators make a difference through their ability to understand the person they are caring for, to provide individualised support, and advocate for their needs.



### LESSON FOUR

Staff support is essential to practitioner development and service delivery. Support includes cultivating and/or making time for lessons one to three, and helping staff to: access relevant training; tame their caseload; and draw on knowledgeable management.

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