

Dementia Care Matters Membership Scheme

Making the most of...

‘Appraisal Form ‘Being person centred’

Dementia care is emotional work.

Aim

- For line managers and team members to discuss and appraise their ability to ‘BE’ person centred at work

Objectives

- To gain clarity on the key skills required to be a team player and positively support people with dementia
- To set expectations of what a person centred organisation expects from its employees in supporting people with dementia
- For staff to appraise themselves against 12 key objectives in supporting people with dementia
- For a line manager to appraise staff against 12 key objectives in supporting people with dementia
- To help facilitate discussion between a line manager and a member of staff in appraising levels of self awareness and his/her ability to support the feelings of people with dementia at work
- A means to review progress and highlight areas of development for individual team members

The material

- A two page document that sets out 12 key skills in being person centred at work that a staff member (and their line manager) can rate themselves against

How to use it

This is a sensitive document. When using this document we offer the following advice:

- It should not be used unless the team have already explored material linked to their own life story, feelings and emotions at work. We advise that people refer to 'Achieving – Real Outcomes in Dementia Care' Piece 1 (see reference at the end of this document) for more information
- This document should not be seen to completely replace supervision or appraisal systems used by organisations, but should aim to enhance procedures already in place.
- It may be that the document in terms of its language and emphasis will not be in harmony with certain approaches to supervision and appraisal already in place. Discussion should take place as to how this harmony can be achieved
- Line manager's should go through each statement before a team member completes it, to ensure that everyone has a clear understanding of what each statement means
- Team members should have their own copies to complete. Their line manager should have their own copy to complete on each individual
- Scoring is between 0 to 10. The document mentions such terms as 'not acceptable standard' and 'required standard'. It is important to note that people cannot be expected to achieve the required standard if they have not had the right learning and support. This is not document to set people up to fail, but will help facilitate discussion on what might be quite difficult topics to raise.
- Discussion should then take place between the team member and their line manager to reach a consensus on the scorings. It presents the opportunity for a line manager to praise a colleague on the things that they do well and for both parties to be really focussed on what a person's development needs are.

Links

Achieving – Real Outcomes in Person Centred Dementia Care by David Sheard 2011.
Available from Dementia Care Matters www.dementiacarematters.com 01273 242335