

Supporting people with dementia in the housing sector

Full day course

Training audience:

- Staff working in housing services in any role. This includes staff who may communicate with people with dementia and their family, friends and carers either over the phone or face to face.

Course level: This course aligns with Tiers 1, 2 and 3 of the [Dementia Training Standards Framework \(updated 2026\)](#)

Course prerequisites: None

CPD accredited: Yes

Length of course: Full day of 7 hours with breaks

Course delivery: Face to face or virtual delivery (for example by Zoom)

Course size: A minimum of 8 and a maximum of 15 people per course

Course learning outcomes

- Be aware of the prevalence, signs, impact and experience of dementia
- Be aware of the central role that their home and immediate community play in enabling a person to adjust to life with dementia
- Know about perceptual distortions that may occur in dementia and how the impact of such distortion can be minimised by changes to the environment
- Understand the importance of effective communication and speaking clearly, calmly and with patience with communicating with people with dementia
- Be aware of cultural diversity, equality and equity issues, and how they may impact on people living with dementia, and understand intersectionality in family arrangements and the local community
- Understand how staff in housing services can best support people living with dementia in their roles.

This course features the voices and experiences of people with dementia as well as families, friends and carers using Alzheimer's Society resources and case studies.

Alzheimer's Society training courses are created with the input of people with dementia and carers.

This course includes activities which encourage learners to reflect on their engagement with people with dementia and apply the information given to their roles.

Course structure

Welcome and introduction ▪ Introduction ▪ Learning agreement and learning outcomes ▪ Activity
What is dementia? ▪ Myths and stereotypes about dementia ▪ Types and signs of dementia ▪ Other causes of symptoms and risks, delirium
The prevalence and impact of dementia ▪ Activity
Risk factors and treatments ▪ Risk factors for dementia and reducing risk ▪ Activity
Break
Positive language about dementia
Different needs ▪ Person-centred care and cultural competency, younger people with dementia ▪ Cultural values and beliefs about dementia ▪ Activities
The importance of home ▪ The importance of homes and communities for people with dementia ▪ Ageing in place
Break
Awareness of dementia in housing services ▪ How awareness of dementia within housing services can make a positive impact ▪ Activity
Planning and choice ▪ Planning ahead and dementia in housing, rightsizing ▪ Activity
Dementia inclusive design and environments ▪ Misperceptions, misidentifications and visuospatial difficulties in dementia ▪ Principles of dementia inclusive design and how to make environments dementia inclusive ▪ Activities
Dementia and communication ▪ How dementia affects communication and adapting communication techniques
Break
Talking to someone about dementia ▪ Having sensitive conversations about concerns and what not to say to someone with dementia ▪ Lies and truth telling
Assistive technology ▪ How assistive technology and telecare can support people with dementia in their homes
Putting learning into practice ▪ Activity using case studies to encourage learners to apply learning to their roles
Signposting including support for the family, friends and carers of people with dementia
Questions and feedback

Please contact the team on dementiatraining@alzheimers.org.uk or 02074 233538 to book a course.