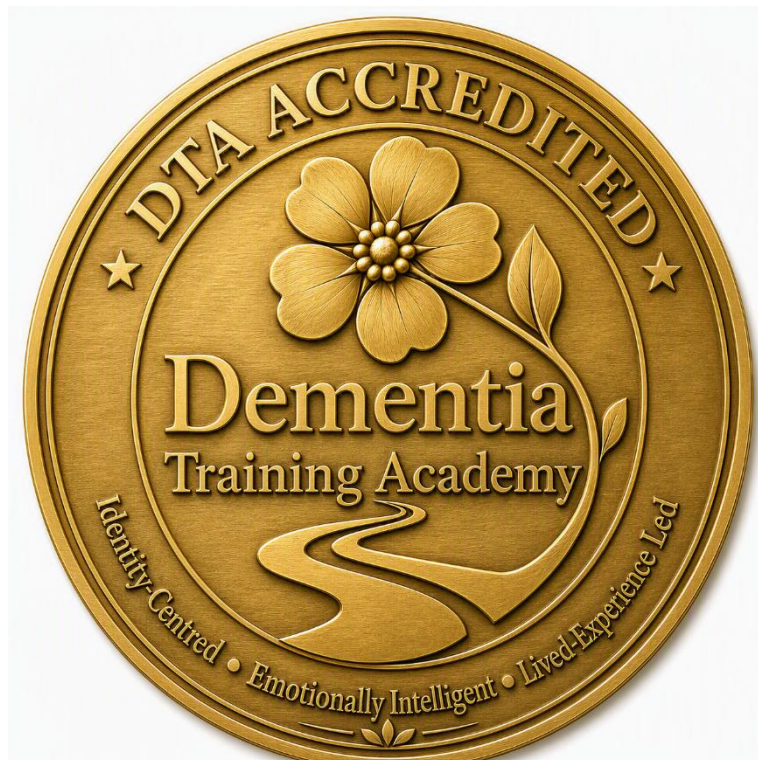




GOLD ACCREDITATION INFORMATION PACK





This Information Pack provides an overview of the Dementia Training Academy Silver Accreditation Programme, including its benefits, requirements, and available support. It is designed to help organisations understand what accreditation involves before registering.

Definitions & Key Terms

Dementia Champion: A trained staff member who leads dementia supportive practice and acts as a point of guidance.

Enhanced Environment Design: Choices that go beyond minimum safety to support comfort, orientation, and wellbeing.

Reflective Practice: Structured opportunities for staff to reflect on dementia support experiences.

Emotional Intelligence in Practice: How staff apply empathy, tone, and communication in real-world interactions.

Purpose of Accreditation

Gold Accreditation represents **excellence** in dementia-supportive practice. Gold organisations demonstrate not only understanding and integration, but **leadership, innovation, and sector-leading standards**.

Gold is awarded to organisations that:

- embed dementia-supportive practice into every level of their culture
- demonstrate high-quality, sensory-supportive environments
- invest in advanced training and mentoring
- show measurable improvements since Silver
- contribute to wider community awareness
- model emotionally intelligent leadership

Gold is not about perfection, but about being **exceptional** in the areas that matter most.

Following registration, you will receive a Post Registration Pack, which will include the following:

1. **Read the Letter of Appreciation.** This sets the tone and values behind the accreditation.
2. **Review the Gold Standards.** These outline the minimum requirements across training, building, design, garden (if applicable), and culture.
3. **Complete the Self-Assessment.** This helps you identify any areas that may need attention before the assessor's visit.
4. **Complete the Application Form.** This confirms your readiness and allows us to schedule your assessment.
5. **Prepare Evidence and Documents:** Ensure training logs, induction policies, and access to relevant areas are available on the day.
6. **Use the Feedback and Rectification Forms (if needed).** These support improvement and ensure transparency.

If you need support at any stage, the Dementia Training Academy is here to help.

Benefits of This Accreditation

Accreditation provides measurable, practical benefits for your organisation, including:

- Increased confidence for staff
- Improved experience for people living with dementia
- Public recognition
- Demonstrable commitment to quality
- Supportive partnership with DTA
- Foundation for Gold progression

Support Available from the Dementia Training Academy

We are here to support you at every stage of your accreditation journey.

Support includes:

- Pre-assessment guidance
- Examples of good practice
- Optional training packages
- Optional environment audits
- Advice on signage, design, and layout
- Post-assessment support
- Help with rectification actions
- Renewal reminders and guidance

We aim to work alongside you, not simply assess you, to help create environments where people living with dementia feel safe, valued, and understood.

What Happens After Accreditation

Gold organisations receive:

- A formal certificate
- A Gold Accreditation Plaque
- A window decal
- A listing on the DTA Gold Register
- Access to the wider DTA community

You will also be invited to join the wider DTA community, where you can share good practice, access resources, and continue developing your dementia-supportive environment.

Branding & Display Guidance

As a Dementia Training Academy Accredited™ organisation, you are encouraged to display your accreditation with pride.

Window Decal

- Should be placed at the main entrance
- Must be clearly visible to visitors
- Should not be altered, resized disproportionately, or recoloured

Gold Plaque

- Should be displayed in a public-facing area such as reception
- Must remain clean, undamaged, and unobstructed

Use of the DTA Accredited™ Logo

- May be used on websites, newsletters, and social media
- Must not be edited, recoloured, or placed over busy backgrounds
- Should always be accompanied by the correct accreditation level

Social Media Guidance

- You may announce your accreditation using the phrase: *“We are proud to be a Dementia Training Academy Accredited™ Gold Organisation.”*
- Tag the Dementia Training Academy where possible

This ensures consistency, professionalism, and brand integrity across all accredited organisations.

Frequently Asked Questions (FAQ)

How is Gold different from Silver?

Gold requires Level 3 training for key staff, mentoring, advanced sensory-supportive environments, leadership involvement, and strong community impact.

Do we need a Dementia Champion?

Yes. Silver requires a named Dementia Champion who leads dementia-supportive practice, demonstrates leadership, mentoring, and involvement in reflective practice.

How long does Silver Accreditation last?

24 months.

Can we skip straight to Gold?

No. Silver must be achieved before progressing to Gold.

Do we need a garden?

No. Garden Standards only apply if you have an outdoor area accessible to the public or service users.

What support is available?

We offer guidance, examples of enhanced practice, optional training, and environment advice.

Renewal Requirements

Gold Accreditation must be renewed every 24 months.

To renew, organisations must:

- demonstrate continued excellence
- provide updated training logs
- show evidence of Level 3 mentoring
- demonstrate leadership involvement
- show measurable improvements since Gold
- participate in a renewal assessment

Renewal is supportive and should not be burdensome. It is a chance to celebrate progress and maintain high standards.

Data Protection & Confidentiality Statement

The Dementia Training Academy is committed to protecting your organisation's data and ensuring full compliance with UK GDPR.

During the accreditation process, we may review:

- Training logs
- Staff names and roles
- Photos of your premises
- Policies and internal documents

All information shared with us is:

- Treated confidentially
- Stored securely
- Used solely for accreditation purposes
- Never shared with third parties without consent

Your organisation's privacy and trust are of the utmost importance to us.

To discuss your organisation's needs or request a quote, contact the Dementia Training Academy.



Level	Meaning	Training	Environment	Culture	Community
Bronze	Commitment	Level 1	Safe & supportive	Basic expectations	None
Silver	Integration	Level 1 + some Level 2 + Champion	Enhanced supportive features	Reflective practice + policy	Light engagement
Gold	Excellence	Level 1 + Level 2 + Level 3 + mentoring	High-quality, sensory-supportive	Embedded strategy + leadership	Strong community impact

A Letter of Appreciation

Dear Colleagues,

I want to take a moment to express my sincere gratitude for your consideration in becoming accredited through the Dementia Training Academy. Your willingness to explore this pathway speaks volumes about the values that guide your organisation and the commitment you hold toward the people you support.

Choosing to invest in dementia training is more than a professional decision. It is an act of compassion. It is a recognition that behind every diagnosis is a person with a history, an identity, and a life still being lived. It is understood that families, carers, and communities are shaped by how we respond, how we communicate, and how we choose to show up for those living with dementia.

By taking this step, you are signalling something powerful: that dignity matters, that emotional intelligence matters, and that the experiences of people living with dementia deserve to be honoured with the highest standards of care and understanding.

Accreditation is not simply a badge or a certificate. It is a promise. A promise that your organisation is committed to creating environments where people feel safe, valued, and seen. It is a commitment to learning, to reflection, and to continuous improvement. Most importantly, it is a commitment to making a meaningful difference in the lives of those living with dementia and those affected by it.

Your willingness to make that difference goes a long way. It is noticed. It is appreciated. And it has an impact far beyond the walls of your organisation. Every conversation, every moment of patience, every small act of understanding contributes to a more compassionate and dementia-supportive society.

Thank you for considering this journey with us. Thank you for recognising the importance of identity-centred, emotionally intelligent practice. And thank you for being part of the growing movement to raise the standards of dementia care across our communities.

With warmest regards and sincere appreciation,

A handwritten signature in blue ink that reads "Michael Anthony Booth". The script is fluid and cursive, with the first letters of each name being capitalized and prominent.

Founder Dementia Training Academy

ACCREDITATION PACK

GOLD



Overview

1. Accreditation Standards (Core Document)

This is the backbone. Each level has clear, measurable standards across four domains:

Domains

- **Training Standards**
- **Building Standards**
- **Design Standards**
- **Garden Standards** (if applicable)

Gold - Minimum Commitment

- Level 1 training completed by all staff
- Level 2 training completed by the majority of staff
- At least one staff member trained to Level 3 (Advanced Dementia Practitioner)
- Dementia Champion who leads mentoring, reflective practice, and continuous improvement

- High-quality, sensory-supportive environment (advanced wayfinding, consistent lighting, reduced noise, clear toilet routes, and sector-leading design choices)
- Consistent, high-contrast, dementia-supportive signage throughout the building.
- At least three enhanced environmental features (e.g., colour-logic zones, contrast-enhanced handrails, sensory-supportive artwork, sound-absorbing materials, memory prompts)
- Multiple sensory-supportive design elements (texture, scent, familiar objects, calming artwork)
- Seasonal or sensory garden features with safe, accessible seating (if applicable)
- Reflective practice sessions held at least three times per year
- A dementia-support strategy in place, demonstrating leadership commitment and long-term planning
- Leadership modelling emotionally intelligent practice and supporting the Dementia Champion
- One meaningful community impact activity per year (awareness event, partnership, outreach)
- Demonstrated improvements since Silver, with evidence of measurable positive change

2. Evidence Checklists (With Assessor Comments)

The checklist for their chosen level audits each organisation.

Checklist Sections

- Training
- Building
- Design
- Garden
- Policies
- Culture
- Leadership

Each item includes:

- Requirement

- Evidence to submit
- Upload link/file name guidance
- Assessor comment box
- Pass / Fail / Needs Improvement

3. Feedback Forms (For Organisations)

These are given to organisations who *apply* or *wish to apply*.

Sections

- What you're doing well
- What needs improvement
- Priority actions
- Optional recommendations
- Timescale for rectification
- Support available from DTA

4. Rectification Process

If an organisation doesn't meet the standard:

Step 1 – Feedback Form Issued

Clear, constructive, actionable.

Step 2 – Organisation Submits Improvements

Photos, documents, training logs.

Step 3 – Assessor Review

Comments added.

Step 4 – Final Decision

Approved / Deferred / Not Approved.

Step 5 – Certificate Issued

Or guidance for reapplication.

5. Approval Workflow

Ensures transparency and governance.

Workflow

1. Application received
2. Evidence submitted
3. Assessor review
4. Second reviewer (optional for Gold)
5. Decision
6. Certificate + plaque issued
7. Organisation added to DTA Accredited Register

6. Templates Included in the Pack

We will have:

For Organisations

- Accreditation Standards (Bronze/Silver/Gold)
- Evidence Checklist
- Application Form
- Feedback Form
- Rectification Form
- Renewal Form

For Assessors

- Scoring Framework
- Review Notes Template
- Decision Summary

- Certificate Issue Log

FORMAT FOR GOLD ACCREDITATION STANDARDS

1. Training Standards
2. Building Standards
3. Design Standards
4. Garden Standards
5. Culture & Leadership Standards
6. Evidence Expectations
7. Examples of Good Practice

GOLD ACCREDITATION STANDARDS

Section 1 — Training Standards

Minimum Requirements (Must Have)

- All staff must have completed Level 1
- Most staff must have completed Level 2
- At least one staff member must have completed Level 3
- Dementia Champion must lead mentoring
- Reflective practice must occur at least three times per year
- Training log must be maintained and up to date

Evidence Required

- Training log
- Level 2 certificates
- Level 3 certificate
- Dementia Champion role description
- Reflective practice notes or summaries

Section 2 — Building Standards

Minimum Requirements (Must Have)

1. Gold organisations must meet all silver standards plus:
2. High-quality, sensory-supportive environments
3. Consistent colour logic throughout
4. Advanced wayfinding
5. Reduced noise strategies
6. High-quality lighting consistency
7. At least three enhanced environmental features

Evidence Required

- In-person audit by DTA assessor
- Confirmation of enhanced features
- Leadership explanation of improvements

Section 3 — Design Standards

Minimum Requirements (Must Have)

1. All Silver standards
2. High-quality, calming artwork
3. Sensory-supportive design in multiple areas
4. Consistent signage style
5. High-contrast, high-quality finishes
6. At least two sensory-supportive features

Evidence Required

- In-person audit
- Confirmation of signage consistency
- Confirmation of sensory-supportive features

Section 4 — Garden Standards – *If applicable*

Minimum Requirements (Must Have)

- | |
|---|
| <ol style="list-style-type: none">1. Silver organisations must meet all Bronze Garden Standards plus:2. Seasonal planting plan3. Sensory garden features4. High-quality seating5. Clear pathways6. Safe boundaries |
|---|

Evidence Required

- In-person audit
- Confirmation of sensory features
- Confirmation of seating suitability

Section 5 — Culture & Leadership Standards

Minimum Requirements (Must Have)

1. Leadership must model dementia-supportive practice
2. Dementia Champion must mentor staff
3. Reflective practice embedded
4. Dementia strategy in place
5. Community engagement activity completed
6. Evidence of measurable improvements

Evidence Required

- In-person audit
- Confirmation of leadership involvement
- Dementia-support policy
- Reflective practice notes

Section 6 — Evidence Expectations

Minimum Requirements (Must Have):

To achieve Gold Accreditation, organisations must demonstrate compliance with all Gold Standards through an **in-person assessment** carried out by a Dementia Training Academy (DTA) assessor.

The following evidence expectations apply:

1. All evidence must be demonstrated in person during the assessment visit.
2. The organisation must provide access to all relevant areas of the building and garden (if applicable).
3. The organisation must make training records available for review.
4. The Dementia Champion must be available for an interview with the assessor.
5. Review of mentoring activity
6. Staff may be asked simple questions to confirm understanding of Level 1 training.
7. The assessor must be able to verify signage, layout, contrast, safety features, and design elements directly.
8. No photographic evidence will be accepted in place of in-person verification.
9. Any policies or documents required (e.g., induction policy) must be available on the day.
10. If applicable, outdoor areas must be accessible for inspection.
11. Verification of sensory-supportive features

Evidence Required

- In-person assessment by a DTA assessor
- Access to all relevant areas
- Access to training logs and reflective practice notes
- Dementia Champion available for discussion
- Staff available for brief questions
- Access to outdoor areas (if applicable)

Section 7 — Examples of Good Practice (Gold)

These examples are **not required** for Gold Accreditation. They are simply illustrations of what dementia-supportive practice can look like in everyday settings.

Examples of Good Practice

- Staff using identity-centred language
- Calm, welcoming reception areas
- Clear, consistent signage
- Sensory-supportive design
- Regular reflective practice
- Dementia Champion leading improvements
- Small environmental adjustments made since Silver

Purpose of This Section

- To inspire confidence
- To show what dementia-supportive practice looks like in real life
- To help organisations grow beyond the minimum baseline if they choose

GOLD ACCREDITATION APPLICATION FORM

Section 1 — Organisation Details

Organisation Name:

Address:

Postcode:

Main Contact Person:

Role/Job Title:

Email Address:

Telephone Number:

Website (if applicable):

Section 2 — Organisation Type

Please tick the category that best describes your organisation:

- ☐ Care Home
- ☐ Café / Restaurant
- ☐ Community Centre
- ☐ Retail Business
- ☐ Health or Social Care Service
- ☐ Charity / Voluntary Organisation
- ☐ Workplace / Office
- ☐ Other (please specify):

--

Section 3 — Declaration of Readiness

By submitting this application, the organisation confirms that:

1. All Gold Standards have been reviewed and understood.
2. The organisation is ready for an in-person DTA assessment.
3. Training records and relevant documents will be available on the day.
4. The Dementia Champion is in place and available to meet the assessor.
5. The organisation agrees to cooperate fully with the assessment process.
6. Reflective practice notes and Level 2 training records will be available on the day

Signed (Applicant):

Name (Printed):

Date:

Section 4 — Assessment Visit Preferences

Preferred days for assessment (tick all that apply):

☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday

Preferred time of day:

☐ Morning ☐ Afternoon

Any access or parking information for the assessor:

Section 5 – Additional Notes (Optional)

Use this space to share anything helpful before the assessment (e.g., building layout, busy periods, key contacts).

Section 6 – Office Use Only (DTA)

Application Received By:

Date Received:

Assessment Date Agreed:

Assessor Assigned:

GOLD SELF-ASSESSMENT

This section is designed to help the applicant check their readiness before the in-person DTA assessment. It is **not** scored. It is simply a preparation tool.

For each statement, the organisation should tick Yes, Partially, or No, and add notes if needed.

Section 1 — Training Standards

Requirement	Yes	Partially	No
All staff have completed Level 1 Dementia Community Supporter training.	☐	☐	☐
The majority of staff have completed Level 2 training.	☐	☐	☐
At least one staff member has completed Level 3 (Advanced Dementia Practitioner).	☐	☐	☐
A Dementia Champion is in place and actively leads mentoring and continuous improvement.	☐	☐	☐
Reflective practice sessions are held at least three times per year.	☐	☐	☐
Training is refreshed every 24 months.	☐	☐	☐
New starters complete Level 1 within 8 weeks.	☐	☐	☐
A training log is maintained, up to date, and includes Level 2 and Level 3 records.	☐	☐	☐
The “We Are a Dementia Community Supporter Business” window decal is displayed.	☐	☐	☐
The Gold DTA Accreditation Plaque is displayed in a public-facing area.	☐	☐	☐
Evidence of mentoring activity (Champion → staff) is available.	☐	☐	☐
Leadership demonstrates active involvement in dementia-supportive practice.	☐	☐	☐

Section 2 — Building Standards

Requirement	Yes	Partially	No
Entrances are clearly marked, welcoming, and supported by consistent wayfinding cues.	☐	☐	☐
Internal routes are free from clutter, trip hazards, and visually confusing obstacles.	☐	☐	☐
Lighting is high-quality, consistent, non-glare, and supports orientation throughout all public areas.	☐	☐	☐
Toilets are clearly signposted with high-contrast grab rails, taps, and door frames.	☐	☐	☐
Flooring is consistent, non-shiny, non-patterned, and supports safe navigation.	☐	☐	☐
Fire exits and safety equipment are visible, unobstructed, and clearly identifiable.	☐	☐	☐
Noise levels are actively managed using sound-absorbing materials or layout adjustments.	☐	☐	☐
A quiet, low-stimulus area is available and intentionally designed for calm.	☐	☐	☐
At least three enhanced environmental features are in place (e.g., colour-logic zones, contrast-enhanced handrails, advanced wayfinding, sensory-supportive artwork).	☐	☐	☐
Advanced wayfinding is used consistently (e.g., repeated icons, colour logic, clear sightlines).	☐	☐	☐
Sensory-supportive design elements are present in multiple areas (texture, scent, familiar objects).	☐	☐	☐
The Gold DTA Accreditation Plaque is displayed in a public-facing area.	☐	☐	☐
Leadership can explain building-related improvements made since Silver.	☐	☐	☐

Section 3 — Design Standards

Requirement	Yes	Partially	No
Signage is clear, simple, placed at eye level, and follows a consistent design style throughout the building.	☐	☐	☐
Signs use both words and icons, with colour logic applied consistently across all areas.	☐	☐	☐
Important rooms are easy to identify from a distance using clear visual cues, colour contrast, or repeated icons.	☐	☐	☐
Colours in public areas are calm, non-glare, and follow a consistent palette that supports orientation.	☐	☐	☐
Seating contrasts clearly with the floor and is stable, comfortable, and easy to identify.	☐	☐	☐
Tables and surfaces contrast with the floor and support visibility for people with visual or perceptual changes.	☐	☐	☐
Glass doors and windows have clear, high-contrast markings that are easy to see from all angles.	☐	☐	☐
Information boards are tidy, up to date, and follow a consistent, easy-to-read layout.	☐	☐	☐
Public areas are free from clutter, with clear sightlines and simplified layout cues.	☐	☐	☐
Artwork is calming, non-abstract, and chosen intentionally to support wellbeing and orientation.	☐	☐	☐
Multiple sensory-supportive design features are present (e.g., textures, scent, familiar objects, memory prompts).	☐	☐	☐
At least two advanced sensory-supportive elements are used (e.g., themed areas, multisensory cues, tactile points).	☐	☐	☐
Design improvements since Silver can be clearly demonstrated and explained by leadership or the Dementia Champion.	☐	☐	☐

Gold Enhanced Environmental Features – Tick Box Checklist

At least THREE complete enhanced environmental features and the Safety & Comfort must be in place. Please tick all that apply.

1. Wayfinding & Navigation

- ☐ Colour-logic zones used consistently across the building (e.g., toilets, reception, café)
- ☐ Floor arrows or gentle directional cues that support independent navigation
- ☐ Landmark objects or themed cues used intentionally to support orientation
- ☐ Clear toilet route markers with repeated icons and consistent colour coding
- ☐ Advanced wayfinding (e.g., sightline planning, repeated symbols, zone identity cues)

2. Lighting & Visual Support

- ☐ High-quality, non-glare lighting consistently used across all public areas
- ☐ Anti-glare bulbs or diffusers installed in key spaces
- ☐ Contrast-enhanced handrails throughout circulation routes
- ☐ Contrast-enhanced door frames for toilets, exits, and key rooms
- ☐ Lighting used intentionally to support calmness and reduce shadows

3. Sensory-Supportive Features

- ☐ Calming, non-abstract artwork chosen intentionally for wellbeing
- ☐ Sensory-supportive features (lavender, herbs, textures, tactile points)
- ☐ Soft-sound adjustments (sound-absorbing panels, layout changes, noise zoning)
- ☐ Familiar objects or memory prompts used appropriately and respectfully
- ☐ At least two advanced sensory elements (e.g., themed areas, multisensory cues)

4. Signage & Information

- ☐ Consistent signage style used throughout the building
- ☐ Door signs include both words and icons with clear contrast
- ☐ Reception welcome board is simple, uncluttered, and easy to read
- ☐ Signage follows a consistent colour logic across all zones
- ☐ Key information boards are tidy, updated, and accessible

5. Layout & Clutter Reduction

- ☐ Decluttered pathways with clear sightlines
- ☐ Simplified layout cues (furniture arranged to guide movement)
- ☐ Quiet or low-stimulus seating area intentionally designed
- ☐ Layout supports independence and reduces visual confusion
- ☐ Seating areas arranged to reduce noise and overstimulation

6. Safety & Comfort (Mandatory for Gold)

- ☐ Non-slip, non-patterned mats or flooring adjustments
- ☐ Stable, contrasting seating that stands out clearly from the floor
- ☐ Safe, accessible resting points available throughout public areas
- ☐ Clear markings on glass doors and windows
- ☐ Environmental adjustments explained by leadership or the Dementia Champion

Section 4 — Garden Standards - *(If Applicable)*

Requirement	Yes	Partially	No
Outdoor areas are safe, free from trip hazards, and intentionally designed to support confidence and independence.	☐	☐	☐
Paths are even, well-maintained, and easy to navigate with clear visual boundaries.	☐	☐	☐
Seating is stable, accessible, contrasting with the ground, and placed at supportive intervals.	☐	☐	☐
Planting includes familiar, non-toxic plants chosen intentionally for comfort, scent, and recognition.	☐	☐	☐
The garden includes seasonal interest with a simple, intentional planting plan.	☐	☐	☐
Boundaries are secure, clearly defined, and visually supportive without feeling restrictive.	☐	☐	☐
Water features are safe, shallow, supervised/covered if needed, and designed to reduce risk.	☐	☐	☐
Waste and storage areas are screened, tidy, and kept out of public view.	☐	☐	☐
At least one sensory-supportive feature is present (lavender, herbs, textured plants, tactile elements).	☐	☐	☐
At least one advanced sensory element is present (e.g., themed sensory corner, raised tactile beds, memory-prompt planting).	☐	☐	☐
Seating zones are intentionally arranged to support calmness, shade, and social connection.	☐	☐	☐
Leadership or the Dementia Champion can explain improvements made since Silver.	☐	☐	☐

Section 5 — Culture & Leadership Standards

Requirement	Yes	Partially	No
Leaders demonstrate active, visible modelling of dementia-supportive practice and emotionally intelligent behaviour.	☐	☐	☐
The organisation promotes a respectful, inclusive, identity-centred culture across all departments.	☐	☐	☐
Staff consistently use dementia-supportive, emotionally intelligent communication in real-world interactions.	☐	☐	☐
A clear, accessible process exists for raising concerns or requesting support, and staff know how to use it.	☐	☐	☐
The Dementia Champion is visible, supported, and actively leads mentoring and continuous improvement.	☐	☐	☐
The organisation commits to maintaining Gold Standards and demonstrates continuous improvement since Silver.	☐	☐	☐
The organisation is fully prepared for the in-person Gold Assessment, including leadership and Champion interviews.	☐	☐	☐
A dementia-support strategy is in place, outlining long-term goals, leadership responsibilities, and improvement plans.	☐	☐	☐
Reflective practice is embedded and occurs at least three times per year, with evidence of learning and action.	☐	☐	☐
The organisation has completed at least one meaningful community-impact activity (e.g., an awareness event, a partnership, or outreach).	☐	☐	☐
Leadership can clearly explain cultural, environmental, and practice improvements made since Silver.	☐	☐	☐

Section 6 — Final Self-Assessment Summary

Overall readiness for Gold Accreditation:

- ☐ Fully Ready
- ☐ Mostly Ready
- ☐ Some Areas Need Work
- ☐ Not Ready

Notes or actions before the assessment:

GOLD EVIDENCE CHECKLIST

Office use only - DTA - Assessor

Section 1 — Training Standards

Requirement 1

All staff have completed Level 1 Dementia Community Supporter training.

The majority of staff have completed Level 2 training (certificates verified).

At least one staff member has completed Level 3 (Advanced Dementia Practitioner).

Assessor Verification: Review the training log, verify Level 2 and Level 3 certificates, and confirm staff understanding during the visit.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 2

Training is refreshed every 24 months.

Assessor Verification: Check training dates in the log and confirm refresher compliance.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 3

New starters complete Level 1 within 8 weeks.

Assessor Verification: Review induction policy and recent starter records.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 4

A training log is maintained, up to date, and includes Level 2 and Level 3 records.

Assessor Verification: Confirm the log is accurate, complete, and includes evidence of advanced training.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 5

A Dementia Champion is in place and actively leads mentoring and continuous improvement.

Assessor Verification: Speak with the Dementia Champion and verify mentoring activity.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 6

1. The organisation displays the “We Are a Dementia Community Supporter Business” window decal.
2. The Gold DTA Accreditation Plaque is displayed in a public-facing area.

Assessor Verification: Confirm decal placement at the main entrance and verify the Gold Plaque display.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 7

Reflective practice sessions take place at least three times per year, with evidence of learning and action.

Assessor Verification: Review reflective practice notes and confirm staff participation.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 8

Leadership demonstrates active involvement in dementia-supportive practice and can explain improvements since Silver.

Assessor Verification: Interview leadership and review evidence of cultural and environmental improvements.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Section 2 — Building Standards

Requirement 1

Entrances are clearly marked, welcoming, and supported by consistent wayfinding cues.

Assessor Verification: Inspect the main entrance's visibility, signage clarity, and the presence of colour-logic or repeated icons.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 2

Internal routes are free from clutter, trip hazards, and visually confusing obstacles.

Assessor Verification: Walk all key routes; confirm clear sightlines and absence of visual clutter.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 3

Lighting is high-quality, consistent, non-glare, and supports orientation throughout public areas.

Assessor Verification: Inspect lighting levels, glare reduction, shadow minimisation, and consistency across zones.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 4

Toilets are clearly signposted with high-contrast grab rails, taps, and door frames.

Assessor Verification: Inspect signage, contrast features, and ease of identification from a distance.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 5

Flooring is consistent, non-shiny, non-patterned, and supports safe navigation.

Assessor Verification: Inspect flooring across all public areas; confirm absence of visual confusion.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 6

Fire exits and safety equipment are visible, unobstructed, and clearly identifiable.

Assessor Verification: Inspect exit routes, signage, and safety points.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 7

Noise levels are actively managed using sound-absorbing materials or layout adjustments.

Assessor Verification: Observe noise sources, acoustics, and any sound-management features.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 8

A quiet, low-stimulus area is available and intentionally designed for calm.

Assessor Verification: Inspect the designated area; confirm sensory-supportive design and accessibility.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 9

At least three enhanced environmental features are in place (e.g., colour-logic zones, contrast-enhanced handrails, sensory-supportive artwork, advanced wayfinding).

Assessor Verification: Verify presence and quality of enhanced features; confirm consistency across the building.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 10

Advanced wayfinding is used consistently (e.g., repeated icons, colour logic, clear sightlines, zone identity cues).

Assessor Verification: Inspect signage system, icon repetition, and zone clarity.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 11

Sensory-supportive design elements are present in multiple areas (textures, scent, familiar objects, calming artwork).

Assessor Verification: Inspect sensory elements and confirm intentional placement.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 12

Leadership or the Dementia Champion can explain building-related improvements made since Silver.

Assessor Verification: Interview leadership/Champion; review evidence of improvements.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Section 3 — Design Standards

Requirement 1

Signage is clear, simple, consistent, placed at eye level, and follows a building-wide design style.

Assessor Verification: Inspect signage placement, clarity, consistency, and colour-logic use.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 2

Signs use both words and icons, with consistent colour logic across all areas.

Assessor Verification: Review key signage (toilets, exits, reception) and confirm icon consistency.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 3

Important rooms are easy to identify from a distance using visual cues, contrast, or repeated icons.

Assessor Verification: Observe visibility, sightlines, and clarity of room identification.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 4

Colours in public areas are calm, non-glare, and follow a consistent palette that supports orientation.

Assessor Verification: Inspect colour schemes, contrast, and glare levels.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 5

Seating contrasts clearly with the floor and is stable and easy to identify.

Assessor Verification: Inspect seating areas and confirm visual contrast.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 6

Tables and surfaces contrast with the floor and support visibility for people with perceptual changes.

Assessor Verification: Inspect café, reception, and meeting areas.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 7

Glass doors and windows have clear, high-contrast markings visible from all angles.

Assessor Verification: Inspect all glass surfaces for safety markings.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 8

Information boards are tidy, up to date, and follow a consistent, easy-to-read layout.

Assessor Verification: Inspect noticeboards and displays.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 9

Public areas are free from clutter, with clear sightlines and simplified layout cues.

Assessor Verification: Observe overall layout, clarity, and visual simplicity.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 10

Artwork is calming, non-abstract, and intentionally chosen to support wellbeing and orientation.

Assessor Verification: Review displayed artwork and placement.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 11

Multiple sensory-supportive design features are present (e.g., textures, scent, familiar objects, memory prompts).

Assessor Verification: Inspect sensory-supportive elements and confirm intentional use.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 12

At least two advanced sensory-supportive elements are in place (e.g., themed areas, multisensory cues, tactile points).

Assessor Verification: Confirm the presence, quality, and purpose of advanced sensory features.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 13

Enhanced Environmental Features (Gold Standard) Safety & Comfort is mandatory, plus at least two additional categories:

- ☐ Wayfinding & Navigation
- ☐ Lighting & Visual Support
- ☐ Sensory-Supportive Features
- ☐ Signage & Information
- ☐ Layout & Clutter Reduction
- ☐ Safety & Comfort (Mandatory)

Assessor Verification: Comment on how the organisation meets the required standards using the Gold Enhanced Environmental Features Checklist.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 14

Leadership or the Dementia Champion can explain design improvements made since Silver.

Assessor Verification: Interview leadership/Champion and review evidence of improvements.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Section 4 — Garden Standards – *(if applicable)*

Requirement 1

Outdoor areas are safe, free from trip hazards, and intentionally designed to support confidence and independence.

Assessor Verification: Inspect paths, surfaces, and general layout for safety and ease of movement.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 2

Paths are even, well-maintained, and easy to navigate with clear visual boundaries.

Assessor Verification: Walk all main outdoor routes; confirm visibility, edging, and accessibility.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 3

Seating is stable, accessible, contrasting with the ground, and placed at supportive intervals.

Assessor Verification: Inspect seating areas for stability, contrast, and placement.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 4

Planting includes familiar, non-toxic plants chosen intentionally for comfort, scent, and recognition. *(If applicable)*

Assessor Verification: Review planting choices and confirm suitability for dementia-supportive design.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 5

The garden includes seasonal interest with a simple, intentional planting plan. *(If applicable)*

Assessor Verification: Observe planting layout, seasonal variation, and visual interest.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 6

Boundaries are secure, clearly defined, and visually supportive without feeling restrictive.

Assessor Verification: Inspect fencing, walls, natural boundaries, and visual cues.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 7

Water features are safe, shallow, supervised/covered if needed, and designed to reduce risk.

Assessor Verification: Inspect any water features for safety, visibility, and risk management.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 8

Waste and storage areas are screened, tidy, and kept out of public view.

Assessor Verification: Inspect bin and storage locations for visibility and tidiness.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 9

At least one sensory-supportive feature is present (e.g., lavender, herbs, textured plants, tactile elements).

Assessor Verification: Inspect sensory planting, textures, and supportive features.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 10

At least one advanced sensory element is present (e.g., themed sensory corner, raised tactile beds, memory-prompt planting).

Assessor Verification: Confirm presence, purpose, and quality of advanced sensory elements.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 11

Seating zones are intentionally arranged to support calmness, shade, and social connection.

Assessor Verification: Inspect seating layout, shade provision, and social design.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 12 (NEW FOR GOLD)

Leadership or the Dementia Champion can explain the outdoor improvements made since Silver.

Assessor Verification: Interview leadership/Champion; review evidence of enhancements.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Section 5 — Culture & Leadership Standards

Requirement 1

Leaders demonstrate active, visible modelling of dementia-supportive and emotionally intelligent practice.

Assessor Verification: Discuss with leadership or manager; review examples of leadership involvement.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 2

The organisation promotes a respectful, inclusive, identity-centred culture, with reflective practice embedded.

Assessor Verification: Observe interactions, team culture, and evidence of reflective practice.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 3

Staff consistently use dementia-supportive, emotionally intelligent communication.

Assessor Verification: Observe staff behaviour, tone, and interactions with the public.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 4

A clear, accessible process exists for raising concerns or requesting support, and staff know how to use it.

Assessor Verification: Review internal processes with the manager; confirm staff awareness.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 5

The Dementia Champion is visible, accessible, and actively leads mentoring and continuous improvement.

Assessor Verification: Speak with staff and the Dementia Champion; review mentoring activity.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 6

The organisation commits to maintaining Gold Standards and demonstrates improvements since Silver.

Assessor Verification: Confirm with leadership; review evidence of progress.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 7

The organisation participates fully in the in-person Gold Assessment, including leadership and Champion interviews.

Assessor Verification: Confirm cooperation, access, and availability of key personnel.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 8

Leadership involvement is clearly evidenced (e.g., decisions made, improvements implemented, cultural changes, staff support).

Assessor Verification: Detail evidence of leadership engagement and strategic involvement.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 9

Reflective practice occurs at least three times per year, with documented learning and action.

Assessor Verification: Review reflective practice notes and confirm follow-up actions.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Requirement 10

The organisation has completed at least one meaningful community impact activity (e.g., an awareness event, a partnership, or outreach).

Assessor Verification: Review evidence of community engagement and outcomes.

Assessor Comments:

Outcome: ☐ Pass ☐ Fail ☐ Needs Improvement

Additional Comments

--

Assessor Details

Assessor Name:

--

Date of Assessment:

--

Assessor Signature:

--

Company Representative or Management Signature

--

GOLD RECTIFICATION FORM

This form is issued when an organisation has **not yet met** the Silver Accreditation Standard. It outlines the actions required to achieve compliance and the timeframe for completion.

Section 1 — Summary of Outcome

Assessment Result:

- ☐ Needs Improvement - Gold Standard Not Yet Achieved

Reason for Rectification Form:

- ☐ One or more minimum requirements were not met
- ☐ Evidence could not be verified during the visit
- ☐ Level 2 training gaps
- ☐ Dementia Champion role clarity
- ☐ Reflective practice missing or insufficient
- ☐ Enhanced environmental features missing
- ☐ Signage inconsistency
- ☐ Sensory-supportive design missing
- ☐ Dementia-support policy missing
- ☐ Additional actions required before accreditation can be awarded

Section 2 – Required Actions

List each unmet requirement and the action needed to achieve compliance.

Action 1:

Standard Not Met and Required Improvement:

--

Action 2:

Standard Not Met and Required Improvement

--

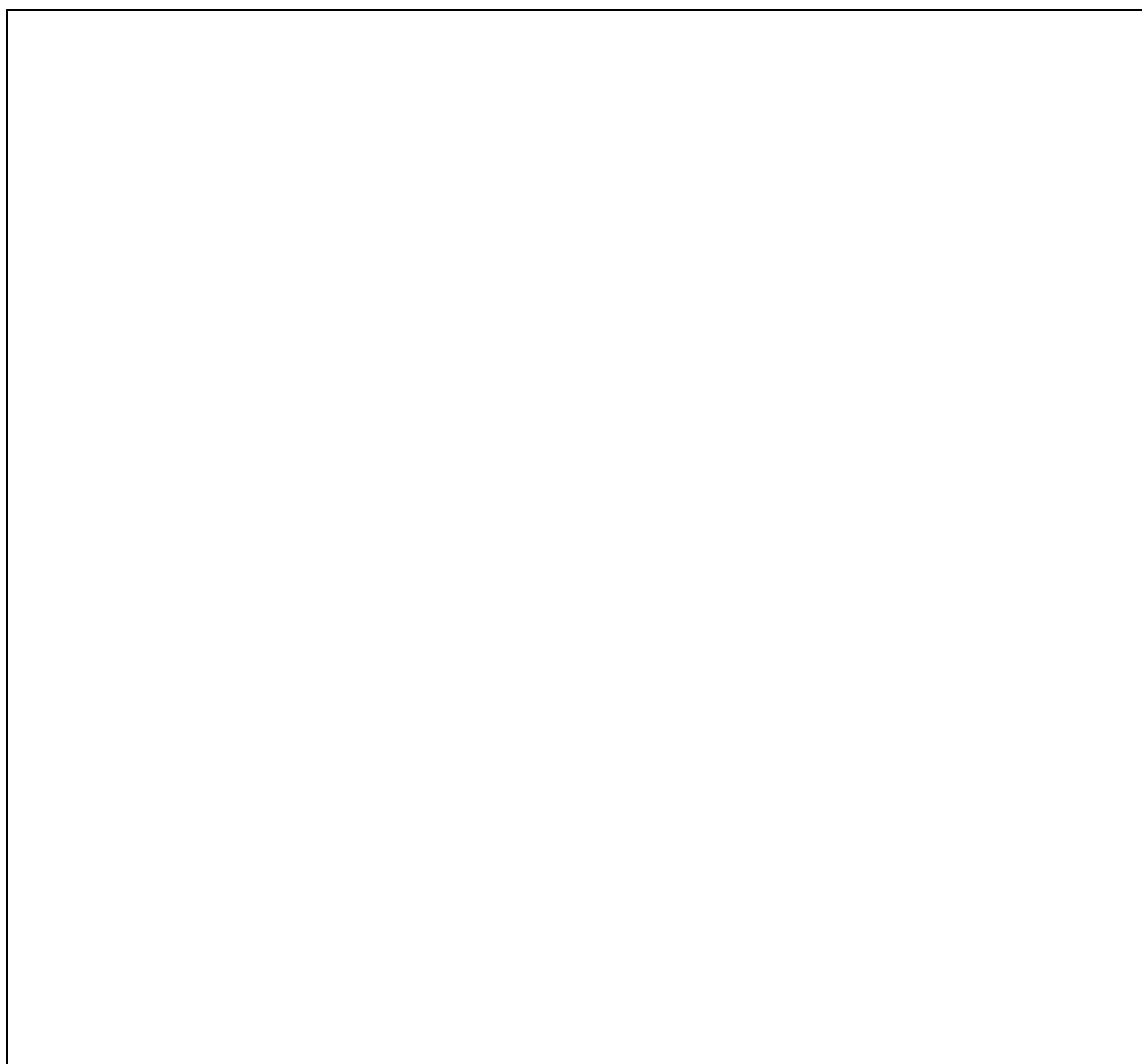
Action 3:

Standard Not Met and Required Improvement

Required Improvement:

--

(Add more actions if needed)

A large, empty rectangular box with a thin black border, intended for users to add additional actions or notes. It occupies the central portion of the page below the instruction text.

Section 3 — Deadline for Completion

Date all required actions must be completed by:

--

If the organisation needs additional time, it must contact the DTA before the deadline.

Section 4 — Evidence of Completion

When actions are complete, the organisation must confirm:

- ☐ All required improvements have been made
- ☐ The organisation is ready for reassessment
- ☐ All relevant areas will be accessible during the follow-up visit

Signed (Organisation):

--

Date:

--

Section 5 — Follow-Up Assessment (DTA Use Only)

Follow-Up Assessment Date:

Assessor Name:

Outcome:

- ☐ Pass - Silver Accreditation Awarded
- ☐ Not Yet Achieved - Further Action Required

Assessor Comments:

Assessor Signature:

Date:

GOLD FEEDBACK FORM

The DTA assessor completes this form after the in-person assessment. It provides clear, constructive feedback to support ongoing improvement.

Section 1 — Organisation Details

Organisation Name:

Assessment Date:

Assessor Name:

Main Contact Person:

Section 2 — Overall Assessment Outcome

Accreditation Result:

- ☐ Pass - Gold Accreditation Awarded
- ☐ Needs Improvement - Not Yet Achieved

Accreditation Valid Until:

Section 3 — Summary of Findings

Strengths Observed: (What the organisation is doing well)

Areas for Improvement: (What needs to be addressed to meet or maintain Bronze Standards)

--

Section 4 — Standard-by-Standard Feedback

Training Standards

--

Building Standards

--

Design Standards

--

Garden Standards (If Applicable)

--

Culture & Leadership Standards

--

Section 5 — Required Actions (If Not Yet Achieved)

If the organisation did **not** meet the Gold Standard, list the actions required:

--

Deadline for Completion:

--

Section 6 — Assessor Declaration

I confirm that this feedback accurately reflects the findings of the in-person assessment.

Assessor Signature:

Assessor Name:

Date:

Section 7 — Organisation Acknowledgement

I confirm that I have received this feedback and understand the outcome of the assessment.

Name:

Role:

Signature:

Date:



Dementia Training Academy

GOLD ACCREDITATION CERTIFICATE

This certifies that

[Organisation Name]

has successfully met the requirements of the

Dementia Training Academy Gold Accreditation Standard

and is recognized as a

Dementia Community Supporter Business

demonstrating commitment to

identity-centred, emotionally intelligent, and dementia-supportive practice.

Accreditation Level: **Gold**

Accreditation Awarded On: [Date] [Date] ...

Assessor _____

Signed: _____

Dementia Training Academy

Identity-Centred • Emotionally Intelligent • Lived-Experience Led

