



6D Dementia – Service Definition Document

Contents

Service Name	2
Service Description	2
Who the Service Is For.....	2
What the service does.....	2
Key features	3
Benefits	3
Service Availability	3
Onboarding & Implementation	3
Support.....	3
Security & Data Protection	3
Contract Length	4
Service Constraints	4
Service Exit & Data Handling.....	4

Service Name

6D Dementia – Digital Dementia Workforce Training & Development Platform

Service Description

6D Dementia is a cloud-hosted digital workforce training and development platform that supports health and social care staff to understand dementia and respond more effectively to distress experienced by people living with dementia.

The service provides CPD-accredited digital learning and practical reflective tools that support staff to recognise what may be happening for a person with dementia, explore possible reasons for distress, and identify psychologically informed person-centred responses that meet individual needs.

6D Dementia supports consistent practice, builds workforce confidence and helps reduce distress-related escalation and reliance on crisis responses. The platform is focused on training and workforce capability rather than clinical decision-making.

6D Dementia is delivered under an annual organisational licence and can be deployed at team, organisational or system level across NHS, local authority, independent and voluntary-sector settings

Who the Service Is For

6D Dementia is suitable for:

- NHS Trusts and community services
- Integrated Care Boards and system partners
- Local authorities
- Independent and voluntary-sector providers
- Care homes and domiciliary care organisations

The service supports multidisciplinary teams, including registered professionals, support workers and care staff.

What the service does

6D Dementia supports staff to:

- Develop a shared understanding of dementia
- Support dignity and maximise independence
- Recognise and understand distress in people living with dementia
- Explore possible reasons why distress may be occurring
- Respond with empathy using psychologically informed, person-centred strategies
- Build skills to reduce reliance on crisis responses and escalation
- Improve confidence, consistency and workforce resilience

The service supports reflective practice and does not replace clinical assessment, diagnosis or professional judgement.

Key features

- CPD-accredited online dementia training modules
- Structured “What’s happening – Why – What to do” framework
- Focus on early recognition and response to distress
- Digitally enabled care-planning and reflective tools
- Organisation-level reporting and usage dashboards
- Scalable deployment across multiple teams or sites

Benefits

- Improved staff understanding and confidence
- More consistent, psychologically informed responses
- Reduced distress-related escalation and crisis responses
- Support for appropriate non-pharmacological approaches
- Improved experience for people living with dementia and carers
- Cost-effective, scalable workforce development

Service Availability

- The service is available 24/7, excluding planned maintenance windows.
- Planned maintenance is communicated in advance.

Onboarding & Implementation

- Organisational account setup
- Administrator access and reporting configuration
- User onboarding guidance
- Optional implementation and evaluation support is available (under separate agreement and is not required to use the core service)

Support

- Email support during UK business hours
- Support queries are typically responded to within 1-2 working days
- Planned maintenance communicated in advance
- Platform availability in line with hosting provider SLAs

Security & Data Protection

- UK GDPR compliant
- Data hosted within the UK/EU
- No patient-identifiable data is required to use the service
- Role-based access controls
- No clinical decision-making functionality

- Designed for training and reflective learning rather than clinical record-keeping
- Designed to align with NHS Digital Technology Assessment Criteria (DTAC).

Contract Length

- The service is provided under an annual SaaS licence and standard contract length is 12 months, with options to extend.

Service Constraints

- Internet access
- Modern web browser
- Local organisational governance for training and care plan

Service Exit & Data Handling

- Annual contract with exit at end of term
- Data export available on request
- No exit fees or vendor lock-in