

Promoting Excellence in Dementia Care

Issue 7 • March 2014



Scottish
Social Services
Council

NHS
Education
for
Scotland



In This Issue

*Promoting Excellence in Social
Service Settings*
Dementia Ambassadors share
their progress so far....

Page 7

New Resource:
Responding to Distress in
Dementia: A staff supported
guide for carers

Page 9

New Resource for
Pharmacy Practitioners:
The Pharmaceutical Care of
People with Dementia

Page 10

Welcome

NHS Education for Scotland (NES) and the Scottish Social Services Council (SSSC) are working in partnership to support the delivery of the educational actions outlined in Scotland's National Dementia Strategies.

This work is centred on supporting improvements in staff skills and knowledge in both health and social services settings to enable them to provide even more effective and appropriate care and support services for people with dementia, their families and carers.

Welcome to our seventh newsletter, keeping you up to date with developments which with your help, are having a positive impact on;

- the lives and experiences of people with dementia, their families and carers; and
- the staff providing care and support

Promoting Excellence in Dementia Care and Support in Practice

In this issue we focus on the National Conference and Graduation of the 4th cohort of Dementia Champions which highlights the innovative practice and the exciting developments that are taking place in health and social service settings around Scotland.





National Conference and Graduation event - *Promoting Excellence in Dementia Care and Support*

To celebrate the graduation of the 4th cohort of Dementia Champions a National Conference and Graduation event was held in January 2014 at Murrayfield Stadium in Edinburgh. Co-hosted by NES, the SSSC, the Scottish Government and Alzheimer Scotland the event attracted 178 delegates.

Improving the care and experience of people with dementia in acute general hospitals has been a priority area in Scotland's first National Dementia strategy and continues to be a priority in the 2013-16 Strategy. It includes a commitment to deliver key change areas set out in a '10-Point National Action Plan'¹ which will support transformation of services and help to drive forward the range of initiatives taken over the previous two years.

As part of the workforce development programme to support this improvement NES and the SSSC have taken forward a number of actions to support improvements in dementia care in acute general hospitals. This has included supporting the education, training and continuing support for over 400 Health and Social Service **Dementia Champions**.

The Cabinet Secretary for Health and Wellbeing Alex Neil MSP, keynote speaker on the day, congratulated the graduates, recognising their hard work and commitment to reach this point. He shared some of his personal experience and knowledge about people living with dementia.

The Graduation ceremony involved Henry Simmons, Chief Executive of Alzheimer Scotland, Lindsay Burley, Chair of NHS Education for Scotland, and Professor Jim McGoldrick, Convener of the Scottish Social Services Council presenting the Dementia Champions with their certificates. In addressing the audience, they all praised the graduating Dementia Champions while taking the opportunity to highlight how much progress has been made since 2011 when the first cohort completed the course.

¹ <http://www.scotland.gov.uk/Topics/Health/Services/Mental-Health/Dementia/DementiaStrategy1316>



from L-R: Malcolm Wright, Chief Executive NES; Henry Simmons, Chief Executive, Alzheimer Scotland; Anna Fowlie, Chief Executive SSSC; Alex Neil MSP, Cabinet Member for Health and Wellbeing, Scottish Government; Jim McGoldrick, Chair, SSSC; Dr Lindsay Burley, Chair NES.



You can see photos of all the attending graduates here:

<http://www.flickr.com/photos/nhseducationforscotland/sets/72157640212475295>

The Dementia Champions Programme

The Dementia Champions Programme was commissioned by NES/SSSC and is delivered by the University of West of Scotland (UWS) in partnership with Alzheimer Scotland. It enables staff to reach the **Enhanced Level** of the **Promoting Excellence Education Framework**. The programme is studied over 4 months, using a blended learning approach which includes supported 'on line' learning activities, and five face-to-face teaching days. Learning also involves a placement in a local community setting that supports people with dementia. In keeping with the ethos of **Promoting Excellence** this promotes the Dementia Champions' understanding of the strengths and assets of people with dementia and their families and carers.

In order to graduate, participants must complete three marked assignments which adopt a 'supporting change' approach which was developed as part of the programme. These assignments are focussed on bringing about local positive changes during the course of the programme. Following graduation the role of the Dementia Champion is to lead front line improvements in dementia care, to sustain change in their area and to cascade

information and education about dementia to other staff.

Over 400 Dementia Champions now work across Scotland in a variety of settings throughout the NHS and Local Authorities. While the first cohorts of Dementia Champions were concentrated in NHS Acute services, there are now growing numbers of staff included in the training, who support people with dementia, their families and carers in other areas, for example pharmacy, the independent sector care homes and the Scottish Ambulance Service.

An externally commissioned evaluation of the impact of the programme is due to report in March 2014.

There are plans to train 2 further cohorts, bringing the number of trained Dementia Champions to 600 and this will increase the range of disciplines of staff involved and the diversity of settings where people with dementia can benefit from the higher level of knowledge and skills that this programme helps staff to develop.



Graduates from NHS Grampian at Dementia conference at Murrayfield Edinburgh

While the event was predominately about celebrating the success of the Dementia Champions, it also provided the opportunity, through poster presentations and concurrent presentation sessions, to showcase the work of: Alzheimer Scotland Dementia Nurses, the Allied Health Professions (AHPs) Dementia Consultants and previous cohorts of Health and Social Service Dementia Champions and Social Service Dementia Ambassadors, in bringing about improvements in care support and treatment of people with dementia, their families and carers.

The 16 concurrent presentation sessions showcased a diverse range of practice and provided an opportunity for delegates to share in the experiences and learning of previous Dementia Champions, Dementia Ambassadors and others.

Some examples include;

- how the **Promoting Excellence** learning framework is being implemented across the entire workforce in an independent care home organisation
- for participants to experience trying to complete the 'Dementia Box'
- to hear about the value of participation in research
- to learn more about the Dementia Champions programme

“fantastic workshops - high quality and participants really engaged”

There were 31 poster presentations demonstrating the wide array of activities being undertaken to promote improved experiences for people with dementia using health and social services in Scotland. A highlight for many of the delegates was the presence of 'Willow' an Old English Sheepdog who is a 'Therapy Dog'. Willow and his proud owner were there to support a poster of the work in NHS Grampian who introduced 'Therapets' into acute hospital settings following a successful pilot in 2012. The aim of the poster was to inform staff with direct, and indirect, clinical responsibility about the role that 'Therapets' volunteers have in the hospital and the real difference it makes to people with dementia.

Willow, a Therapy dog that works with people with dementia ▶



The Scottish Dementia Working Group (SDWG) and the National Carers Dementia Action Network (NDCAN) had the difficult task of selecting the top five and then the ultimate award winning posters from the excellent range on show. The top five included:



Sporting Memories Network

Chris Wilkins and Anne Browning,
Sporting Memories Network/East
Lothian Council



Promoting Person Centred Care

Fiona Dewson and Lyndsey Neil,
NHS Lanarkshire



Implementing a dementia friendly design initiative in an Acute Hospital environment

Avril Brown, NHS Lothian

However, the two award winners chosen by SDWG and NDCAN were:



Noise Reduction in Acute Wards

Donna Marie McGroarty, NHS Lanarkshire



Ward 408 Aberdeen Royal Infirmary

Elaine Brooks and Catriona Angus, NHS Grampian

Congratulations to them all!

The Alzheimer Scotland Dementia Nurses and the National Dementia AHP Consultants presented **'Together we all make a Difference'** sharing their first 'Alzheimer Scotland Dementia Nurse Network' Annual Review 2013-14²

The review documents the history behind the ambition and creation of the network across Scotland's Health Boards giving examples of the work

being done to fulfil the obligations laid out in the National Dementia Strategy to improve the services and supports available to people with dementia, their families and carers. This was followed by an interesting question and answer opportunity with a panel comprising of representatives of the Scottish Government, Alzheimer Scotland Dementia Nurses and the National Dementia AHP Consultants.

²http://www.alzscot.org/fundraising/dementia_nurse_appeal

“ It was a very good event and the combination of the Graduation Awards with a very interesting seminar programme worked very well indeed. ”

“ fabulous event, positive celebration for graduates and made best use of time by also having educational workshops. ”



Taking questions from the audience



Henry Simmons, Chief Executive, Alzheimer Scotland

The event was closed by Henry Simmons who said *“The event is a real force for change. Today is evidence of what the change has meant in peoples’ lives. It surely represents the level of innovation, creativity and dedication that’s on display today through the work of the Dementia Champions, Ambassadors, the Alzheimer Scotland Dementia Nurses and the National Dementia AHPs.”*

You can find out more about this event on the **Dementia Managed Knowledge Network** (Dementia MKN):

www.knowledge.scot.nhs.uk/dementia

Other Developments

Promoting Excellence in Social Service Settings

Over 350 Dementia Ambassadors are working across Scotland to embed Promoting Excellence. Ambassadors work across the independent, public and third sector and are passionate about improving knowledge and skills in their workplaces, and beyond. To do this, Ambassadors are supported by their organisations and the Scottish Social Services Council.

In this issue we asked Four Seasons Health Care and a Dementia Ambassador in Northcare (who also presented a concurrent session at the Graduation and National Conference) to share their progress so far.

Four Seasons Health Care

Four Seasons Health Care (FSHC) invited prospective Dementia Ambassadors and their line managers to attend a launch day on Wednesday the 30th of October 2013. There was an overwhelming response from across all FSHC care homes in Scotland, which resulted in 58 staff members from various staff groups taking on the role.

The launch day consisted of presentations from the Care Inspectorate and the FSHC Quality Team. We explored the correlation between the FSHC PEARL programme (a programme which ensures that the specialised services we provide for people with dementia are high quality) and Promoting Excellence by mapping across from our current training provision to the knowledge and skills outlined in the Promoting Excellence framework and learning resources.

Throughout the day Ambassadors were thinking about opportunities to access the incredible range of external and internal resources which will support them to 'promote excellence' in their services. They attended with a lot of enthusiasm and motivation to change care positively for the residents, and took away with them passion and further knowledge to help them achieve this goal. We anticipate that newly identified Dementia Ambassadors in FSHC will continue to drive forward improvement in dementia care and support, utilising the Promoting Excellence learning framework. This event was made possible by a joint working and partnership approach involving Four Seasons Healthcare, the SSSC, the Care Inspectorate, Scottish Care and Alzheimer Scotland.



Kate Mackay, Northcare

“ The Promoting Excellence framework is the buzz within my organisation at the moment. As a care provider we are implementing the framework in its entirety. ”

The **Informed about Dementia** DVD workshop was further developed to include role play, meet and greet, a focused listening session and the creation of poster stories of our staffs' vision of 'people-centred' care. We deliver this as a 3 hour workshop which has a qualitative evaluation attached. The workshop has proven very successful so far with the participants' learning occurring through experiential learning.

Following this, staff who provide direct care and support begin a 15 week journey through the 5 modules of the **Dementia Skilled – Improving Practice** resource. Individual feedback is given on every module prior to progression to the next. During this process staff highlighted that while they have

believed in the past that they understood “person centred” care and support, Module 2 of the Dementia Skilled resource helped them to develop a much better understanding of this way of working.

Family and residents are also involved in this project, with family members attending regular updates and providing information to allow us to complete a further qualitative evaluation. The project has several very strategic evaluation processes attached in order that we successfully measure the success in achieving our goal which is to provide the best standard of care to the people we are privileged to care for who are living with dementia.





New!

Dementia Training and Educational Resources

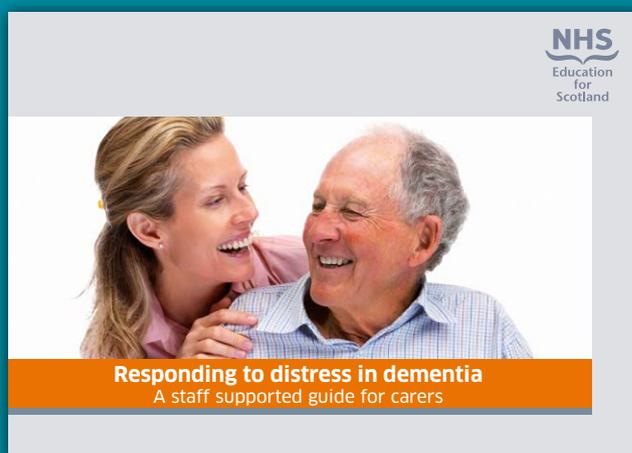
Responding to Distress in Dementia: A staff supported guide for carers.

A new resource has been produced for carers of people with dementia by the Psychology team at NES. The resource is designed to complement the “Psychological Interventions in Response to Stress and Distress in Dementia” training, which is currently being rolled out nationally to Health and Social Services staff working at the enhanced and expertise level of the Promoting Excellence Framework.

This resource aims to improve carers knowledge and understanding of stress and distress for people with dementia, and the best ways for them to respond to this distress. The resource also supports carers in learning how to identify and respond to their own distress. Support and guidance from a healthcare professional is vital to the successful use of this resource. It is intended to complement the work that staff may undertake as part of their existing role.

The use of the carer’s resource is currently being piloted in two formats:

- as a standalone resource to be used as part of individual one-to-one work with a health professional, and
- in a group format.



Feedback from a recent pilot event was very positive with health professionals stating that they would find this resource a useful addition to their current clinical practice. On completion of the pilot phase, there will be an official launch and national dissemination of the carer’s resource.

For further information please contact:
Shereen.Arabshahi@nes.scot.nhs.uk

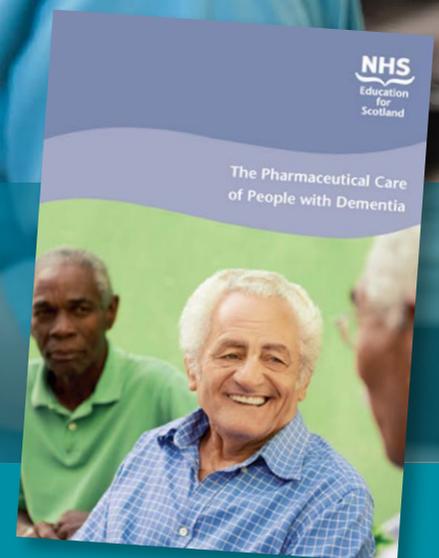
NES Pharmacy launches new dementia educational resource for pharmacy practitioners!

NES Pharmacy has developed a new learning pack 'The Pharmaceutical Care of People with Dementia'.

The pack is intended to help pharmacists and pharmacy technicians gain the knowledge and skills required to achieve the Dementia Informed Practice Level and the Dementia Skilled Practice Level of the Promoting Excellence framework.

It supports delivery of care that is evidence based and up-to-date. The pack provides detailed learning about the pharmacological care of people with dementia across all stages of the journey and also provides many additional sources of useful information.

The pack is organised into six main sections. The first three sections focus on the types of dementia, the risk factors and early signs, and the screening and diagnostic processes. Sections 4 and 5 cover living well with dementia, from the early stages, throughout the dementia journey to living well with increasing help and support. The final section focuses on symptoms most often (but not exclusively) associated with the later stages of dementia, end of life care and dying well.



The new pack will be mailed to every Scottish community pharmacy premises in February 2014 and will also be made available as a pdf at:

www.nes.scot.nhs.uk/pharmacy



Visit the Dementia MKN and Promoting Excellence Website



The **Dementia Managed Knowledge Network (MKN)** is an open, community site which contains pertinent information and links to raise awareness of the wide range of resources available.

www.knowledge.scot.nhs.uk/dementia

The **Promoting Excellence** website provides the detail of the education framework and the education resources to support workforce development.

www.knowledge.scot.nhs.uk/promotingexcellence

Call for Dementia Ambassadors

Do you work in a social services setting, especially in care homes, care at home and adult day care settings? Are you passionate about providing better care and support for people with dementia, their families and carers? Do you want to contribute to improving the dementia knowledge and skills in the workforce?

If so, then please join the growing group of Dementia Ambassadors across Scotland by contacting promotingexcellence@sssc.uk.com for more information.





NHS Education for Scotland

West Port

Westport 102

Edinburgh

EH3 9DN

Phone: **+44 (0) 131 225 4365**

E-mail: **mental.health@nes.scot.nhs.uk**

Website: **www.nes.scot.nhs.uk**

Scottish Social Services Council

Compass House

11 Riverside Drive

Dundee

DD1 4NY

Phone: **0845 60 30 891**

E-mail: **enquiries@sssc.uk.com**

Website: **www.sssc.uk.com**

