

# Promoting Excellence in Dementia Care

Issue 4 • April 2013



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# 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 Strategy.**

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 fourth 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

This issue highlights the work that has been done to support staff since the development of Promoting Excellence in 2011.



## *Promoting Excellence: two years on*

The ***Promoting Excellence*** framework and the NES/SSSC workforce development plan was launched in June 2011 to support the development of the health and social services workforce.

The Promoting Excellence work programme is overseen by a Programme Board chaired by the Chief Executive of Alzheimer Scotland, Henry Simmons, and comprising a range of stakeholders, including members of the *Scottish Dementia Working Group* and the *National Dementia Carers Action Network*.

Since the launch of Promoting Excellence, NHS Education for Scotland (NES) and the Scottish Social Services Council (SSSC) have taken forward a range of activities, including the development of educational resources and delivery of education and training for staff at all levels of the Promoting Excellence knowledge and skills framework.

## Developing an infrastructure

**NES and SSSC in partnership with the Scottish Government and Alzheimer Scotland have taken forward work to create leaders, and change agents to support improvement in the quality of experience for people with dementia, their families and carers in acute general hospitals.**

310 health and social services staff have been trained as **Dementia Champions**. The Champions role involves spreading knowledge, positive attitudes and values when working with people with dementia within their clinical team and guiding the implementation of good practice.

Following completion of the training programme the Champions continue to be supported by NES via regional learning networks. These have been designed

to sustain and continue professional development by providing opportunities to build on previous learning, share experiences and good practice. The events are also designed to encourage the development of local and national peer support systems and relationships.

The first cohort of Champions are already leading or contributing to changes in how their workplaces respond to people with dementia, for example



Dementia champions at Dynamic Earth



Launch of Promoting Excellence Leaders Vision statement

in making care settings more dementia-friendly environments, ensuring that families and unpaid carers are fully involved as partners in care in acute care settings, and setting up local systems to better identify people admitted to wards with dementia, cognitive impairment or delirium.

In addition, a number of Champions have introduced the 'This is Me' document into their areas to ensure staff have information about people with dementia to enable them to really know them as a person and then tailor the care provided based on peoples' unique strengths, preferences, likes, dislikes and interests.

“ *Our vision is of a world class dementia service across Scotland that puts the person living with dementia, their families and carers at the heart of everything we do. As a national group of dementia leaders we will work in partnership and within a whole system of care, delivering integrated approaches that respect the rights of the individual. By raising awareness, influencing and educating the public and workforce, sharing our skills and knowledge we will create a culture of mutual support and learning which will dispel myths, change attitudes and build a culture of humanity and compassion. Creating this world class dementia service across Scotland is our passion.* ”

The Dementia Champion's initiative is closely linked to the establishment of **Alzheimer Scotland Nurse Consultants/Specialist Nurses** (ASDNs) in each NHS Scotland Board to ensure an infrastructure to drive forward improvement in the sector. Their role is to provide expert strategic and operational leadership, consultancy, direction and guidance to all partners involved in the design, development and delivery of services and support for people with dementia.

**4 Dementia Allied Health Professional (AHP)** consultants' posts, who all have a national remit, are also in place in Scotland. The nurses and AHP leaders work both internal and external to the Health Boards, building strong collaborative relationships with social services and other local authority colleagues, education providers, the voluntary and independent sectors, and people with dementia, their families and carers. To maximise their potential NES has provided them with a bespoke leadership development programme.

There are very good signs that the ASDNs and AHP Consultants are making a positive impact in ensuring that their respective NHS Boards are responding to the implementation of the Dementia Standards and Promoting Excellence. The establishment in each NHS Scotland Board of an ASDN is closely aligned to the Dementia Champions initiative, each working with the other to ensure an infrastructure to drive forward improvement in the sector.

The national AHP Dementia Consultants, the Alzheimer Scotland Dementia Nurse Consultants/Specialists have also been working together to develop a shared vision for dementia services in Scotland.

Extensive activity has also been undertaken in the social services sector to raise awareness of the educational resources and create infra structures to support dissemination. This has included supporting employers to identify key staff as Dementia Ambassadors. 50 engagement workshops reaching over 800 social services staff have been held across Scotland in generating a total of almost 150 Dementia Ambassadors and there have been 11 subsequent regionally based induction and development events for ambassadors.

Their role is to contribute to improvement in the care and support of people with dementia through raising awareness of Promoting Excellence and the associated learning resources, acting as a conduit for the dissemination of information and resources about dementia and initiating and supporting relevant learning opportunities.



**Other developments have included the *Dementia Managed Knowledge Network* and the *Promoting Excellence* website.**

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

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.

In addition, support has been provided in use of the MKN and establishment of communities of practice. These provide an online opportunity for those with specific interests within the dementia field to share

experiences, good practice, learning and resources in addition to discussing pertinent issues and supporting each other.

Training events have taken place with a number of groups including the Dementia Nurse and AHP Consultants and Specialists, the Dementia Champions and Dementia Ambassadors. The number of Communities of Practice continues to grow.



## Educational resources

NES and SSSC have developed a number of educational resources to support staff to develop the knowledge and skills described in Promoting Excellence.

The DVD *Informed about Dementia - Improving Practice* was launched in February 2012 to support *all* health and social services staff to develop knowledge and skills at the *Dementia Informed* level of Promoting Excellence and this has been well received by both health and social services staff.

This testimonial from an Alzheimer Scotland Volunteer gives a flavour of what can be achieved through viewing the DVD.

“ The DVD won't fail to enlighten people who will have no knowledge of the condition and it even has much to offer those with considerable experience of dementia and all the associated problems that can arise.....The approach to my mind stimulates the viewer by encouraging them to think for themselves and as a result enables them to see each situation from both sides..... allowing them to arrive at conclusions and discover alternative ways to deal with problems posed. Learning this way gives a great sense of achievement and is more rewarding than having been supplied a regimented set of instructions to follow with equally uniform answers attached. This DVD may be aimed primarily at those working in the health sector but due to the relaxed and straightforward manner in which the information is presented the connection is easily made with the ordinary person in wider society who may know little or nothing about dementia. ”

Around 11,000 hard copies of the DVD have been distributed and it is also available via the

website.

Another learning resource ***Dementia Skilled - Improving Practice*** has been developed and widely disseminated, with 2700 hard copies of the ***Dementia skilled*** resource distributed and over three and a half thousand people accessing the resource online. This resource is for health and social services staff who have direct and/or substantial contact with people who have dementia and need to develop

their practice to meet this level of the Promoting Excellence Framework.

Both the DVD and the ***Dementia Skilled*** learning resources can be used by individuals or by trainers to support facilitated learning in groups. For managers, trainers and educators, there are also resources to support them in their role in supporting workforce development.

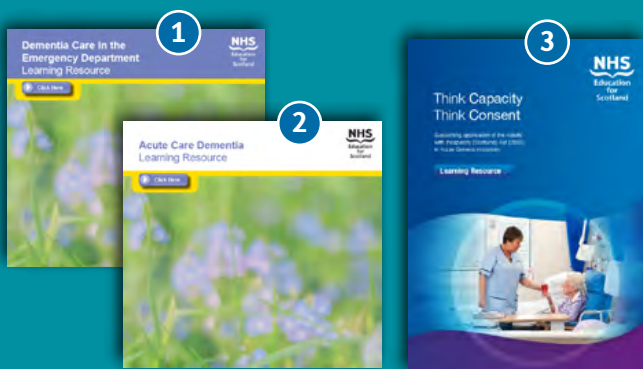


## Dementia Enhanced Practice Resource

An educational resource that can help staff to support the psychological wellbeing of people with dementia and their families and carers has also been developed. This is for staff working at the ***Dementia Enhanced*** level of Promoting Excellence.

## Improving service response in general hospital settings

One of the Key Change Areas identified in Scotland's National Dementia Strategy was *Improving service response in general hospital settings* and a range of learning resources have been developed to support hospital staff to address this including:



- 1 ***Acute General Hospital Dementia Care.***
- 2 ***Dementia care in the Emergency Department.***
- 3 ***Think Capacity - Think Consent*** which can enable staff to support appropriate application of the Adults with Incapacity Act.

By the end of March there will also be a further range of psychological resources for staff and for people with dementia, their families and carers. These will be designed to aid staff in making a diagnosis and to focus on supporting those who are affected by stress and distress.

All of the resources developed have been designed specifically to support the implementation of the Dementia Standards and they are quality assured against Promoting Excellence.

Pharmacists and technicians will also be able to access support focusing on safe use of medicines for people with dementia and, for newly qualified social workers, a new online resource will be available to support their development during their first year of practice.



# Training

In addition to providing learning resources, NES and SSSC, in partnership with other organisations, have directly supported around **1,430** health and social services staff through *Promoting Excellence* national training programmes.

Many programmes have been designed to build capacity and sustainability. Training has also maximised opportunities to bring together health and social services staff to support the integration agenda.

**Cognitive Stimulation Therapy** is an evidence-based low intensity psychological intervention shown to improve cognition and quality of life for people with dementia. This training has now been delivered to 232 health, social services, private and third sector staff. The training has received consistently high ratings in terms of its efficacy in improving knowledge and skill in the delivery of this low intensity psychological intervention.

Many of those undertaking the training have reported that they are able to apply their knowledge in practice and that this has led to improvements in the psychological care they provide.

Another initiative has prepared 139 health and social services staff to train colleagues in supporting people with dementia experiencing **Stress and Distress**.



Above: Alzheimer Scotland 5 pillar model

Those trained as trainers have already begun to roll this training out to additional health and social services staff throughout Scotland. It is aimed at staff working at both the Expertise and Enhanced Levels of *Promoting Excellence*. Initial pilot training was focused on the dementia demonstrator sites and is now being rolled out across Scotland.

A further nineteen staff have been trained in **Acceptance and Commitment Therapy** based interventions for carers of people with dementia. This is a high intensity psychological therapy at the Expertise Level of *Promoting Excellence* and therefore has been targeted at qualified psychological therapists.

Other training has included 143 health and social services staff providing **Palliative Care** for people with dementia and 90 staff trained in **Post Diagnostic Support** based on the Alzheimer Scotland 5 pillar model (as above). Evaluation of this programme has been very positive with participants reporting being energised and empowered by the experience. The contribution of people with dementia was highly valued and viewed as having a long lasting impact. Evaluation will be used to inform further education and training to support post diagnostic support.

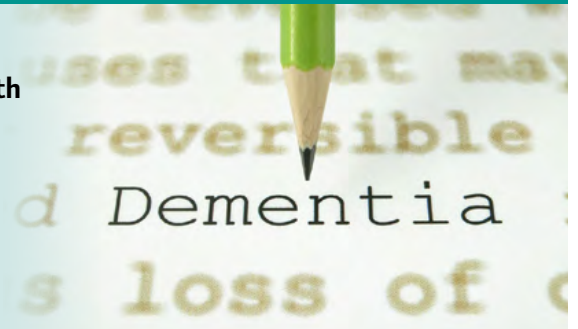
# Other Developments

## Alzheimer Scotland Dementia Awareness Week Conference June 2013

This year the event will focus on the impact of the health and social care integration agenda on quality of life for people with dementia and their families and carers.

To find out more visit:

<http://dementiascotland.org/news/2013/announcing-our-dementia-awareness-week-conference-2013-dementia-connections/>

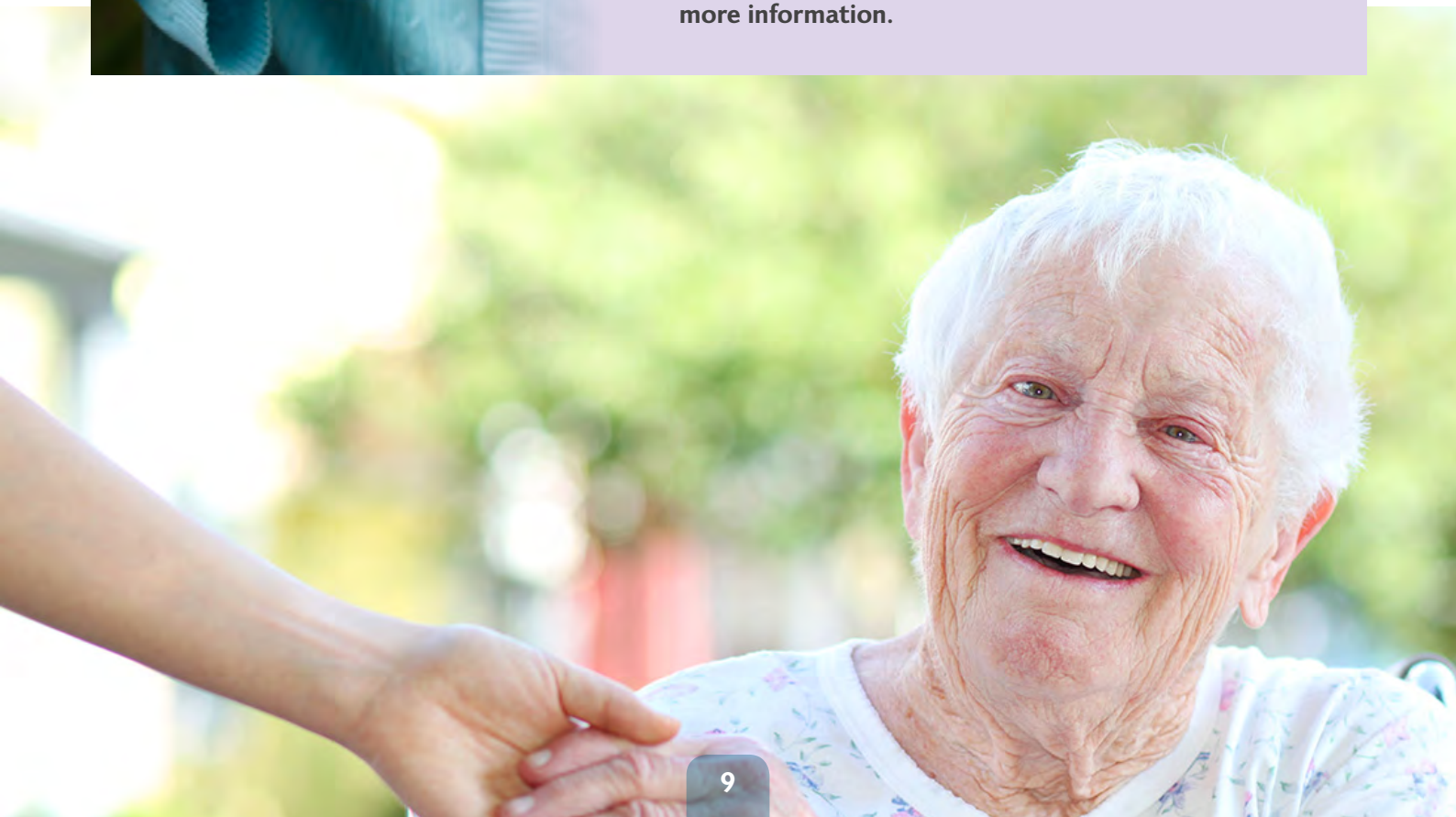


## Call for Dementia Ambassadors



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](mailto:promotingexcellence@sssc.uk.com) for more information.**





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