

Promoting Excellence in Dementia Care

Issue 12 • Winter 2015



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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 focusses on supporting improvement in staff skill and knowledge in both health and social service 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 12th newsletter, keeping you up to date with Promoting Excellence workforce development.

Promoting Excellence: Celebrating progress and collaboration

In this edition we celebrate the progress made in implementing Promoting Excellence and highlight that the progress many organisations are making is based on working collaboratively with colleagues across health and social services.

Due to the scale and diversity of roles in the workforce, which includes 160,746 employed within NHS Scotland and 199,670 social service workers, it is not unusual for organisations and workers to adopt differing approaches to workforce development. This issue highlights successful and award winning models of education and training. These reflect your contribution and demonstrate effective joint working and commitment to our shared aim which is to support staff to improve quality of life for people living with dementia and their families and carers.





Celebrating Winning Partnerships

Scotland's National Dementia Awards – Best Educational Initiatives

Scotland's Dementia Awards are run in partnership with Alzheimer Scotland, NES, NHS Health Scotland and the SSSC in celebration of World Alzheimer's Day. They provide an opportunity for professionals and communities who are committed to enhancing the health, well-being and experience of people with dementia and their families, to have their work recognised and promoted. The award scheme showcases the creativity, innovation and dedication that makes a real difference to the daily lives of people with dementia and their families.

In this feature article we are delighted to showcase the excellent work of the 2 finalists and the 'Award Winner' in the 2015 Dementia Awards **Best Educational Initiative Category** which highlight the excellent progress in embedding Promoting Excellence across health and social service sectors and also the power of partnership working.





The 'Being Dementia Smart' teaching team

Best Educational Initiative Finalist: The School of Health Sciences, University of Stirling in partnership with Alzheimer Scotland – 'Being Dementia Smart'

There is an aspiration that all Adult, Mental Health and Learning Disability nursing students graduating from their programmes in Scotland attain as a minimum the Dementia Skilled level of Promoting Excellence – and significant progress is being made across universities in this respect.

The 2015 Dementia Awards recognised the innovative work being undertaken at University of Stirling's School of Health Sciences. Dr Leah Macaden, who has led this initiative, explains:

"Caring for someone with dementia in any setting – be that in hospital or in the community – requires knowledge, skills and expertise and nurses are very central to this care agenda. Nursing students have the potential to become change agents for dementia practice. I asked myself, "How can I make a real difference to people living with dementia in Scotland as an academic?"

It is against this background that I conceived and developed an innovative dementia curriculum that is now embedded throughout the pre-registration BSc Nursing programme called **Being Dementia Smart** along with my colleagues in the School, and Ruth Mantle – the Alzheimer Scotland Dementia Nurse Consultant from NHS Highland. The curriculum is based on the Promoting Excellence Framework, and the stages of the dementia journey outlined in the framework.

It is designed to build both capacity and capability with dementia expertise among the future nursing workforce in Scotland. Students completing the programme will exit at an Enhanced Level of Dementia Practice as outlined in Promoting Excellence."

In designing 'Being Dementia Smart' Leah incorporated innovative teaching and learning approaches across the 3 year programme. Importantly she also worked with the Scottish Dementia Working Group, and carers, to endorse and inform the approach taken.

Anne Pascoe (Non Executive Director, NHS Highland, and Chair of Dementia Friendly Communities *CIC) explained:

"While it is important to have dementia specialists supporting people affected by dementia, it's also imperative that our nurses, indeed all NHS staff, understand the ramifications of this illness. I was delighted to contribute to this programme from a carer's point of view, and I fully endorse 'Being Dementia Smart' as an important learning resource for the future."

This quote from a student nurse at the University of Stirling highlights the impact this has had on their learning:

"Having 'Being Dementia Smart' incorporated within our pre registration nursing programme, I feel has given me a head start when working with people with dementia. This is because of the fact that the programme teaches the student not only the anatomy and physiology of dementia – but also how we as nurses can create a better environment for that person and make their experience within the medical environment, or with medical staff, less of an ordeal. I am very pleased that this programme has been offered to me because I think it has made me a better student nurse and in future will make me a better staff nurse." (Semester 6 Nursing Student, Adult Branch, School of Health Sciences, University of Stirling, Highland Campus)."



* If you want to find out more about CIC please visit:
<http://www.adementiafriendlycommunity.com/>

Many congratulations to Leah and colleagues for their excellent work and their success in Scotland's Dementia Awards. We would encourage other university providers of preregistration nursing programmes, and other professional programmes, to learn more about the fantastic work that has been taken forward.



Nursing students celebrate 'Being Dementia Smart'

Best Educational Initiative Finalist: Angus Council – 'Working towards becoming a Dementia Informed Organisation'

The Angus Council – Scottish Vocational Qualification (SVQ) Assessment Centre has the responsibility of supporting the Council's social service staff to achieve the recognised qualifications for registration with the SSSC. What is really excellent about this project is that from the outset the Angus SVQ Assessment Centre promoted a partnership approach with NHS Tayside colleagues in implementation.

Through partnership working, an Angus-led Dementia Ambassador learning programme was developed to support local Ambassadors to reach at least the Dementia Skilled level of practice. The learning programme proved very popular and exceeded the resources available for delivery so the Centre created Self Assessment workbooks which were placed on Angus Council's intranet for staff working within care environments to access. Workshops were also made available for staff, and these included the NES/SSSC Promoting Excellence Informed and Skilled level resources.

Evaluation of the learning materials showed that staff found them helpful and informative. They enabled staff to gain a deeper understanding of dementia and how to promote better outcomes for people with dementia, and importantly bring about positive changes, as outlined in the examples below:

"Our care centre now uses iPads for people we support to Skype. One daughter who lives in New Zealand said "I can't believe I have seen my Dad on Hogmanay, it's just like he was here with us and this has made my day". At this time the other people we support were very interested in what was happening and began to wish the friends and relatives in New Zealand Happy New Year and they all sang Auld Lang Syne together. I was amazed at how this worked." **Rona Watson, Senior Social Care Officer, Angus Council, Seaton Grove, Care Centre, Arbroath.**

"Using life story work we discovered that a person we support used to rock climb. We used the computer to bring up images of where they previously did rock climbing. Their face lights up when the images appear on the computer screen and this stimulates very interesting conversations." **Susie McIntyre, Angus Council, Seaton Grove Care Centre, Arbroath.**

The assessment centre has further encouraged and supported staff to undertake the Dementia Champions training and now has 8 Dementia Champions, 37 Dementia Ambassadors, and 15 staff who have completed, or are undertaking, the SVQ level 3 unit Support individuals to identify and promote their own health and social well-being. Joint Dementia Ambassador and Champions' network meetings have also been established with NHS Tayside partners to discuss innovative practice, and enable sharing of good practice within Angus.



If you want to find out more about 'Being Dementia Smart' contact Leah at:
leah.macaden@stir.ac.uk

“We are delighted that a further 27 staff across health and social care are currently undertaking Angus Dementia Ambassadors training. Also the assessment centre team members have been acting as advisers to a community group (Kirrie Connect) which has been awarded funding from the Life Changes Trust to develop a Dementia Friendly Community Hub in Kirriemuir”.

“The team is providing training to support staff and volunteers working with the Links Park Community Trust as they work on developing a Football Reminiscence Group. We are also rapidly increasing the number of Dementia Friends by encouraging students at the local Further Education College to sign up”.

Last but not least we celebrate the work of the Edinburgh Training Partnership (ETP) as the winner of the Best Educational Initiative. This innovative work has been taken forward in a partnership between Edinburgh City Council, NHS Lothian and Scottish Care.

“At the start of our work in 2014 there were 63 Care Homes in Edinburgh – 11 provided by the Council and a further 52 by independent providers – and we knew around 80% of people living in the care homes had dementia or severe memory problems. We also knew that staff training and understanding of dementia in this sector varied, and that developing staff knowledge and skills had the potential to make a significant positive impact on the quality of life of people with dementia”.

ETP developed and delivered an ambitious plan to provide Promoting Excellence training to care home staff across council and independent sector care homes in Edinburgh. This has involved:

- Delivering a sustainable training programme, aligned with the Promoting Excellence Informed and Skilled level of practice using a ‘train the trainers’ approach.
- Close working with people with dementia, and families and carers in developing the approach, and also implementing an ‘appreciative enquiry’ approach to develop practice in line with the Standards of Care for Dementia in Scotland.



If you want to find out more about the Angus 'Working towards becoming a Dementia Informed Organisation' initiative please contact Tricia Lowe at lowet@angus.gov.uk

Due to the success of the programme it was extended in 2015 to community based care at home staff from independent and local authority services.

ETP have undertaken a huge range of activity in providing facilitator training:

- at the Informed level to 138 staff from care homes, care at home and housing support, employed by City of Edinburgh Council or in independent and third sector services
- at the Skilled level to over 128 individuals from that same audience.

ETP have also helped to grow the social service Dementia Ambassadors group in Edinburgh from 4 to over 100 people.

Some quotes below highlight the impact on the participants involved:

“Yes I did enjoy the training sessions and I have to admit the DVDs and the experience work over the last 2 sessions have had quite a profound effect on me and I felt quite emotional on reflection on the bus home. I can only hope we do get the time to roll out the training and can do it justice (more importantly)”. **Homecare Coordinator, C.E.C. Reablement**

“With regards to the training I received, to be able to facilitate my own training workshops, I couldn’t praise Rene, Jacqui and Ken highly enough. The training was extremely well presented, thorough, informative and I felt very supported by them. I think that this Informed resource is invaluable.

It is easy to use, simple and effective. All of the scenarios in the DVD are excellent at getting the staff to think about their own experiences and clients that they have worked with.

The staff also found the comments from the members of the Scottish Dementia Working Group amazing and found it really helpful to hear their views directly.” **Assistant Manager/ Facilitator, Prestige Nursing and Care**

ETP have also extended their training to non-care staff, volunteers and Edinburgh City Councillors and their administrative staff as part of their wider ‘Dementia Friendly Edinburgh’ development work.

Ken Dick, Care Home Education Facilitator, NHS Lothian and member of the ETP sums up the experience:

“This has been a fantastic opportunity to be involved in true collaborative working, both in developing the training and the delivery of it. It is a pleasure to work with like-minded people who are passionate about supporting people with dementia and promoting a positive message”

We offer our enormous congratulations to ETP as the winners of the 2015 ‘Best Educational Initiative’ award.



The Edinburgh Training Partnership - Best Educational Initiative Winner



To find out more about the work of ETP contact Jackie at jackie.sloan@edinburgh.gov.uk



Visit the National Dementia Awards website to find out more about this year’s winners!
<http://sda.dementiascotland.org>



Dementia Ambassadors:

Collaborating for success!

In social service settings, the success of Promoting Excellence to date is owed to the practitioners, educators, and wider members of the community who have collaborated in order to share their experience, resources and passion for improvement. Joint working and strong leadership at all levels has brought Promoting Excellence to the fore, strengthened its impact on practice, and guaranteed its place in future workforce development plans.

The Dementia Ambassador network has contributed significantly to the success of Promoting Excellence. Working primarily across social services, their focus on workforce knowledge and skills complements the change activities initiated by Dementia Champions in hospitals and related community settings.

The SSSC and its partners have been supporting Dementia Ambassadors since March 2012 and much of their activity has been highlighted in previous issues.

There are now over 800 Dementia Ambassadors involved in a range of initiatives to support the implementation of Promoting Excellence. Some initiatives are at a local level, whereas others have a national reach. For many established Ambassadors who have succeeded in embedding Promoting Excellence, activity has not only improved learning but furthermore has had a lasting impact on attitudes and behaviours.

A number of learning events, continued contact by the SSSC, and the use of online communities of practice has supported the continued growth and development of the Dementia Ambassador network. In addition, strong leadership by a number of Dementia Ambassadors has led to the emergence of local and organisational networks with the potential to sustain new learning into the future. Here we tell you about one of these networks, the Strathmore Dementia Ambassadors.

Introducing the Strathmore Dementia Ambassadors

This new network of Dementia Ambassadors began as a collaboration between the SSSC and Isla Syme, an NHS Care Home Liaison Community Mental Health Nurse. SSSC Promoting Excellence Project Officer, Jacqui Mackintosh, explains how this network got started:

“Isla, a SSSC Dementia Ambassador, has worked with people with dementia, their families and carers for around 20 years and in her role with the NHS she organises training for workers throughout Perth and Kinross. Because of her role, which crosses both the NHS and social services, it became clear to her that there were valuable opportunities available.

Isla and I met to explore the benefits of creating a Dementia Ambassador network. We thought that creating a forum for shared learning and creativity across a number of local care homes would be a step in the right direction. We also thought that the support of the Strathmore Older People’s Community Mental Health Team would be invaluable.

We put a call out to attract potential Dementia Ambassadors in the area and our initial meeting was a success - 12 attended, including social care workers, senior social care workers, registered mental health and general nurses, deputy managers and managers. 4 of the new Dementia Ambassadors had recently completed a Promoting Excellence Skilled Level training programme and wanted to develop their practice further.

Since the meeting some changes have already been implemented by the network. These include an improvement of menu choices and meal time provision, regular “drop in for morning coffee” sessions, which are open to the general public to encourage improved community connections, and planning with families to compile a “playlist for life” to enhance person-centred care.

The Strathmore Dementia Ambassador Network will continue to meet regularly, providing opportunities for shared learning and training with on-going support from Strathmore Older Peoples Community Mental Health Team and the SSSC.

The Older Peoples Community Mental Health Team within Perth and Kinross are monitoring the progress of this project, hoping to roll out this model to other areas.”

The following observations are from two of those involved:

“By sharing thoughts, ideas, experiences and having the expert input from our facilitators, and after working through the Skilled Level, I feel that I have improved my practice immensely, thus benefiting the residents in my care who are living with dementia.” Dementia Ambassador

“Promoting Excellence has brought a fresh approach to facilitating the development of care staff in their skills and knowledge about dementia.” Isla Syme



Strathmore Dementia Ambassadors enjoy their Promoting Excellence induction day in September 2015

The Strathmore Dementia Ambassadors Network is just one part of a wider picture of improvement. There are several other examples emerging from across Scotland which show the progress that can be made by working collaboratively. Dementia Ambassadors, and Dementia Champions, have been central to many of these.



To find out more about how you can collaborate with others to improve learning across social services, contact promotingexcellence@sssc.uk.com

Events Roundup

Taking the lead in dementia practice

As publicised in the last Newsletter, the SSSC and NES have been collaborating to invite Dementia Ambassadors and Dementia Champions to our autumn series of leadership learning events.

The visions set out in both the 'Strategy for building leadership capacity in Scotland's social services 2013-2015' and in 'Everyone Matters: 2020 Workforce Vision' demonstrate a commitment to the development of leadership at all levels within social services and the NHS in Scotland. Effective skilled leaders are essential to ensure that the people who use services are supported to achieve their personal outcomes.

Dementia Ambassadors and Dementia Champions have a specific leadership role and it is important to help them recognise this and develop their leadership capability.

The 4 events featured inspirational speakers and focused on

- Inspiring and motivating in dementia practice
- Creativity and innovation in dementia practice
- Collaborating and connecting in dementia practice
- Empowering others and promoting citizen leadership in dementia practice



Connecting in dementia practice



In round table discussions, participants considered the positive impact of leadership when working with people living with dementia, their families and carers.

Feedback from the events was positive and comments included:

“What a great day, can I express how much I enjoyed this event. I am already a very motivated person but came out after the sessions even more motivated and inspired!” Dementia Ambassador

“It was good to hear different and creative ways of teaching and connecting with people who have dementia, I’ll be putting these into practice.”

Dementia Ambassador

To support participants to develop their leadership capability further in the context of their dementia practice, they have been encouraged to use the **SSSC’s Step into Leadership** online resource. There is also an option to apply for a SSSC Open Badge which recognises that the learner has reflected on what the **Leadership Capability Feedback Tool** from the resource has told them about their leadership strengths and areas for development.



To find out more about Step into Leadership visit: <http://www.stepintoleadership.info/>



Open Badges are digital certificates which recognise learning and achievement
Find out more at: badges.sssc.uk.com

Promoting Excellence Training and Educational Resources

Coming soon – Promoting Excellence learning resources

Promoting Excellence was launched in 2011. The following year NES and the SSSC published 3 key learning resources to support all health and social service staff to develop the knowledge and skills they require to become Dementia Informed or to work at the Dementia Skilled practice level of the framework.

Much has happened in relation to improving dementia support and care in Scotland since then. As we move towards the creation of a third dementia strategy we wanted to make sure that we continue to support staff development in the best way possible, so we decided it was a good opportunity to update our learning resources. We have worked in collaboration with a number of stakeholders from health, social services, and the third and independent sectors to ensure that the content reflects a truly integrated approach to supporting people with dementia and their families and carers.

In March 2016 these updated versions will become available:

- Informed about Dementia as a DVD and online
- Dementia Skilled – Improving Practice and Acute Care Dementia Learning Resource as hard copy and online

At the same time the Guidance for Assessors, Educators, Trainers and Managers to accompany the Dementia Skilled – Improving Practice learning resource is being updated.

Focus groups to inform the revision of the Guidance for Assessors, Educators, Trainers and Managers

The SSSC/NES partnership recently hosted 4 focus groups across Scotland to help review the **Guidance for Assessors, Educators, Trainers and Managers** which accompanies the Dementia Skilled – Improving Practice resource.

The guidance aims to assist all those involved in delivering, assessing and supporting learning to help learners gain the maximum benefit from their learning experience in using the Dementia Skilled – Improving Practice resource. The new guidance will make robust links to National Occupational Standards (NOS) and Scottish Vocational Qualifications (SVQs), which have been revised since the original guidance was first published.

Participants at the focus groups identified that it would be particularly helpful to structure the revised guidance in a way that assists learners, and those supporting them, to understand and develop their abilities as reflective practitioners and to offer guidance in reflective recording. This is supported by reflective learning activities embedded in the revised **Dementia Skilled – Improving Practice** resource.

The revised guidance will be available soon and we will report on this in our next newsletter. If you would like more information please email John Yellowlees at john.yellowlees@sssc.uk.com

To make sure you stay up to date look out for information about our updated learning resources on the NES and SSSC websites.

Mapping social work learning to the Dementia Skilled - Improving Practice resource

In our last newsletter we reported that the SSSC has been working with Scotland's higher and further education sectors to support the use of Promoting Excellence learning resources. Progress has been made with the 8 universities that provide social work degree programmes, which are underpinned by the Standards in Social Work Education (SiSWE).

The SSSC has now mapped the SiSWE against each learning outcome within the **Dementia Skilled – Improving Practice** resource. With this, social work degree providers and students can identify outcomes they are meeting, or partially meeting, and take steps to meet others. Within the mapping, and against each learning outcome, the SSSC suggests other relevant sources of learning for providers and students.

A document is being produced, using the SiSWE as a guide, signposting learners to the Promoting Excellence resources to enhance existing course content from a dementia perspective.

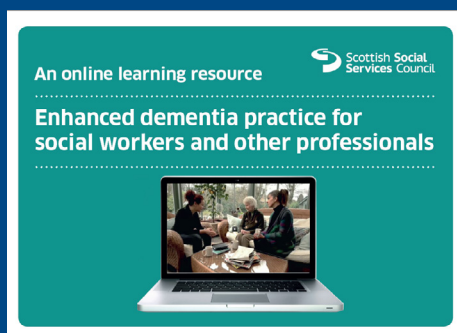
Universities can use other dementia learning materials however the SSSC is recommending three SSSC dementia tablet Apps, soon to be available on Android as well as iPads. These Apps address the learners' core knowledge and understanding about dementia, which is crucial to contextualise learning from social work programmes into dementia practice in the real world.

The document can be used by universities, practice educators and student social workers and will be available soon at www.sssc.uk.com/promotingexcellence



Newly qualified social workers are encouraged to progress their learning to the Enhanced level of Promoting Excellence. A resource called **Enhanced dementia practice for social workers** is available to support this and can be found at learn.sssc.uk.com/edp

If you would like to order postcards to promote this resource, please email promotingexcellence@sssc.uk.com



Promoting Excellence with the Care Inspectorate

The Care Inspectorate has come a long way on its journey to embed Promoting Excellence, including widespread use of the Informed about Dementia DVD and the **Dementia Skilled – Improving Practice** resource across all teams.

As part of this commitment to Promoting Excellence, the Care Inspectorate also collaborated with the SSSC to design and develop a bespoke learning resource called **Enhanced dementia practice for inspectors**.

Designed to be delivered as part of a blended learning programme, learning activity can include self-study and facilitated group sessions. Existing Promoting Excellence resources provide the underpinning knowledge at the Enhanced level, while a variety of new videos, text and case studies support inspectors to develop their dementia practice from an improvement and scrutiny perspective.

The SSSC is currently supporting the Care Inspectorate to pilot this resource within Dementia Learning Sets.

Modules:

- Informing and promoting person-centred, family orientated care and community connections
- Supporting health and wellbeing
- Promoting and protecting people's rights



Coming soon!

Dementia Ambassador Conference 2016

To mark the progress made in dementia learning, and celebrate the achievements of Dementia Ambassadors, a conference will take place on 4 March 2016. Building on the success of the first Ambassador conference in 2015, this year's conference will feature inspirational speakers, including members of the Scottish Dementia Working Group, and shine the spotlight on the positive contribution Ambassadors make to the lives of people living with dementia, their families and carers.



For further information contact Wendy Johnston at: wendy.johnston@sssc.uk.com

Promoting Excellence in Dementia Care and Support National Conference and Graduation Event for Cohort 6 Dementia Champions and Dementia Specialist Improvement Leaders

On 16 March 2016 at Murrayfield Stadium in Edinburgh we will be celebrating the graduation of Cohort 6 Health and Social Service Dementia Champions, and the Dementia Specialist Improvement Leaders.

The event will include poster presentations and concurrent sessions providing an opportunity to showcase and celebrate the work of Alzheimer Scotland Dementia Nurses, Allied Health Professional Dementia Consultants, Health and Social Service Dementia Champions, Social Service Dementia Ambassadors and Dementia Specialist Improvement Leaders, all collaborating to bring about improvements in the care and treatment of people with dementia and their families and carers.



For further information contact: Mental.Health@nes.scot.nhs.uk

Webinars for training providers, employers, assessors and others

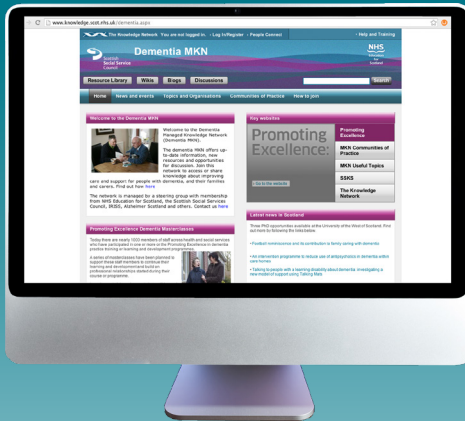
The SSSC is planning a series of webinars in the Spring targeted at training providers, employers, assessors and others who support the learning of frontline workers. The SSSC will use these webinars to raise awareness of the revised Guidance for Assessors, Educators, Trainers and Managers which accompanies the Dementia Skilled – Improving Practice resource, articulate the links between Promoting Excellence and National Occupational Standards, and encourage the use of the Promoting Excellence resources in the delivery of qualifications such as SVQs and relevant HNCs. By using webinars, instead of face to face events, the SSSC hopes to extend the reach of this support to people who are unable to attend events.



For further information, please contact John Yellowlees at john.yellowlees@sssc.uk.com

Visit the Dementia MKN and Promoting Excellence Website

Dementia Managed Knowledge Network (MKN)

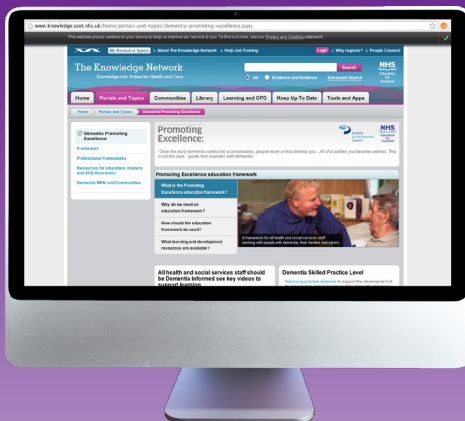


The **Dementia Managed Knowledge Network (MKN)** is an open, community site which contains pertinent information and links to raise awareness of the wide range of resources available:



www.knowledge.scot.nhs.uk/dementia

Promoting Excellence



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

SSSC News Online



Access SSSC News:



ssscnews.uk.com/tag/promoting-excellence

Viewing PDFs on mobile devices

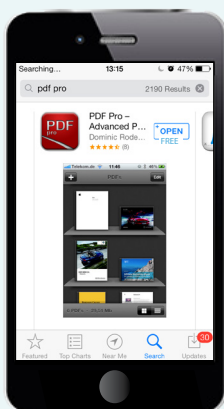
If you are using an iPhone or iPad to view NES PDFs you will need to download a free viewer from the app store to benefit from the full range of navigation features, including the clickable contents menus. Follow the steps below to install and use the viewer.

Downloading the viewer

The viewer we recommend using is PDF Pro, a free to download viewer available on the App Store. To install the viewer, simply click on the App Store Icon on your home screen and then search for "PDF Pro".



App Store Icon



Click on the blue box at the right hand corner which says "FREE". It will then turn green and the word will change to "INSTALL". Click once more and the viewer will begin to download and install on your device.

If you have a password set up on your device it may ask you for this now.

Please note: you will need to have adequate free space on your iPhone or iPad for the app to install.

Using PDF Pro

Using the viewer is simple. Once installed it will be automatically added to the options for viewing when opening a PDF. Simply navigate to the location on the web using Safari, click on the PDF you want to view and an option will appear at the corner of the screen which says "Open in..."

Click on the "Open in..." option, followed by the PDF Pro icon and the PDF will launch in the viewer. Once viewing in PDF Pro all of the navigational features will be functional, so simply tap the buttons on screen to get started.



We want to hear from you!

Tell us what you think about the newsletter, what you find useful and what you'd like to know more about. Please send us your comments and suggestions for future articles by emailing:



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