

# Promoting Excellence in Dementia Care

Special Edition  
Focus on  
Education

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**In This Issue**

# 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.

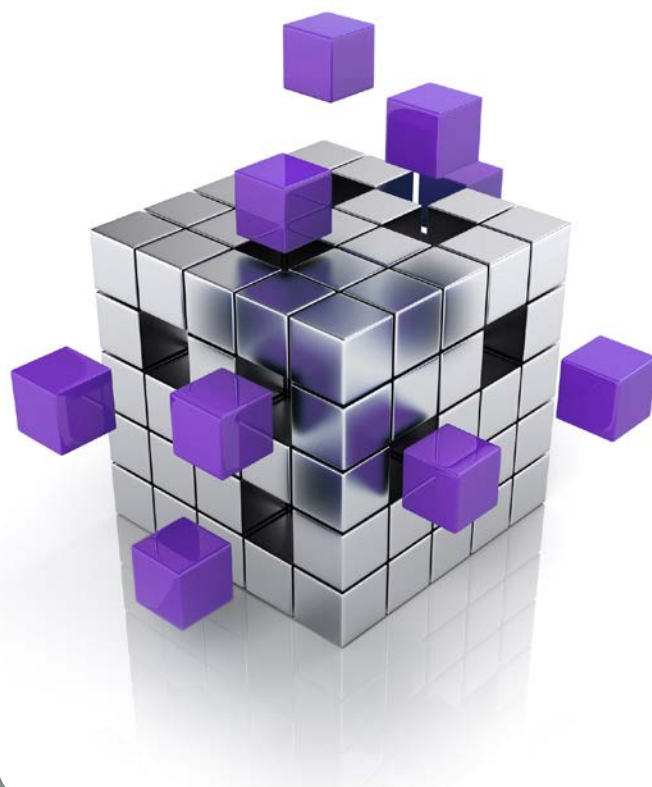
This work is centred on supporting improvements in staff skills and knowledge in both health and social services settings to enable them to provide even more effective and appropriate care and support services for people with dementia, their families and carers.

Welcome to our sixth 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 Education and Training

This special issue highlights the exciting education and training developments happening around Scotland including examples of education and training programmes recently presented at the **Promoting Excellence in Dementia Education in Scotland Conference** and our main feature reporting on the embedding of Promoting Excellence within Nurse Education by the University of the West of Scotland who recently won the **Best Educational Initiative** at Scotland's prestigious **Dementia Awards**.







**UWS** UNIVERSITY OF THE  
WEST of SCOTLAND

## Preparing the 'nurses of the future' at the University of the West of Scotland

In the pre-registration nursing programmes, the University of the West of Scotland (UWS) focuses on rights-based care for people with dementia and their supporters whose journey is embedded in the curriculum using simulated learning, narratives, art, theory and research.

The aim is to help students understand the experience of the person with dementia, reduce stress and alleviate distress and to produce nurses who have in their heart respect and compassion for the person and those who support and care for them.

The team believes in the power of education to make a difference and are passionate about improving the quality of the support and empowerment of the people with dementia and their family and friends. UWS is the largest centre for pre-registration nurse education in Scotland which welcomes over 600 nursing students a year onto the BSc and MSc nursing programmes from across Scotland. The University also hosts the Alzheimer Scotland Centre for Policy and Practice,



Staff from University of the West of Scotland are presented with the Award for Best Educational Initiative at the Dementia Awards ceremony at Hampden

joining the Institute for Older Persons' Health and Wellbeing.

The team are aware of the considerable impact that students can make to the journey of the person with dementia, their family, carers and supporters. The teaching and learning experience also impacts on their values and practice, both before they reach registration and afterwards. Aware of this responsibility, they have worked to produce a programme of learning at the University that aspires to meet the high standards expected by the community they serve.

The Programme, which commenced in 2012, integrates the Dementia Strategies, the Promoting Excellence knowledge and skills framework and the National Standards for Dementia Care. The result is a curriculum that has been carefully mapped to the main policy documents and reflects the person-centred, rights based approach espoused by these. The University is committed to all nursing students reaching a minimum of the *Dementia Skilled* level of Promoting Excellence on graduation, and indeed there are some elements of *Enhanced Practice* level knowledge being integrated into year three of the programme.

The year one to three curriculum content for dementia care is interwoven within a spiral curriculum framework. All modules have learning outcomes mapped to Promoting Excellence, the Dementia Standards and Dementia Strategies in a matrix that reflects the content of each year of the Programme. This allows an overview of the learning experienced by the students and ensures that they have the opportunity to acquire the skills and knowledge to achieve the aspirations of the Programme.

Before delivery of this Programme, all lecturers from the pre-registration programme were offered interactive workshops to share dementia-focussed knowledge, skills and experience. This ensures that teaching and learning approaches are current and consistent across the four campus sites and teams. This has led to the development of a core interest group among the teaching staff, which has proved a source of innovation and research and continues to drive the developing programme of learning.



The Domus Initiative

The students are now approaching the end of year one and they have been learning through a variety of methods. These include the use of unfolding scenarios where a family group, centred on Dorothy, who has dementia, form the focus of applying students' learning to the person and those who surround them.

Students have access to the Domus Initiative, a highly adapted, domestic environment. Here students can learn about the built environment and the impact on the person with dementia. They also have the opportunity to engage with a person-centred approach to risk enablement, including the provision of support through the use of telehealth and telecare.

Learning by experience and simulation is valued by the University and the team have introduced the Virtual Dementia Tour® for all year one student nurses.



A student experiences the Virtual Dementia Tour

This reflects a distorted cognitive and sensory experience and provides an opportunity for them to garb themselves with a variety of equipment including goggles mimicking common eye conditions with shoe and glove inserts that mimic mobility challenges. Loud white noise induces an experience that reflects challenges in attention, concentration and information processing, all of which occur to some degree in dementia.

The Virtual Dementia Tour© is reflective of some of the progressive difficulties faced by the older adult with dementia as they live life from day to day. Many students have an emotional experience and are encouraged to reflect on their beliefs, values, knowledge and practice. This is now being researched to examine the impact and early results show promise of change in the students' approach to the person with dementia.

*“The simulated class I attended for dementia was a good experience as it gave me more insight into what the individual with dementia sees, hears and feels.*

*It made me appreciate that too much and too loud external noise within a person with dementia's environment can lead to sensory overload.*

*I put some of what I had learned into practice while on placement such as approaching the person from the front to allow them to see me more easily and without startling the individual. Also by turning volume on TV down to a more pleasant level and talking in short sentences, slowly and calmly.”*

#### **Year one student nurse**

The new Programmes began in 2012 but there are students still completing the previously validated Programme and the team were keen to ensure they were included in this process. Therefore, their learning has been supplemented and directed by the *Dementia Skilled-Improving Practice* materials provided by NHS Education Scotland and the Scottish Social Services Council. A reflective framework has been produced to allow these senior students to map this learning to personal outcomes before completing their course.



A student working with primary school children to help them understand the human brain

In addition, they have been given the opportunity to join a partnership project with South Lanarkshire Schools. This project enhances the student learning experience through the delivery of a variety of health promotion topics to children in nursery, primary and secondary schools. This approach addresses the Scottish Government's Curriculum for Excellence and their Health and Well Being programme.

Dementia awareness is a pivotal part of the delivery and includes the school children experiencing aspects of the Virtual Dementia Tour©. This approach has been adapted for younger children and delivered with the support of lecturing staff and in partnership with year one students. The sessions include learning about the brain, memory, the importance of meaningful activity and the value of staying connected with family and the wider society for the person with dementia. Following the workshop the children have a de-briefing session facilitated by senior student nurses.

Schools have been asked to develop the learning acquired from this dementia awareness session/ workshop and transfer this into daily classroom activities. Exhibition space at the Scotland Street School Museum, Glasgow, has been secured, to exhibit the children's art work and poetry which will be entitled 'Dementia: through the eyes of a child' and depicts their interpretation of life with dementia.





The children are experiencing a modified Virtual Dementia Tour with some challenges to their vision and grasp

This initiative is being evaluated by lecturing staff in a small-scale research study and has indicated positive outcomes. It is intended that this will contribute to addressing stigma, in relation to the person with dementia, in even our youngest citizens. In addition student evaluation of the Programme very important, and there are some comments already available from the year one group. Their enthusiasm is obvious as they talk about enjoying the learning experiences offered to them.

*“I feel that the dementia training has been a very important part of my first year. As all my placements have been caring for the older adult, many of whom have dementia, it has given me a clearer insight into what may be happening and how the person with dementia may feel. It has allowed me to assess their needs quicker and tailor their care to how they feel at that particular time. It also allows me to explain to family and friends of the person with dementia what it may be like so they can understand a bit more too.”*

**Year one student nurse**

The current programme will run for five years and work is underway to ensure the current Dementia Strategy is embedded firmly during this period.

The focus is on rights based care for the most vulnerable of those people with dementia and their supporters, in order to produce practitioners who have in their heart the rights, values and compassion for those people they work with and for. This work has taken the 'dementia is everyone's business' approach, affording learning opportunities for the staff and the organisation in order to prepare the UWS 'nurses of the future'.

# Recent Events

## Promoting Excellence in Dementia Education in Scotland

### National Conference and Workshops

The conference was held at the Stirling Management Centre in September. It attracted a great deal of interest and was attended by 110 delegates. The conference aimed to raise awareness among educationalists and trainers, enable further development of cross sector education and training for Health and Social Services staff and to share best practice in education and training intended to improve the experience and outcomes of care and support for people with dementia and their families and carers. A number of poster presentations and workshops took place.

### Workshops included:

#### ■ Sustainably implementing national training to meet local needs.

This training initiative aimed to increase the knowledge and skills of NHS Lanarkshire and Local Authority staff in how to prevent, assess and respond to distress in dementia for people with dementia, and their families and carers.

A formal 2-day training model developed by NHS Education for Scotland (NES) has been delivered to 186 staff working at the enhanced/expertise levels across Lanarkshire by local staff. In conjunction with GP awareness raising and medication reviews, positive outcomes have been evidenced including:

- a reduction in antipsychotic prescribing
- improved person-centred care
- reduced multiple placement changes and re-admission to hospital

#### ■ The Dementia Box - an example of the work of one dementia champion in NHS Fife

This session outlined the work of one dementia champion in designing an educational activity which would allow staff working in a busy accident and emergency department to appreciate what it is like for a person with dementia when they admitted to the department. Accident and emergency departments are noisy, bustling, stressful environments, so for a person with dementia this can cause increased stress and distress.

A novel approach was selected, to educate staff, through the introduction of the dementia box. This is primarily a tool to help professionals empathise and understand the experiences of someone with dementia, promoting staff personal development and improving clinical practice in their area. An unusual approach to learning, it has had a hugely powerful effect and resulted in staff being more aware of the needs of people with dementia, and hence improved the experiences people with dementia using the accident and emergency department.

### Delegates who attended the conference commented:

*"It gave me a flavour of the work that is going on across Scotland and where I can link in for information and resources"*

*"It is so heartening to see hear and evidence the work and achievements to date and that we are all making a difference to the lives of people with dementia and their families and carers."*

Further details about the conference will be available on the NES website or for more information contact:  
[Mental.Health@nes.scot.nhs.uk](mailto:Mental.Health@nes.scot.nhs.uk)

## Scottish Dementia Awards Ceremony

Scotland's Dementia Awards Ceremony took place at Hampden Park, Glasgow, on 19th September.

These awards are sponsored by a partnership between Alzheimer Scotland, NHS Education for Scotland, NHS Health Scotland and the Scottish Social Services Council. 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.

There were 90 applications this year for the 6 award categories, which were narrowed down to just three shortlisted finalists per category. You can find out about all the winners at:

<http://dementiascotland.org/scotlands-dementia-awards/finalists-announced-for-scotlands-dementia-awards-2013/>



At the Ceremony the partnership were delighted to announce that the **Lifetime Achievement Award** was presented to **Agnes Houston**, longstanding member, and former Chair, of the **Scottish Dementia Working Group** and tireless campaigner for the rights of people with dementia – both in Scotland and across the globe.



# Other Developments

## Promoting Excellence in Social Services Settings



Nearly 300 Dementia Ambassadors are working across Scotland to embed the Promoting Excellence framework in their localities.

Ambassadors work across the independent, public and third sector and are passionate about improving knowledge and skills in their workplaces, and beyond. They do this by contributing directly to training and education, and also have a role in raising awareness of additional learning resources and opportunities.

In this issue we asked some Dementia Ambassadors in Local Authority settings to highlight some of the progress they have made so far.

In Fife Council Social Work Department, the Dementia Ambassadors have received incredible support from senior management, and colleagues from NHS Fife, to make a positive impact on the culture and delivery of care. Existing policies, such as moving & handling and medication, are currently being reviewed by the Ambassadors to ensure that there is a 'dementia gold thread' running central to everything they do. In-line with the Promoting Excellence Framework, intensive effort has been invested by the Ambassadors in producing a dementia development programme which offers blended-learning approaches to staff

development. This includes; facilitated training sessions for senior staff, on-the-job coaching and mentoring, self-study support, ongoing development of an online dementia learning portal and classroom based workshops and interactive discussions. The Ambassadors next steps will be to consider how to best evaluate the impact of development programme and the outcomes achieved for people with dementia, their families and carers.

Alison Smith, a Senior Social Care Officer is a Dementia Ambassador who has recently completed the **Dementia Skilled** training delivered by NHS Tayside in Angus. Undertaking this training has helped to give Alison the confidence to deliver training sessions using the **Informed about Dementia** DVD to all the staff at Seaton Grove in Arbroath. Through Alison's contribution, over 50 staff are now more informed about dementia. Feedback from staff who have undertaken the training indicates that they have found this informative and are now incorporating the knowledge into their practice.

This is an example of how the partnership between Angus Council and NHS Tayside to deliver training on dementia is making a difference for people who are living with dementia in Angus.

**For further information contact:**  
[Kerry.Cannon@sssc.uk.com](mailto:Kerry.Cannon@sssc.uk.com)

## A thousand plus - Promoting Excellence every day!

Building on the range of activity to deliver the pledges in Scotland's first National Dementia Strategy, NES and SSSC are now working hard to implement the Promoting Excellence workforce development plan.

This will be instrumental in supporting staff to deliver the outcomes outlined in the second national dementia strategy launched in June this year and to drive the transformational change which will ensure improvement in the experiences of people with dementia, their families and carers, when they come into contact with services.

NES/SSSC plan to support those already trained through the various Promoting Excellence courses and development programmes. Extending the Regional Learning Network events which were available for Dementia Champions, there will now be a programme of 'Masterclasses' open to all those trained.

The staff involved number more than 1000 and this includes Dementia Champions, Dementia Ambassadors, Supporting Change participants, Alzheimer Scotland Dementia Nurse and AHP Specialists and Consultants and many others.

Along with expert sessions covering important dementia specific areas of practice, there will be opportunities for networking, sharing and reflecting on experiences and practice to support their continuous professional development.

Scotland now has the beginnings of a critical mass for change and we all need to maximise on the opportunities that affords us. Together we are building a resilient and resourceful workforce capable of initiating and supporting independent learning and development in a sustainable way. Only in this way are we going to meet the quality of life outcomes people with dementia deserve and are entitled to.

**For further information contact:**  
**[Theresa.Douglas@nes.scot.nhs.uk](mailto:Theresa.Douglas@nes.scot.nhs.uk)**



## Promoting Excellence through training & education in psychological interventions in dementia!



As part of our agenda to increase access to psychological interventions for people with dementia, their families and carers NES has developed and/or commissioned a number of resources and a range of training programmes across Scotland.

Building on the last year the plan is to support and sustain change. Firstly by developing a network of trainers in 'Responding to Stress & Distress', developing an online community of practice and providing a number of opportunities to bring trainers together to facilitate learning exchange. NES will support dissemination of the model to a range of staff in various settings and at various levels of skill through a number of new developments.

These include a new online resource for remote and rural workers, an online resource for staff working in acute settings, and providing existing trainers with mini-module presentations targeted at staff groups working at the Dementia Skilled level of Promoting Excellence. NES also are continuing to build capacity in cognitive stimulation therapy and responding to stress & distress by providing further training opportunities. In addition, this year a staff supported resource for carers will be piloted and new resources for those working with and caring for people with a diagnosis of fronto-temporal dementia will be developed.

**For further information contact:**  
[Vicky.Thurlby@nes.scot.nhs.uk](mailto:Vicky.Thurlby@nes.scot.nhs.uk)





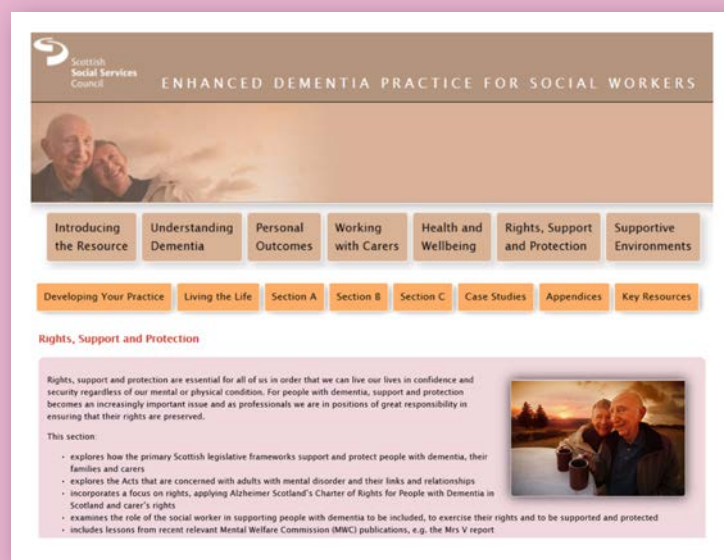
## New Dementia Educational Resources

### Enhanced Dementia Practice for Social Workers – new online learning resource soon to go live

Newly qualified social workers will increasingly work with people with dementia, their families and carers in a range of settings. People with dementia need practitioners who will promote their rights and quality of life, who embrace high standards of care and support.

The Enhanced Dementia Practice for Social Workers is a social services focused Promoting Excellence resource. It was developed primarily for existing and newly qualified social workers who are working in adult care and community care settings, who require to be working at the framework's enhanced level of practice.

Development of the learning resource involved The Scottish Dementia Working Group and the National Dementia Carers Action Network Scotland, and their testimonies are a key source of learning throughout. Written guidance to support organisations to use this resource is being developed, and a series of workshops to prepare learning facilitators across all 32 local authorities will be available in the new year.



To ensure you hear more about this resource please sign up to the SSSC ebulletin or subscribe to the RSS feed via this link: <http://www.sssc.uk.com/News-and-Events/newsletter.html>

For further information contact:  
**Anne.Tavendale@sssc.uk.com**

# New Dementia Educational Resources

## 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.

<http://www.knowledge.scot.nhs.uk/dementia.aspx>

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

<http://www.knowledge.scot.nhs.uk/home/portals-and-topics/dementia-promoting-excellence.aspx>

## Call for Dementia Ambassadors

Do you work in a social services setting? 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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