

Promoting Excellence in Dementia Care

Issue 11 • Summer 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 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 eleventh 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: Extending the reach

This edition of the Promoting Excellence Newsletter focuses on extending the reach of NES/SSSC Promoting Excellence workforce development programme which has been underway now for over four years. During that time we have achieved a great deal. Nevertheless, if we consider the size and diversity of the workforce, which includes 160,746 employed within NHSScotland and around 110,000 social service workers involved providing care home services, day care, housing support and care at home, you can see that we still have more to do!

In this issue we share our plans for the current year and tell you about a range of activities that are currently happening around the country that contribute to our aim to extend the reach of Promoting Excellence.





NES/SSSC Promoting Excellence in Dementia Programme

Plans for 2015/16

Promoting Excellence was published in 2011 and since then NES and SSSC have undertaken a work force development programme that aims to support development of the entire health and social services workforce. Many of the educational resources and training programmes we have developed have been featured in previous issues of the news letter.

NES and SSSC have produced a whole range of easy to access, evidence based, reliable and up to date education and learning resources. As part of the work plan a number of the learning resources we produced a few years ago now are being updated and will be published in new formats including e learning. So look out for news in future editions of this news letter when the new versions of 'Informed about Dementia –Improving Practice'; 'Dementia Skilled – Improving Practice' and 'Dementia in Acute Care' will become available.

This year, in 2015/2016 the emphasis is on making sure that Promoting Excellence is a central part of the continuous development of every member of staff

We also continue to produce new resources for example, 'Promoting excellence in supporting people through a diagnosis of dementia facilitators toolkit' which is featured later in this issue. So that all staff wherever they live and work can have equal access to development opportunities we will also continue to support dissemination and uptake of training and learning opportunities via e-learning resources and virtual training, the Dementia Managed Knowledge Network (Dementia MKN), the Promoting Excellence website and a number of Communities of Practice hosted on the Dementia MKN.

This year, in 2015/2016 the emphasis is on making sure that Promoting Excellence is a central part of the continuous development of every member of staff, and that staff are supported to disseminate dementia learning and embed it in practice. We plan to continue to support existing and new Dementia Ambassadors and recruit more in target areas such as care at home and housing service delivery. Alongside this we will be supporting Dementia Ambassadors and Dementia Champions to increase their leadership capability. To do this we will be piloting the SSSC's 'Step into Leadership' online learning resource at four themed leadership events.

SSSC will undertake a range of activities that will refresh the links between Promoting Excellence and the revised National Occupational Standards for Social Services and Healthcare. This will create an advantage for learners undertaking dementia learning alongside SVQs and relevant Higher National Certificates. We will also continue to work with universities and colleges and support them to use Promoting Excellence within their education programmes.

The focus on improving care in acute general hospital settings remains. The 6th cohort of dementia champions will complete their programme in September 2015 taking the number to over 600. Working with the Alzheimer Scotland Dementia Nurse and Allied Health Professional Consultants we will continue to provide access to a number of regional masterclasses covering a range of both dementia specific topics and opportunities for professional and leadership development. NES will also continue to work alongside the 'Focus on Dementia' - National Improvement Programme to further support implementation of a package of care improvement measures for dementia care in acute care.

It is one of this year's key priorities to extend the areas where the Promoting Excellence education framework and resources are being shared and

where focussed education and training is taking place. We are specifically targeting our support for the health and social services workforce across all levels of Promoting Excellence, in particular important staff groups such as GPs, Oral Health advisors, Primary Care teams, care homes, care at home and Community Hospital staff. We are also undertaking a range of activities to support workforce development in specialist dementia continuous care settings.

The SSSC will continue to work in partnership with the Care Inspectorate to embed Promoting Excellence and the Standards of Care for Dementia across the organisation. Over the past two years, this work has led to the Care Inspectorate becoming a Dementia Informed organisation. The SSSC has produced the online resource Enhanced dementia practice for inspectors which will be piloted this year in facilitated learning sets. Inspectors visit services every day, and are in a fantastic position to raise awareness of Promoting Excellence learning resources into the future.

In order to continue to increase access to psychological interventions and therapies for people with dementia and their families and carers the NES psychology team will continue to develop and deliver National Learning Networks to support the work of the 'Stress and Distress Trainers' and to strengthen support and supervision networks and provide case-coaching sessions within NHS Boards and Social Services organisations. This will ensure future sustainability and the sharing of best practice to enable staff to use psychological interventions in response to stress and distress for people living with dementia. The team will also link with Alzheimer Scotland, the SSSC, the Care Inspectorate and other key partners to develop a roll-out of stress and distress training for trainers' package within the care home sector across Scotland. A range of training and learning resources continue to be developed and delivered including Cognitive Stimulation Therapy, Cognitive Rehabilitation and Cognitive Behavioural Therapy.



You can access all our current learning resources here

www.knowledge.scot.nhs.uk/home/portals-and-topics/dementia-promoting-excellence/framework/about-the-framework.aspx



Out and about around Scotland

Extending dementia learning to remote and rural settings

This year the NES Dementia team have been working in partnership with the NES Community Hospitals and Intermediate Care Network Project Lead to make sure that Promoting Excellence is embedded in the education and training of Community Hospital staff. To do this we developed two bespoke Dementia Learning events in the style of a Masterclass for a range of Community Hospitals staff.

The events covered topics including

- an overview of the national Promoting Excellence workforce development plan,
- an introduction to a range of Promoting Excellence learning resources
- an opportunity to engage with the Dementia Informed DVD and Workshop and a session on Dementia and Delirium, including an introduction to the Learnpro delirium learning resources.

This online learning resource **Delirium: Prevention, Management and Support** has been designed to enhance the knowledge and skills of all health professionals working across all care sectors, and to enable them to feel confident of their ability to identify, treat, prevent and provide appropriate support to people with delirium and their families and carers.

A key aspect of this year's Promoting excellence workforce development plan is to make sure that staff in remote and rural locations are not disadvantaged by difficulty in accessing training opportunities. In June the NES team in partnership with the Community Hospitals Improvement Network delivered a virtual training session for Community Hospitals staff working and living in more remote areas of Scotland.



19 members of staff from NHS Grampian, NHS Ayrshire and Arran and NHS Western Isles, came together virtually to participate in a video conference and training event.

The aim of the day was to help staff to develop the necessary knowledge and skills to support people with dementia and also to update staff on the topic of delirium. Before the day participants were encouraged to familiarise themselves with the Promoting Excellence Framework which had been sent to them and to undertake the NES online Delirium module. They were then encouraged to send in practice based issues and queries and a bespoke interactive learning session took place to support them to put their online learning into practice.

Participants found the session very useful and intended to use what they learned and to go on to develop some training opportunities for other staff in the local area.



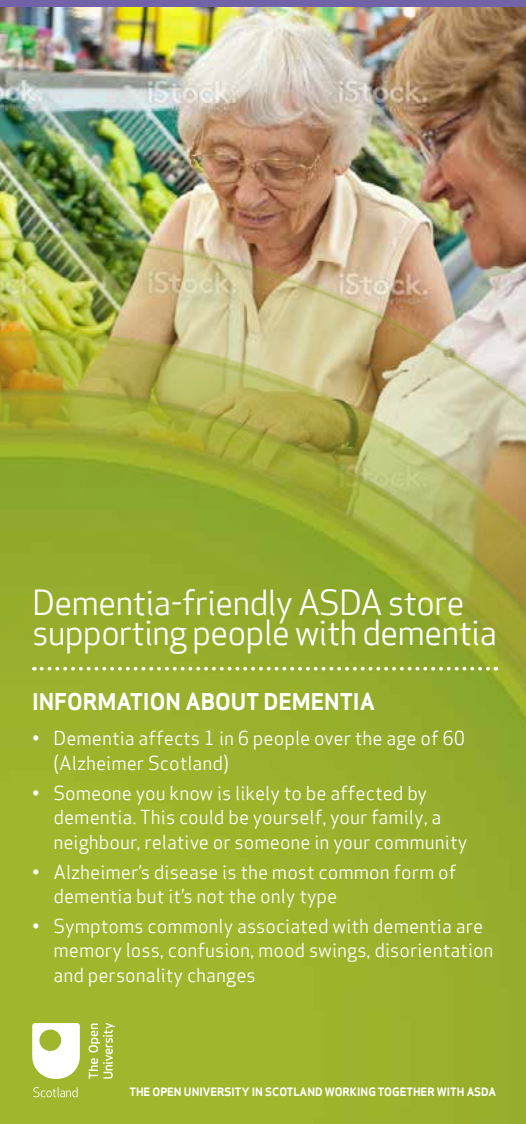
You can find out more about the event by visiting the Events page of the Community Hospitals and Intermediate Care Networks Community of Practice www.knowledge.scot.nhs.uk/chin/events.aspx



If you are interested in hosting a virtual Dementia and Delirium learning session please contact **Mental.Health@nes.scot.nhs.uk**



You can find out more about the online Delirium modules here **www.nes.scot.nhs.uk/education-and-training/by-theme-initiative/mental-health-and-learning-disabilities/publications-and-resources/publications-repository/delirium-learning-resources.aspx**



Dementia-friendly ASDA store supporting people with dementia

INFORMATION ABOUT DEMENTIA

- Dementia affects 1 in 6 people over the age of 60 (Alzheimer Scotland)
- Someone you know is likely to be affected by dementia. This could be yourself, your family, a neighbour, relative or someone in your community
- Alzheimer's disease is the most common form of dementia but it's not the only type
- Symptoms commonly associated with dementia are memory loss, confusion, mood swings, disorientation and personality changes



THE OPEN UNIVERSITY IN SCOTLAND WORKING TOGETHER WITH ASDA



Large supermarkets can be very disorientating spaces for people living with dementia.

Tips for a dementia-friendly store

IDENTIFYING SOMEONE WITH DEMENTIA

As each individual is different, it is difficult to spot a person with dementia. What you may come across is a person doing or saying something which suggests that they may have dementia. This behaviour may include:

- problems understanding what you are saying
- having difficulty with their speech and expressing what they want clearly
- being unsure what they are supposed to do at the till
- appearing lost or confused
- having difficulty handling cards or money

Remember, large supermarkets can be very disorientating spaces for people living with dementia. Loud noises and crowds can be distressing. Making some simple efforts can make a big difference.

Tips for a dementia-friendly store



- Make sure that signage is clearly visible and that the toilets, café and customer services are well signposted



- Get to know your customers and their carers – find out about their likes and dislikes and help them to find things in store



- Take time to listen to the person and try not to finish their sentences or rush them



- Keep your sentences short and try to avoid giving too much information at once



- Be patient at the checkout – someone with dementia may have difficulty working out the correct money or packing their groceries



- Make a note of the emergency service number for Social Services and the local police station – this may be needed if the customer is very distressed.

The Open University in Scotland would like to acknowledge the support of the Scottish Social Services Council (SSSC) and Alzheimer Scotland in developing this resource.

Further resources on dementia are available from:

The Open University in Scotland – www.open.ac.uk/scotland
SSSC – www.sssc.uk.com/promotingexcellence

Promoting Excellence resources on dementia Alzheimer Scotland: www.alzscot.org; Dementia Helpline 0808 808 3000

Dementia Ambassadors support learning with the Open University and ASDA Community Life Champions

Sometimes the most unlikely connections create great opportunities for mutual learning. The SSSC have been working with the higher and further education sector to encourage and support the use of Promoting Excellence learning resources. They have met colleagues at all universities that provide social work qualifications, some colleges and SVQ centres delivering social services sector qualifications in Scotland.

One particularly inspiring partnership was created when working with the Open University (OU) to

support them to embed Promoting Excellence within their Dementia module. Here they carried out a mapping exercise between the Promoting Excellence Framework and their course Dementia care: K235. The Promoting Excellence framework is represented across the qualification from informed to enhanced level and the candidate's achievement depends on the amount of assessment undertaken, as well as their individual skills and experience. As an added bonus from working together the SSSC have supported one member of staff to become a Dementia Ambassador.

This has now lead on to a fantastic opportunity to extend the reach of Promoting Excellence into communities. ASDA's Community Life Champions work in-store and in their local communities through fund raising activities and helping in care homes. The aim of their latest initiative has been to improve the experience of people with dementia who visit their stores. A member of the SSSC team collaborated with the OU Dementia Ambassador to develop a workshop using Promoting Excellence resources and OU materials. The workshop was tailored to suit the staff, including a number of Community Life Champions, in a large superstore in Aberdeen.

Our learning materials and resources, including some video clips were really well received. Many of the participants said that they would follow up on some of the links to look at more of the material online. One of the Community Life Champions who attended said the session helped them to learn more about people with dementia and they discussed how to identify and support people with shopping and at the checkouts.

This new learning prompted ASDA staff to consider how they could improve understanding about dementia with their colleagues. They asked the OU, Alzheimer Scotland and the SSSC to advise them on new menu style table talkers about dementia for the staff canteen tables in their shops across Scotland. The table talkers provide information to those who were unable to come to the sessions and some hints and tips to improve the experience of customers and carers who are living with dementia.

The OU and Promoting Excellence learning resources are highlighted on the table talkers so that anyone interested can find additional learning resources on our websites. This not only extends the reach of PE into wider communities, but also gives confidence to the staff and hopefully improves the experiences of people with dementia and their families and carers when out shopping.

The good news is that the community connections made and learning about dementia achieved through this work has been nationally recognised by being crowned winner of the Outstanding Contribution to the Local Community category in the new Scottish Higher Education Awards organised by the Herald newspaper.



To find out more visit:

<http://ssscnews.uk.com/2015/06/19/asda-table-talkers/>

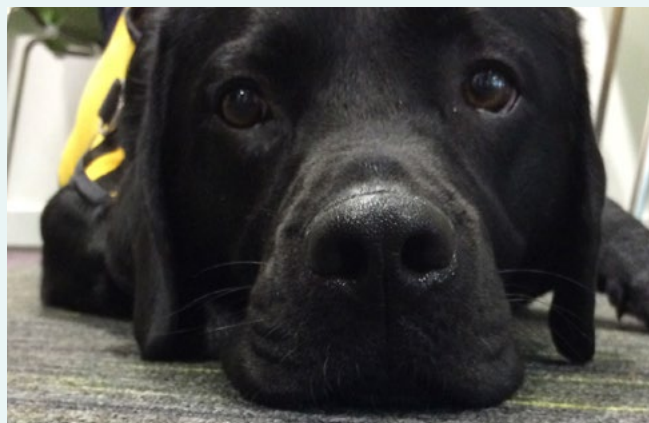


Meet Alex the Dementia Dog!

NES staff at Westport have adopted the charity **Dementia Dog** as their charity of the year. In June at our charity Pay-Day Cake sale the staff were delighted to welcome Joyce from Alzheimer Scotland and Alex the Dementia Dog.

The Dementia Dog Project builds services for people with dementia that brings dogs back into their lives or supports them to continue their relationship with dogs. Charming dogs like Alex can help people with dementia maintain their waking, sleeping and eating routine, remind them to take medication, improve confidence, keep them active and engaged with their local community, as well as providing a constant companion who can reassure someone when they facing new and unfamiliar situations.

Dementia Dog started its life as a Glasgow School of Art service design project commissioned by Alzheimer Scotland and then in a collaboration with The Glasgow School of Art, Dogs for the Disabled and Guide Dogs UK the project was extended.



You can find out more about Dementia dogs here
www.dementiadog.org/



Sharing perspectives and shaping skills

Promoting Excellence learning events are always popular with Dementia Ambassadors and Champions as an opportunity to mix with colleagues and share different perspectives.

Our joint Delirium Masterclass and leadership event in Glasgow on 20 May 2015 attracted 46 participants who have developed their knowledge of dementia and are working at the enhanced level of the Promoting Excellence framework.

Patricia Howie, Educational Project Manager at NES, highlighted how to recognise, prevent, treat and support a person with dementia who is at risk of developing or experiencing delirium.

Throughout the leadership session, Jess Alexander, SSSC Senior Workforce Development and Planning Adviser discussed how Dementia Ambassadors and Champions can contribute to a shared vision of excellence in dementia practice.

Participants' energy levels remained high throughout the day and their feedback indicated they had found the session valuable, participants said:



I have a better understanding of the difference between delirium and dementia and will feedback to staff who know the people we care for.

I've confidence now in my knowledge of delirium and motivation from the leadership session to challenge medical staff on decisions.



See the upcoming events section on page 17 for details of further Promoting Excellence Leadership events in the autumn.



Dementia Information Service first for Dundee Central Library

Dundee's Central Library has become Scotland's first public library to provide a Dementia Information Service (DIS) thanks to the passion of staff in applying for and securing funding from Scottish Libraries Information and Improvement Council.

Senior Library and Information Officer, Tanya Duthie, was inspired by her experience of hosting reading groups, where the visitors often included people with dementia. This led her to establish a tailored space within the main library offering a friendly atmosphere.

Recently recruited as a Dementia Ambassador, Tanya aims to provide a useful and enjoyable library experience that anyone can dip in to. The advantage is it contributes to building a dementia friendly community by helping local people connect with the information and activities they need.

DIS opened in May 2015 in the main library area, and developed from discussions at the reading group where people with dementia shared their experiences of what they found difficult. Although every person's experience is different, some common difficulties with dementia include

problems with visual perception and navigating through unfamiliar environments. In response to this feedback a number of ideas were incorporated including spacing out the books on the shelves, clear signage, plus a reading zone with lots of natural light and comfortable chairs.

The library's new service offers access to relevant information, alongside a programme of reminiscence and reading related activities. As part of the service, staff at all of Dundee's 13 local libraries have been given guidance on supporting people with dementia during their visit and to find the resources they are looking for.

Scottish Libraries Information and Improvement Council are looking for ways to share knowledge, and it's hoped that this type of service will become a standard part of library provision to promote increased understanding in communities and improved self-management of dementia.



Shona Baird and Tanya Duthie



For information about funding for a similar scheme contact Scottish Libraries Information and Improvement Council:

<http://scottishlibraries.org/>

Housing workers become Dementia Informed

Scotland's second National Dementia Strategy 2013-2016 acknowledged the important role which housing plays and the positive impact it can have on the lives of people living with dementia.

Housing professionals in frontline services can enable people living with dementia to continue to live at home and be active in their communities. Housing professionals also need to be aware of the important role of carers and how to involve carers in planning housing, social care, health and other services to meet their relatives and friends' needs.

The Chartered Institute of Housing Scotland (CIHS) and the Joint Improvement Team (JIT) highlighted that dementia is increasingly becoming a mainstream issue in housing design and management terms. Working together, the SSSC, CIHS and JIT arranged a series of Promoting Excellence in dementia learning workshops to underline that dementia is everybody's business.

Based around the Dementia Informed DVD with additional information about assistive technology, eight dementia learning workshops were held in a range of venues throughout Scotland between December 2014 and June 2015. The workshops aimed to increase understanding about dementia and around 150 housing staff from local authorities and housing associations participated in group work and discussions.

Feedback included:

"The right to take risks is key learning point from today"

"I realise that people with dementia can stay in their home longer"

"We need more events in local health and care integration partnerships, which have the housing role on the agenda."

The SSSC will continue to work with CIH and JIT, to recruit a group of housing Dementia Ambassadors, ideally in each health and social care partnership area. The new housing Ambassadors will be encouraged to connect with existing Ambassadors to hear how to use the Promoting Excellence resources effectively. The SSSC will also provide information and support to enable the Ambassadors to contribute to shaping how their organisation delivers dementia friendly housing services in future.



For further information contact
Promotingexcellence@sssc.uk.com

Events Roundup

Dementia features at the NHS event 2015

The annual NHSScotland event, at the SECC in Glasgow in June, brought together over 1,600 health and care leaders, key decision-makers and frontline staff from across the country to give them the opportunity to consider and discuss some of the important challenges for health and care now and in the future. Now, more than ever before, health and social care must work together in a co-ordinated way to understand what matters most in the lives of people using services, and to build support around achieving the outcomes that are important to them and so now in it's 10th year, the theme of this event was **Leading Integration for Quality**.

This year one of the 12 parallel sessions was entitled 'What does integration mean for people living with dementia?' This session provided delegates with an opportunity to learn directly from people living with dementia and from carers about what is important to them in maintaining a good quality of life at home; and about how integration can help improve their experience of care and support, and its measurement. It was designed and led by the Scottish Government Dementia Policy Unit, Integration and Reshaping Care Division, in partnership with Alzheimer Scotland and the ALLIANCE.

Delegates heard about the latest developments around person-centred indicators of quality of care for people with dementia and their carers. This was followed by facilitated small group discussions where, within each group, a person with dementia and a carer shared their personal stories including past and current experiences of services and their expectations and hopes about the benefits integration will bring in the quality of home-based care and support. Participants represented very diverse roles and had various levels of knowledge about dementia policy and practice agendas including Promoting Excellence. As ever, hearing people's real lived experiences of the services they had contact with was very powerful, rich learning.



You can find out more about the event here

<http://nhsscotlandevent.com/> or follow @NHSScotlandEvnt on Twitter for updates.



Changing minds, improving lives in Scotland

Focus on Dementia

Over 100 people attended the three Regional Launch events, led by Focus on Dementia, which were held recently in Edinburgh, Glasgow and Aberdeen. The events, co-produced and delivered in partnership with; carers from the National Dementia Carers Action Network (NDCAN), the Joint Improvement Team at the Scottish Government (JIT), NES, SSSC and Alzheimer Scotland.

The events were for local health and social care teams to come together to hear about the Focus on Dementia work programme and particularly the Essential 5 Quality Criteria and how this can be implemented to improve the quality of personalised outcome planning. Later in this issue of the Newsletter (see page 15) you can read about our latest learning resource 'Promoting excellence in supporting people through a diagnosis of dementia: Facilitators toolkit' which can support staff to implement the Essential 5 criteria and to work with people with dementia and their families and carers by using personal outcomes focussed approaches when they are developing personal support plans.

Delegates also shared their learning of some existing approaches to person centred planning, including the work being taken forward by Alzheimer Scotland link workers and local teams. They also had the opportunity to develop a local action plan for implementation in their local areas using an improvement approach. As is often the case these enjoyable events allowed those attending to network and learn from each other too!



You can find out more about Focus on dementia here

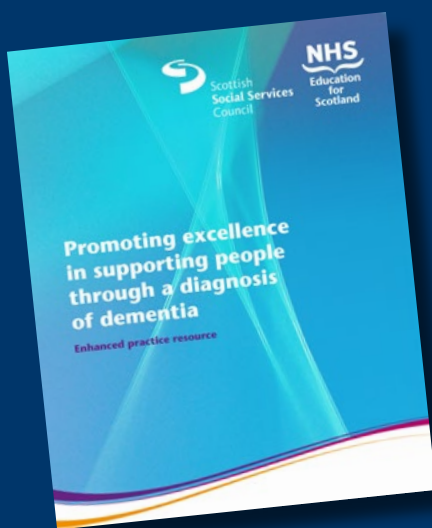
www.qihub.scot.nhs.uk/quality-and-efficiency/focus-on-dementia.aspx

Promoting Excellence Training and Educational Resources

Promoting excellence in supporting people through a diagnosis of dementia: Facilitators toolkit

In the first Scottish National Dementia Strategy (2010) the Scottish Government committed to improve the experience and quality of support offered to people with dementia following a diagnosis. A further commitment was made in 2012 to support a one year guarantee of post diagnostic support based on the Alzheimer Scotland '5 Pillar model'. To support the implementation of these key changes the Scottish Government introduced a HEAT target in 2013 which stated that "all people newly diagnosed with dementia will have a minimum of a year's worth of post diagnostic support coordinated by a link worker, including the building of a person – centred support plan.

NES and SSSC have taken forward a range of educational actions to support this commitment with much of the focus on piloting training within the Dementia Demonstrator Sites. The evaluation of this pilot training programme informed the content and design of the national learning resource 'Promoting excellence in supporting people through a diagnosis of dementia – Enhanced practice resource' produced by NES/SSSC in April 2014. It also informed the design of a facilitators guide and DVD resource which, along with the Facilitators Community of Practice, can support further roll out of training and development across Scotland.



The focus of the toolkit is on practical application of the learning, reflective practice and putting learning into action. To that end, the learning activities within each module are in addition to those in the enhanced practice resource and are designed for use in facilitated group learning. Within each module there are interviews with people with dementia and their families as well as practice based scenarios. These are intended to be stimulating, engaging and to facilitate group discussion which enables participants to reflect on and articulate their own beliefs and views, negotiate shared meaning and develop opportunities to change practice.

The development of the training and these learning resources is a key example of the partnership approach adopted throughout the Promoting Excellence workforce development programme. The invaluable contribution of members of the Scottish Dementia Working Group and Anne Pascoe, a carer living with someone with dementia, who kindly shared their experiences in the development of the DVD resource, cannot be overestimated.

We also worked closely with John McCormack from the Scottish Recovery Network and Emma Miller from the Joint Improvement Team in the development of the learning resources and in delivering both the pilot training and the subsequent workshops that took place around the county to support the launch of the toolkit.

Workshop participants included health and social services staff working with people with dementia and their families before, during and following a diagnosis, for example staff working in community mental health teams; post diagnostic support link workers; Alzheimer Scotland Dementia Link Workers and, staff working within memory clinics. A number of trainers/facilitators also attended.

The workshops were an interactive learning experience focusing on the resources in the toolkit. They provided an opportunity for participants to enhance their ability to facilitate the planning and delivery of training to enable others to better support people through a diagnosis of dementia with a particular focus on:

- the application of personal outcomes-focused approaches in practice;
- engaging in essential conversations; and
- understanding the perspective of people with dementia and their families.

Feedback about the events included:

“ Having been fortunate to have seen a good part of the DVD and read the resource I cannot underestimate just how helpful it is to discuss thoughts and reflect and hear others views.

The best bit of the day included the opportunity to network, sharing practice and it was good to put the toolkit into practice. ”



If you are interested in finding out more about the Facilitators toolkit contact:

Mental.Health@nes.scot.nhs.uk

Coming soon!

SSSC leadership events to support Promoting Excellence

Strategy for building leadership capacity in Scotland's social services 2013-2015

Dementia Ambassador and Dementia Champion leadership events to support professional development

The SSSC is hosting a series of exciting learning events to highlight the positive impact of leadership when working with people living with dementia, their families and carers.

The events will offer opportunities for Dementia Ambassadors and Champions to: connect and collaborate; meet inspirational and influential speakers; and enhance their leadership capability in the context of their important roles.

The one day leadership learning events will take place on the following dates:

2 September 2015	Edinburgh	Motivating and inspiring
23 September 2015	Inverness	Creativity and innovation
24 November 2015	Aberdeen	Collaborating and influencing
8 December 2015	Glasgow	Empowering, citizen leadership



Dementia Ambassadors and Dementia Champions will receive information about the events by email. If you would like more, contact us at

Promotingexcellence@sssc.uk.com

Dementia Skilled focus groups – maximising the benefits for learners

Earlier in this Newsletter we highlighted that Promoting Excellence dementia learning resources need to keep up with the changing nature of the health and social care work we do.

As part of this work, focus groups have been arranged to discuss and debate our publication Dementia Skilled: Guidance for Assessors, Educators, Trainers and Managers (2012).

The Guidance shows how the Dementia Skilled resource can be used to support workforce development and highlights the underpinning knowledge within the resource which can support the acquisition of work based qualifications such as SVQ3 Social Services and Healthcare (SCQF level 7).

The focus groups will take place between 10 am and 3 pm on the following dates:

- **14 September 2015 – Glasgow**
- **17 September 2015 – Edinburgh**
- **21 September 2015 – Dundee**
- **30 September 2015 – Inverness**



If you would like more information about the focus groups please email
John.yellowlees@sssc.uk.com

Scotland's Dementia Awards 24 September 2015



Scotland's Dementia Awards 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 helps to showcase the creativity, innovation and dedication that makes a real difference to the daily lives of people with dementia and their families. It aims to demonstrate clearly how, across Scotland, policy is being sustainably put into best shared practice. It is jointly sponsored by Alzheimer Scotland, NHS Education for Scotland, Health Scotland and the Scottish Social Services Council.



Book a place:
<http://sda.dementiascotland.org/awards-ceremony>

Or visit the website to find out about last year's winners!
<http://sda.dementiascotland.org/>

Visit the *Dementia MKN* and *Promoting Excellence* Website

Dementia Managed Knowledge Network (MKN)

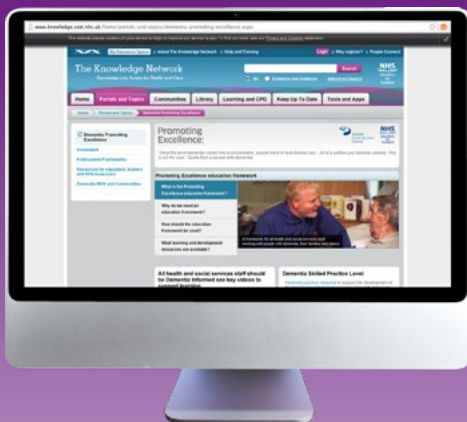


The **Dementia Managed Knowledge Network (MKN)** is an open, community site which contains pertinent information and links to raise awareness of the wide range of resources available:



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 online



<http://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 onscreen to get started.



We want to hear from you!

Tell us what you think about the Newsletters, 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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