

Promoting Excellence in Dementia Care

Issue 2 • September 2012



Psychological Support

For people with dementia and
their families and carers

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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.

The intention of this work is to improve staff skills and knowledge in both health and social services settings to enable them to provide more effective and appropriate care and support services for people with dementia, their families and carers.

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

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

This issue highlights the work taking place to improve psychological support and the developments in social services.

Developing a National Dementia Infrastructure for Social Services in Scotland

Scottish Social Services Council (SSSC) completed an assessment of the social services workforce in 2010/11 which confirmed that the workforce would benefit from enhancing staff knowledge and skills in working with people with dementia.

This was particularly important in care home, care at home/housing support settings and adult day care, in order to deliver services and support which respond better to the needs of individuals.

A mapping exercise identified that 65% (130,000) of the total social services workforce (200,000) work within the Dementia Informed and Dementia Skilled Practice levels of the 'Promoting Excellence' framework.





Psychological support for people with dementia and their families and carers

A small team has been formed within the Psychology Directorate at NES to develop educational resources and training to improve the psychological care of people with dementia, their families and carers. These developments target groups of staff with varying levels of knowledge and skill, based on ‘Promoting Excellence: A framework for all health and social services staff working with people with dementia, their families and carers’.

www.scotland.gov.uk/Publications/2011/05/31085332/0

Some of the training which has been developed and delivered is described below:

For staff at both *Enhanced Dementia Practice* and *Expertise Levels*

Psychological Interventions in response to Stress & Distress in Dementia.

The aim of this training initiative is to increase the workforce capacity of health and social care professionals in Scotland by enabling staff to develop a psychological understanding of why someone is distressed and to respond to this distress appropriately.

A ‘Training for Trainers’ model is used to provide training to a range of health and social services staff in using an approach which was developed in Newcastle by Dr Ian James and Lorna MacKenzie. During the 3-day workshop, staff use a combination of formal teaching, reflective exercises, video footage and role play to improve skills development so they can use the model in their workplace.

This training was piloted in February 2012 and is being rolled out more widely between August and December 2012. The pilot programme was run within the Dementia Demonstrator sites: Tayside, North Lanarkshire, and Midlothian. A total of 16 Trainers were trained and they have now rolled the training out within their own areas. So far, a total of 44 multi-professional staff have been trained in this way.

Attendees reported that they found learning about the approach “extremely beneficial” and that “communication skills training was extremely helpful”. Attendees also reported significant improvements in their knowledge and confidence of how to respond to stress & distress in people with dementia as a result of the training. Continued monitoring will evaluate the impact on services for people with dementia.

For staff working at *Enhanced* Dementia Practice Level

Cognitive Stimulation Therapy (CST) training was attended by 116 individuals who work with people with dementia.

The training, led by Dr Josh Stott, comprised of a series of one-day workshops which enabled staff to develop and deliver group-based CST in their own work areas.

CST is an evidence-based intervention which is recommended by both the SIGN 86 and NICE (2006) guidelines for the management of dementia.

The training is based on a programme of CST which was developed and researched by Spector and colleagues (2003)

Staff attending the one-day workshop were provided with a copy of the CST manual and are now able to run workshops in their local area.

Further one-day workshops are planned for September 2012.

For staff working at *Expertise* Dementia Practice Level

Cognitive Stimulation Therapy (CST) training was attended by 116 individuals who work with people with dementia.

A one-day workshop in Acceptance and Commitment Therapy (ACT) interventions for carers of people with dementia, was delivered to 18 psychological therapists by international experts Professor María Márquez-González and Professor Andrés Losada.

This intervention helps carers to reduce the psychological distress they may be experiencing when feeling negative emotions associated with caring. Feedback from attendees was extremely positive including comments such as “fantastic training with inspiring info and presenters” and “Great workshop - feel can take a lot away from the day”



Prof. María Márquez-González



Prof. Andrés Losada

Scotland's Dementia Awards

Entries closed on 13 July 2012 with 129 entries submitted: a fabulous number of entries for the first year!

We now look forward with anticipation to the Awards Ceremony on 20 September 2012 at Hampden Park, Glasgow. To attend the awards ceremony you must complete a booking form by 5pm on 7 September 2012. Booking forms can be downloaded from www.DementiaAwards.org.uk



Dementia Ambassadors – a new role in the drive for excellence in dementia care

The size, scale and diversity of the social services sector present particular challenges in embedding ‘Promoting Excellence’. In order to reach the workforce across Scotland and to build the capacity for learning and development within the workforce, 50 half day workshops were held across Scotland during February and March 2012.

The workshops attracted over 800 participants from the public, independent and third sectors.

These workshops provided the sector with information and guidance on how ‘Promoting Excellence’ can be used to support and develop the skills and knowledge of the social services workforce.

They successfully raised awareness and understanding of the framework, and familiarised the sector with the resources to support their learning. A key success of these workshops was the interest from 116 social services workers in becoming social services **Dementia Ambassadors**, who will act as conduits for new resources and information and make connections across small scale providers, encouraging networking and shared learning opportunities. An additional part of this exciting new role is to work with their respective agencies and SSSC to support people to

engage with the ambitions of ‘Promoting Excellence’ at a local level. All of the Dementia Ambassador nominations were supported by their line managers who gave a commitment to support their nominee to undertake this role.

The breakdown of ambassadors by sector illustrates that 62% of Dementia Ambassadors have been recruited from the independent and third sector, with a diverse spread from people with roles on the frontline, to people with more strategic, management or workforce development roles.

Profile of Dementia Ambassadors by social services sector		
Public	Independent	Third
44 (38%)	50 (43%)	22 (19%)

Response from local employers has been extremely positive. Some have demonstrated their commitment to this agenda through becoming part of local dementia networks. Others provided venues for workshops and supported appropriate people from within their local area to attend. A number of large local authority organisations and integrated partnerships are already mapping their workforce to 'Promoting Excellence' practice levels to support their workforce planning. Others are in the early stages of planning how to support staff to meet the aspirations of the framework and provide world class support and care for people with dementia, their families and carers.

In June, SSSC hosted 5 regional workshops for Dementia Ambassadors, bringing them together in groups for the first time to network and learn with each other, and to explore plans for taking forward their role as Dementia Ambassadors. 80 Dementia Ambassadors attended, all enthusiastic about working together to improve the lived experience of people with dementia, their families and carers. Their level of commitment and enthusiasm was impressive; as were the ideas and plans they developed for using 'Promoting Excellences' tools and resources to develop the skills, knowledge and good practice of people all over Scotland.

What Dementia Ambassadors had to say

The following quotes are from the recent workshops:

'We are going to ensure that all our service users, families, carers and staff see the Promoting Excellence DVD, and will play it in our reception TV'.

(Independent sector care home)

'I am going to make sure that we take forward the use of all these resources across older peoples' services with care managers, managers of care homes and sheltered housing'.

(Local authority)

'I am going to ensure I am an advocate in the course of my day job with regard to the importance of having a dementia diagnosis'.

(Third sector learning disability service)

The networks of Dementia Ambassadors will be able to liaise with the new and developing numbers of Dementia Champions and Palliative Care trainers to ensure that networks are connected to maximise potential for service improvement.

Next steps

Induction workshops for a new tranche of Dementia Ambassadors are planned in September along with continued support for the first cohort.

SSSC are still keen to increase the number of Dementia Ambassadors in care homes and care at home settings and are working with organisations such as Scottish Care to encourage more potential ambassadors to come forward to make sure we can have a widespread and sustained impact across the sector.

If you are interested in finding out more about the role of a Dementia Ambassador, or becoming one, please follow the link below

[http://www.sssc.uk.com/component/
option=com_docman/Itemid,486/format,raw/
gid,2335/task,doc_view/tmpl,component/](http://www.sssc.uk.com/component?option=com_docman/Itemid,486/format,raw/gid,2335/task,doc_view/tmpl,component/)

or contact:

Anne Tavendale at
Anne.Tavendale@sssc.uk.com
or telephone: **07876 452810**

Dementia Managed Knowledge Network (MKN)

The Dementia MKN is a growing virtual network of people interested in improving the care, support and quality of life of people with dementia.

Within the network there are a number of 'Communities of Practice' focusing on dementia. The Dementia MKN provides an opportunity for health and social services staff to share knowledge and

experience and support each other in the shared goal to promote excellence in dementia support and care.

The Dementia MKN can be accessed at:

www.knowledge.scot.nhs.uk/dementia.aspx

and you can go straight to Promoting Excellence's resources at:

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



In focus in our next issue:

- Improving palliative and end of life care for people with dementia
- Support and care, for people and their families and carers, following a diagnosis of dementia





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