

Promoting Excellence in

Dementia Care

Issue 9 • December 2014



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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 ninth 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 through partnership working

This edition of the *Promoting Excellence* Newsletter focuses on partnership and showcases many examples of how key partners have worked with us in a range of areas. At the outset we would like to pay a special tribute to Henry Simmons, Chief Executive of Alzheimer Scotland who has chaired the Programme Board that guides and advises on our work. Henry's skilful and facilitative chairing is a key factor in the Boards' success and our partnership working. Thank you so much Henry from the NES and SSSC team!



It is all about partnership!

In this day and age we talk a lot about partnership; it means so many different things to people in a whole variety of contexts. Too often it is merely a word we pay some lip service to and never really act upon; it is often worthless when it is forced on you and meaningless if you don't really embrace it. However when you find yourself in true partnership you realise that what it is really about is doing all that you can to get the job done without any one person or organisation seeking or needing the credit for it.

This sums up the partnership that has been forged through the NES/SSSC Programme Board that supports the *Promoting Excellence* Programme. The individuals responsible for crafting the terms of this programme board deserve great credit for creating the conditions for a true partnership to flourish, but it is the individuals and organisations that come together around this table every few months that have exhibited a real desire to truly work together and deliver a meaningful partnership.

As an organisation external to the statutory bodies it has been and is a great privilege for me on behalf of Alzheimer Scotland to chair this board. It allows us to bring the strength of our 7,000 members,

1,100 staff and some 700 volunteers to the table and it has also meant that the investments we make, for example in the Alzheimer Scotland Nurse Consultant network, can be truly welded into professional and educational processes of NES/SSSC. Furthermore this partnership approach has also meant that the Scottish Dementia Working Group and National Dementia Carers Action Network that we fund to ensure the voice of people with dementia and their carers is listened to are core partners in the process. There has never been a meeting held, a policy produced or any initiative developed from this group that has not had at its core the involvement of people with dementia or their carers.

All of the partners that sit on the board have brought this willingness to the table, the Scottish Government Policy and CNO teams, AHP colleagues, the Care Inspectorate, the Scottish Ambulance Service, Scottish Care, IRIS, Mental Welfare Commission and more recently Dementia Carer Voices to name only a few that have provided first class oversight and commitment to help the team who are charged with delivering this programme to get the job done. And what a good job this team have done. The quality and success of the work in my opinion is exceptional and speaks for itself, but it is the commitment to engagement, to really working in partnership and to using each of our strengths, skills and resources that set this team apart and have made the nucleus of this partnership so strong.

Together we are always stronger, together we are always better and together we can truly transform the lives of people with dementia and their carers - long may this partnership continue!



Henry Simmons, Chief Executive, Alzheimer Scotland

A colorful illustration of ten stylized human figures of various colors (purple, pink, red, orange, yellow, light green, green, teal, blue, and dark blue) standing in a row and holding a long, light grey banner. The banner has the text 'It is all about partnership' written on it in a black, sans-serif font. The figures are simple, rounded shapes with two arms each, and they are all looking towards the banner.

It is all about partnership



Working in partnership with people with dementia

'Once the word dementia comes into a conversation, people more or less dismiss you. They think you have no views, no thoughts of your own; you can't speak for yourself, you can't do things for yourself and you have a very, very difficult job persuading these people to listen to you to take you seriously, and to get help of any manner or kind because they're very dismissive. All of a sudden you become useless.

This is not the case!'

Through our eyes, a life with dementia

A significant partnership has been that between the Scottish Dementia Working Group (SDWG) and NES/SSSC. The SDWG was formed in 2002 as a national campaigning group, run by people with dementia. The group provides an independent voice for people with dementia in Scotland within Alzheimer Scotland. The Working Group have been instrumental in bringing about many of the changes that currently put Scotland at the forefront in dementia care. Through their campaigning they influenced and motivated Scottish communities including the health and social care workforce to improve services for people with dementia and they have promoted positive attitudes towards people with dementia.

The SDWG were major consultees in the development of both of Scotland's Dementia Strategies and have been involved in the *Promoting Excellence* Workforce Development Programme since its inception. Improving quality of life for people with dementia is at the heart of

the programme and the Working Group provided invaluable input into the development of the *Promoting Excellence* framework, ensuring that the voice of people with dementia was being heard across the programme.

An integral part of the *Promoting Excellence* framework are the quality of life outcome indicators which encourage staff to consider the impact of the support, care and treatment they provide. At a fundamental level it is about improving dementia knowledge and skills. However, critically, the framework reflects the issues that the SDWG have long campaigned for, that is: changing attitudes, values and behaviours towards people with dementia, challenging assumptions and changing perspectives. It enables staff to recognise that people with dementia have the right to be respected, listened to and that they continue to have strengths and abilities throughout their dementia journey.

The SDWG have also been key contributors in the subsequent development of educational resources and have participated in the development and delivery of a range of education and training programmes.

This includes the first learning resource to be developed in 2011 which was the 'Informed about Dementia: Improving practice DVD' which provided the baseline knowledge and skills required to ensure that all staff are at Dementia Informed Practice Level. The SDWG collaborated in a number of ways, including scenario development, and providing examples of the wishes, views and opinions of people with dementia through film footage and commentary.

The Working Group also worked closely with SSSC in the development of the 'Enhanced dementia practice for social workers and other professionals' which is featured later in this newsletter.

They have also recently participated in the delivery of NES/SSSC pilot training - 'Personal Outcome Approaches to Post Diagnostic Support' which supported the development of an Enhanced Practice learning resource 'Promoting excellence in supporting people through a diagnosis of dementia'. This resource enables health and social services staff to further develop their ability to support people with dementia and their families before, during and after receiving a diagnosis of dementia. The Working Group are also involved in a DVD which is being developed to support roll out of training in this area.

Some of the key benefits of the NES/SSSC/SDWG partnership approach to workforce development include:

- provision of opportunities for participants to learn from experts by experience without any intermediaries;
- staff are able to think differently and view practice from the perspective of the person with dementia, and;
- are able to reflect on how their practice may impact either positively or negatively on the person's quality of life and wellbeing.

Working in partnership with people with dementia brings a personal and human dimension to the *Promoting Excellence* Workforce Development Programme and helps to bridge the gap between theory and practice. The personal commitment, professional approach and highly effective governance arrangements of the SDWG has helped to make sure that the priorities of people with dementia are fully reflected in the Programme.

Together we are achieving 'more than the sum of the parts', contributing to a renowned workforce development programme that promotes confident and skilled staff and ultimately we are working towards our shared goal of a better quality of life for people with dementia, their families and carers.

Find out more about SDWG at their website
www.sdwg.org.uk/





Working together with Carers of people with dementia

The Psychology of Dementia Team within NES have launched a new carer resource called *'Responding to distress in dementia: A staff supported guide for carers'*. This was developed in consultation with the National Dementia Carers Action Network (NDCAN), whose input was integral to ensuring the expertise of family members and carers who support people with dementia was central to the development of the resource. As part of the suite of learning resources aligned with the *Promoting Excellence* framework it is intended to compliment national training for health and social care staff.

The learning resource is designed for carers of people with dementia, to be accessed via their healthcare professional. It aims to improve the carer's knowledge and understanding of distress in the individual with dementia, and how to respond to this. In addition, it aims to assist the carer in learning how to identify and respond to their own distress.

Working with carers in developing this resource was an essential and rewarding process. All of the carers involved were generous with their time and kindly offered personal stories and quotations to share within the resource. This ensured that other carers using the resource could easily identify or relate to the experiences discussed, therefore reducing a sense of feeling alone with some of the challenges that may be faced when caring for a person with dementia.

One carer commented, "You know you are not alone even though circumstances might be slightly different".

The team are extremely grateful to all the carers who contributed to the development and evaluation of the resource. NDCAN is such a valuable network and undoubtedly plays an integral role in the development of educational resources specific to dementia care.

For further information you can contact The Psychology of Dementia Team
Shereen.Arabshahi@nes.scot.nhs.uk



NES and Scottish Ambulance Service collaborate to produce new learning resource

Scottish Ambulance Service (SAS) clinicians are set to benefit from a new learning resource on dementia which has been designed and developed by NHS Education for Scotland (NES) and SAS itself.

Ambulance clinicians will frequently come into contact with people with dementia, their families and carers as well as people with early signs of dementia who have not had a diagnosis. While recognising the often immediate and time limited nature of their contact, this will have an influence on the impact of the whole care experience for the person with dementia, their families and carers.

It is essential that ambulance clinicians are able to recognise when a person may have dementia, and are confident of their ability to provide appropriate support, care and treatment.

This bespoke resource will help ambulance clinicians to give informed, high quality and person-centred support to people with dementia, their families and carers. The learning resource focuses on understanding dementia, effective communication, and providing positive person-centred support. It can be used for individual learning, learning as a group or team, in a facilitated learning event, or in a mixture of all of these approaches. As well as providing key learning, activities and scenarios are used throughout the learning resource to help encourage exploration and reflection about real practice issues. 3,800 copies of this learning resource have been distributed to ambulance clinicians throughout Scotland.

Pauline Howie, Chief Executive, SAS, said:

"This new learning resource is an invaluable clinical support tool that will be issued to every one of our frontline emergency staff, as well as our Patient Transport Service teams. People with dementia often face many complex challenges and issues and this initiative, which is enhanced by a number of specially trained 'Dementia Champions' within the Service, will help our teams to provide the most appropriate care and treatment for people with dementia and their families and carers."

Malcolm Wright, NES Chief Executive added:

"We are delighted to have developed this important resource in partnership with the Scottish Ambulance Service. NES is committed to providing educational resources and training opportunities for the entire health workforce to support rights-based, and person-centred approaches to the care, support and treatment of people with dementia and their families and carers. This new, targeted resource is a valuable addition to our suite of resources developed as a part of the *Promoting Excellence* work force development programme."





Promoting Excellence in Community Hospitals

The Community Hospitals Improvement Network (CHIN) was established two years ago to promote and share learning and best practice in community hospitals. Hosted by NES, the network has a website where relevant articles, documents and links are posted. There is also a community of practice where discussion topics can be posted. The website is run jointly with Intermediate Care.

One of the key areas of focus is to promote improved experiences for people with dementia using Community Hospital services, in line with the *Promoting Excellence* framework. CHIN has been working with the Dementia team at NES to provide training for Community Hospital staff with the aim of supporting them to spread the learning amongst their colleagues. At a recent learning event staff were introduced to the wide range of resources available on dementia and were also given an update on delirium and provided with access to the new delirium learning resources (featured in the previous issue). Issues such as adult support and protection were also discussed. Staff were encouraged to consider the appropriate levels of *Promoting Excellence* that they and their colleagues should aspire to and guidance about how to approach dementia training in their areas was addressed. Access to the suite of *Promoting Excellence* learning resources will be made available to staff through their community of practice. Staff left the event with a much greater knowledge of how to develop and maintain skills for the care of their patients with dementia.

Participants said:

- “Feeling motivated to deepen my understanding of dementia and delirium and knowing the resources available and where to access them”
- “Increased my knowledge in Promoting Excellence. Helping me to see how to move forward with process for our staff group”

A further learning event is planned early next year.

The Community Hospitals Improvement Network has also worked with Knowledge Services to produce a webpage that supports Community Hospital staff to quickly identify which of the *Promoting Excellence* resources is suitable for their learning needs and to take them directly to the resource. This can be accessed on the [Community of Practice](#).

For more information about CHIN contact Marie Paterson, Project Lead
marie.paterson@nes.scot.nhs.uk

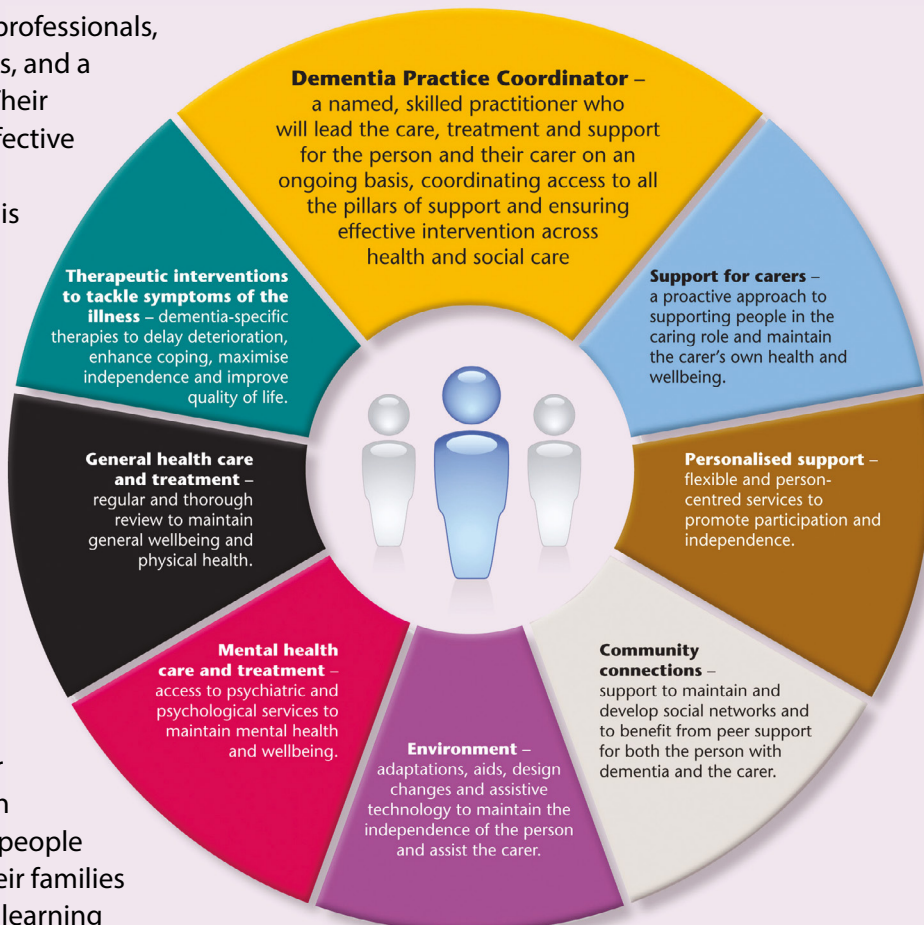


Testing the 8 Pillars model of community support for dementia

The 8 Pillar Model of Community Support aims to build the resilience of people with dementia and their carers to enable them to live in the community for as long as possible.

The five test sites in Highland, Moray, Midlothian, North Lanarkshire and Glasgow are actively progressing testing of this model in their own local partnerships. Dementia Practice Co-ordinators have been identified from different skilled professionals, including CPNs, Social Work staff, AHPs, and a Community Hospital Ward Manager. Their testing of this crucial role to secure effective care, treatment and support from all sources for the person with dementia is key to the success of this work.

Through an improvement collaborative approach between all five test sites and National Partners including JIT, QuEST, Dementia Policy, Alzheimer Scotland, NES, SSSC and many others, the sites are bringing their own experience to a series of pre-planned national learning sessions, where, again, working in partnership locally and nationally is key to learning what works in small tests of change and what can be scaled up for much wider application. This partnership approach includes essential contributions from people with lived experience of dementia, their families and carers. External guest speakers at learning sessions also allow for challenge and thinking beyond sometimes traditional approaches.



Collection of both quantitative and qualitative information will allow us to measure success and, crucially, to secure the views of people with dementia and their carers about this person centred approach.

Test sites have been identifying, usually through a training needs analysis approach, the extent to which *Promoting Excellence* resource material is available and what more may need to be done to further embed such workforce development across partnerships. There is increasing understanding of the contributions from Dementia Champions in hospitals and Dementia Ambassadors.



WORKING TOGETHER

Promoting Excellence in Social Service Settings

As one of the key partners in the *Promoting Excellence* Workforce Development Programme, The Scottish Social Services Council (SSSC) maintains a strong and active commitment to supporting the workforce to embrace best practice and to implement *Promoting Excellence*.

Activities include:

- information sharing and support for over 600 Dementia Ambassadors and 50 social service Dementia Champions
- becoming a dementia informed organisation
- regular sharing of good practice and learning opportunities through our eBulletin and SSSC news online
- working in partnership with organisations across the sector to embed *Promoting Excellence* within workforce development and planning
- collaborating with the Chartered Institute of Housing and Joint Improvement Team to extend the reach of *Promoting Excellence* to the housing workforce

A major partner in making this work a success is Scottish Care.

Scottish Care is the representative body for the largest group of health and social care sector independent providers across Scotland delivering residential care, day care, care at home and housing support.

Scottish Care supports *Promoting Excellence* at national level through contributing to the development and implementation of the National Dementia Strategy and the *Promoting Excellence* framework to help staff develop their knowledge and skills. At a local level, Scottish Care Development Officers assist providers to plan and develop their workforces, including acquiring the range of skills necessary to support people who have dementia. Several Scottish Care Development Officers are also SSSC Dementia Ambassadors.

To support the partnership a committed group of independent and third sector organisations meet with the SSSC each quarter for our SSSC and Scottish Care dementia joint working group. Through a range of supporting activities the group seeks to work towards Scotland's social care workforce becoming more informed, supported, connected and clear about using the *Promoting Excellence* framework and resources.

We need this group as it is important for those services which are registered with the Care Inspectorate and, in the main, purchased through local authorities, to grow capacity in meeting the needs of people with dementia and their carers. Through working together and exchanging information, sharing good practice and understanding learning needs, the organisations within the group are able to develop their own services and inform others who are providing care and support.

It is particularly important at this time for services to work together and consider how best to support people with dementia in the context of self-directed support and the upcoming integration of health and social care. In an environment of continuing financial constraints on services, sharing practice is of great benefit.

Promoting Excellence team, SSSC

David Rennie, Workforce Consultant, Scottish Care

According to Wendy Perry, the Dementia Service Development Lead with the Balhousie Care Group:

“Rolling out training based on the Promoting Excellence framework on an organisation wide basis has some definite challenges. Coming together as a group from different areas of service provision and different sectors has been a good way for me to identify new and creative approaches to some of the same old barriers that we all face in improving the skill and knowledge level of the workforce. The openness within the group to share what is working and what isn’t working has been very beneficial as I look for more effective ways to develop the knowledge and skills of Balhousie Care Group staff.”



Find out how staff at Balhousie Care Group are Promoting Excellence



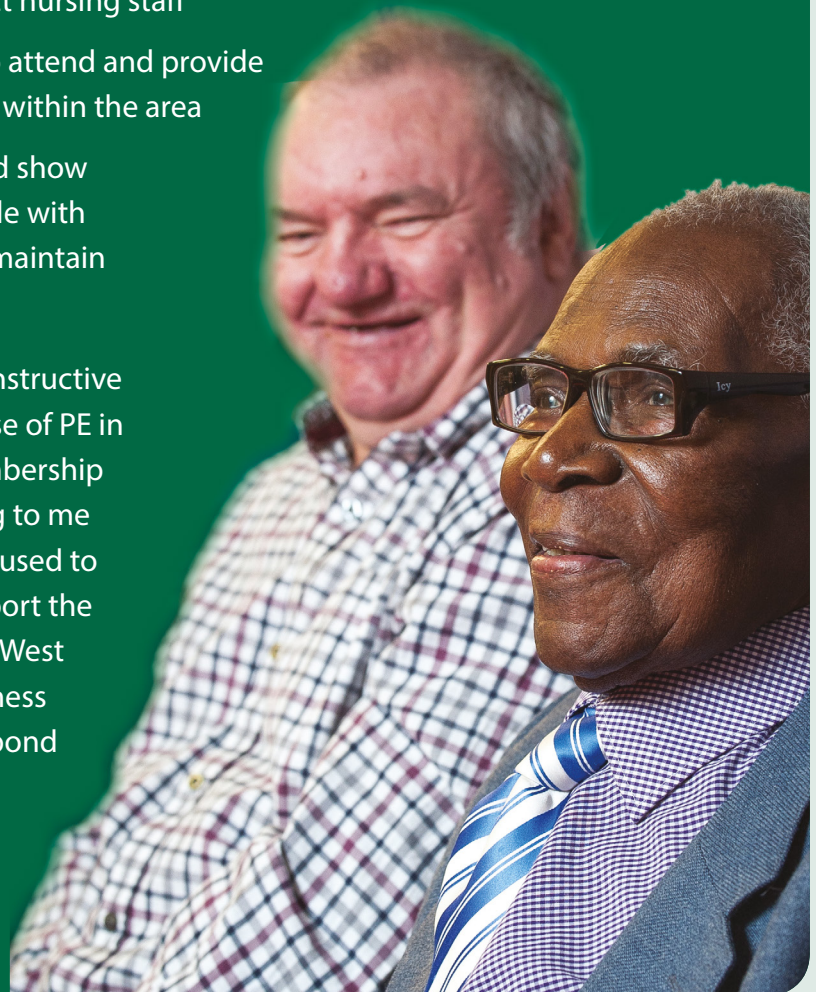
In West Dunbartonshire, Brian Polding-Clyde, Independent Sector Development Officer, Scottish Care reports:

"We have been using *Promoting Excellence* to support the establishment of Dementia Friendly Communities. We work in a partnership with the community health and care partnership and Alzheimer Scotland.

I am personally involved in training at the Dementia Informed level. We offer training across all sectors and encourage participants to make pledges which we then follow up to see how far they have been taken forward. From one assessment of 25 people who had attended the training, we found that 92% carried out activities afterwards to support their pledges. Pledges included:

- Be more understanding of older people and the problems they face
- Review my educational needs in relation to dementia care
- Look after my neighbour who has dementia
- Explain dementia friendly initiative to colleagues and students
- Share information with district nursing staff
- Support the release of staff to attend and provide training and support services within the area
- Encourage people to help and show understanding towards people with dementia to enable them to maintain independence

The partnership group has been instructive in highlighting methods for the use of PE in various work settings. Group membership has been instrumental in affirming to me that *Promoting Excellence* can be used to work with all stakeholders to support the realisation of a Dementia Friendly West Dunbartonshire, by raising awareness but also showing how we can respond to the needs of those living with dementia in our day to day life."





Caring for Smiles- Working in partnership to improve the oral health of care home residents

It is something of a paradox that while the oral health of the general population improves, that of older people living in care homes is often reported as being poor. While the rest of us enjoy the improved quality of life that comes with a healthy mouth, people who become dependent on others seem to be missing out.

The poor oral health status of residents in Scottish care homes was recognised almost a decade ago when the 2005 Dental Action Plan (from what was then the Scottish Executive) acknowledged the need for some form of intervention by the NHS. After a number of local programmes were developed, a national group of dental and oral health professionals was formed in 2007. Older people had been identified as an oral health 'priority group' and this was reinforced in the [2012 Scottish Government's National Oral Health Improvement Strategy for Priority Groups](#)

Over time, the Scotland-wide Caring for Smiles programme, which provides oral health training and support to care homes, gradually evolved from the work of this group, learning from the experiences of local NHS initiatives.

It was recognised early that merely delivering a one-off training session was unlikely to result in sustainable improvements. Engaging with the manager of the care home was recognised as fundamental to success and strong supportive links were encouraged between the Caring for Smiles team and the care homes involved. The influence that the regulator can have in quality improvement was also recognised and since 2009 the Care Inspectorate have been a supportive partner in both the endorsement and promotion of Caring for Smiles resources and training, with Heather Edwards, the Care Inspectorate Dementia Consultant becoming an involved member of the national group and contributing to a number of recent activities and events.

More recently, the national group have been working with NHS Education for Scotland (NES) to develop an accredited version of the Caring for Smiles training, with 2 levels and a formal SCQF credit-rated qualification now available. One of the focuses of the Intermediate level module is dementia-related distress which is known to be one of the key barriers to care staff delivering good oral care. It was recognised, therefore, that NHS staff delivering this training and assessing candidates need to be able to demonstrate an appropriate level of understanding of dementia care principles and of the challenges that care staff can encounter.

Many of the Caring for Smiles staff who have been working to support care homes have, over time, developed excellent dementia skills through experience and different forms of dementia training. They understand the challenges that care staff can have in delivering oral care to people with dementia. However, experience takes time to acquire and oral health staff new to Caring for Smiles, with little or no experience of working with people with dementia, can find this to be a daunting prospect. The *Promoting Excellence* framework, with its goal of ensuring what level of knowledge and understanding all health and social care staff should achieve in relation to the role they play in supporting people with dementia, their families and carers, gave an opening for joint working. It offered the Caring for Smiles programme the opportunity of identifying the most appropriate level of knowledge and skills that oral health staff should be working towards and providing resources and support to achieve this. The Dementia Leads at NES have helped support the Caring for Smiles programme in a number of ways. They helped to identify that Dementia Skilled Level is the minimum that oral health staff should be working towards and, by delivering presentations at recent regional events, have helped oral health staff understand how to work towards the most appropriate level on the framework for their role.

As the Caring for Smiles programme has evolved, it has become clearer that partnership working with care homes, Care Inspectorate and the Dementia team at NES is essential to achieving the outcome of good oral health for dependent older people.

Future plans include proposals to link in with SSSC and ensure that oral care is undertaken routinely as part of personal care, to ensure the fundamental right that everyone has to a clean and healthy mouth.



For further information you can contact

Trish.gray@nes.scot.nhs.uk

sheila.welsh@aapct.scot.nhs.uk

[Caring for Smiles on the NES website](#)

Events Roundup



Recent Events: Dementia Awards

A practical example of partnership was the recent Dementia Awards which took place in Glasgow on 25th September 2014. The event which is sponsored by Alzheimer Scotland, NHS Health Scotland, NHS Education for Scotland and the Scottish Social Services Council is now in it's third year.

The awards provided 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.

With over 90 high calibre entries, the judges had a tough job in choosing the winners:

Best acute care initiative

NHS Ayrshire and Arran: - Pocket Ideas...for a moment in time

Best community support initiative

NHS Dumfries & Galloway, Mental Health Occupational Therapy: -OT Home Based Memory Rehabilitation Programme

Best dementia friendly community initiative

Alzheimer Scotland: - Dumbarton Dementia Café

Best educational initiative

Alzheimer Scotland: - Alzheimer Scotland Education Initiative

Best innovation in continuing care

CrossReach, Inverness: - Cameron House Gaelic Initiative

Most innovative partnership

When I Paint I Remember – Alzheimer Scotland, NHS Shetland & Shetland Museum and Archives

Recent Events: 24TH Alzheimer Europe Conference

The theme for this year's 24th Alzheimer Europe conference which was held in Glasgow between 20th and 22nd October was "Dignity and autonomy in dementia". The conference explored how recognizing the human rights of people with dementia, their carers, partners and families is key to ensuring dignity and respect, as well as overcoming stigma.

Coming Soon! National Conference and Graduation Event for Cohort 5 Dementia Champions – Murrayfield Stadium, 28TH January 2015

The graduation event for Cohort 5, Health and Social Services Dementia Champions will take place in January 2015. In addition, through poster presentations and concurrent sessions, the event will showcase and celebrate the work of: Alzheimer Scotland Dementia Nurses; AHP Dementia Consultants; previous cohorts of Health and Social Services Dementia Champions and Social Services Dementia Ambassadors, in bringing about improvements in the care and treatment of people with dementia, their families and carers.

Promoting Excellence Training and Educational Resources

Enhanced dementia practice for social workers and other professionals

An online learning resource for individuals and groups to support practice at the Enhanced level of the Promoting Excellence framework.

Social service professionals will increasingly work with people with dementia, their families and carers in a range of settings and with a range of partners. People with dementia and those close to them need practitioners who understand how dementia affects them, who will promote their rights and quality of life, who embrace high standards of care and support, and who can protect them when that is necessary.

By reading through the resource, viewing the drama and personal stories of people with dementia and carers, and completing the learning activities you can:

- enhance your dementia practice
- generate evidence of post registration training and learning
- support the continuous professional development for yourself and others

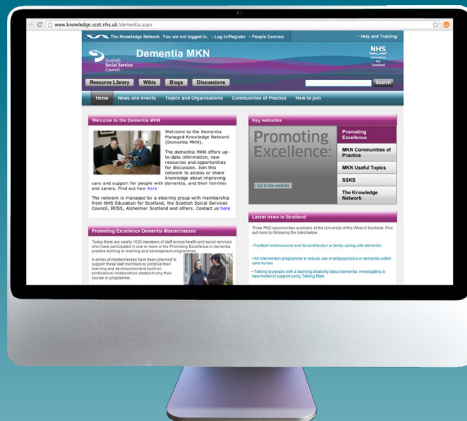


<http://workforcesolutions.sssc.uk.com/enhanced-dementia-practice>



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

Dementia Managed Knowledge Network (MKN)

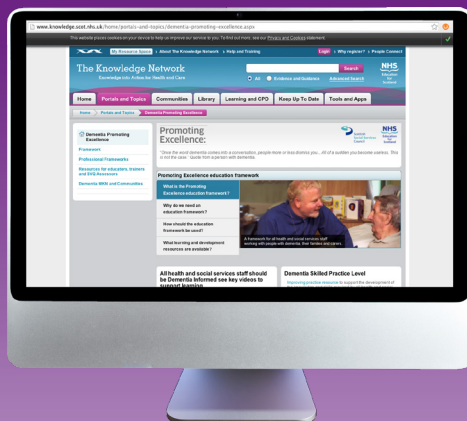


The Dementia Managed Knowledge Network (MKN) is an open, community site which contains pertinent information and links to raise awareness of the wide range of resources available.



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

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.





NHS Education for Scotland
West Port
Westport 102
Edinburgh
EH3 9DN
Phone: +44 (0) 131 656 3200
E-mail: mental.health@nes.scot.nhs.uk
Website: www.nes.scot.nhs.uk

Scottish Social Services Council
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Phone: 0845 60 30 891
E-mail: enquiries@sssc.uk.com
Website: www.sssc.uk.com



**Scottish Social
Services Council**