



# Promoting Excellence in Dementia Care

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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.**

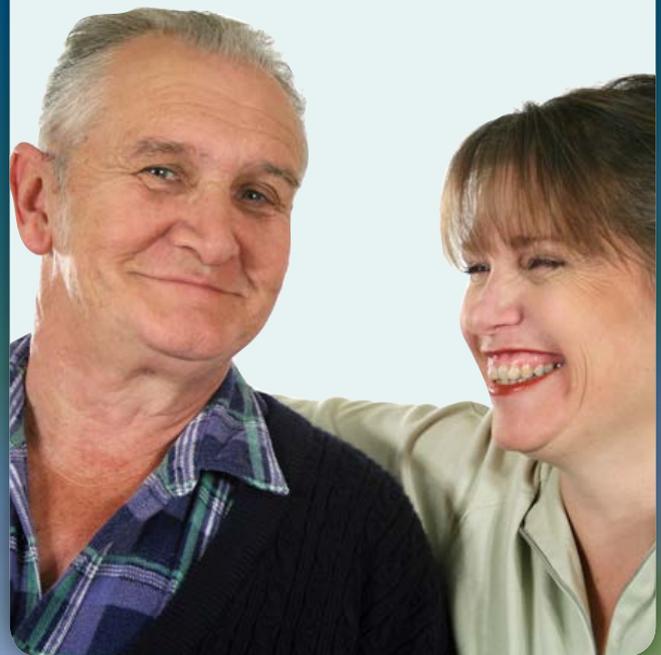
This work is centred on supporting improvements in staff skills and knowledge in both health and social services settings to enable them to provide even more effective and appropriate care and support services for people with dementia, their families and carers.

Welcome to our eighth 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 Dementia Care and Support in Practice*

In this issue we focus on two exciting new learning resources that will be welcomed by health and social services staff who are keen to Promote Excellence in all aspects of dementia support, treatment and care.





## Delirium Learning Resources

Delirium is a common but serious condition that is under recognised and associated with poor outcomes. People with dementia are at much higher risk of developing delirium than the rest of the population. It is important for staff to recognise when someone has delirium superimposed on their dementia.

Delirium can be prevented and treated if dealt with urgently. It is therefore essential that all staff in health and social services are aware of how to prevent delirium and how to ensure that someone with suspected delirium receives rapid assessment and appropriate management.

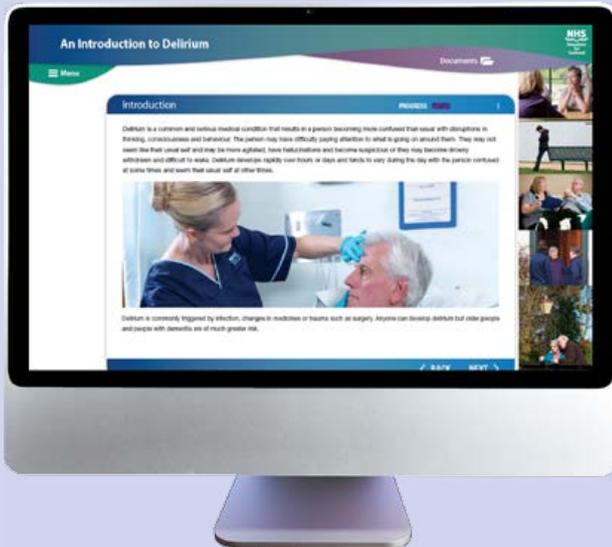
To support the diversity of learning needs across the workforce the learning resources consist of two modules, which are accessible on Learnpro® as well as an interactive mobile application available on iOS and android.

NHS Education for Scotland, in collaboration with colleagues from across NHS Scotland, have developed these learning resources to support staff and to enhance their knowledge and understanding of delirium.

The module 'An Introduction to Delirium' is a short core module to enhance the knowledge and skills of all staff working directly with people at risk of developing delirium across all health and social care settings including in a person's own home. It is aimed at staff that will not have a responsibility to diagnose delirium but who should be able to recognise changes that may cause them to suspect and recognise delirium, seek medical advice, provide appropriate support and take steps to prevent delirium.



**LearnPro is an easy to use workplace online learning resource. It is easily accessible and staff can manage their own profile and assessments, and build up the evidence required to demonstrate their knowledge and understanding.**

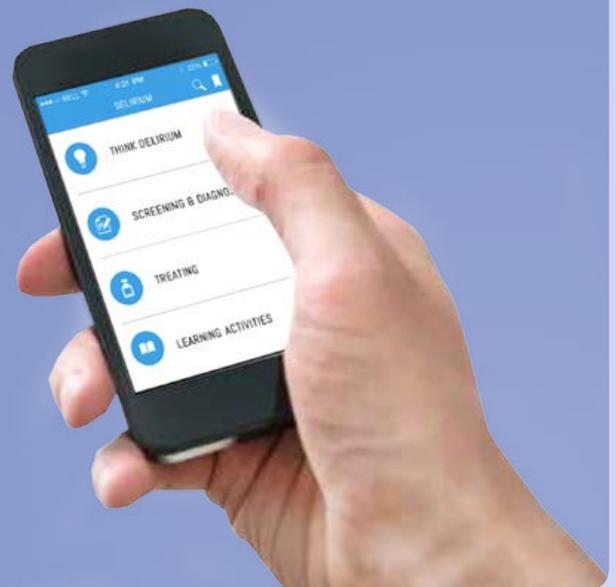


The module 'Delirium: Prevention, Management and Support' has been designed to enhance the knowledge and skills of all health professionals working across all care sectors. It will enable them to feel confident of their ability to identify, treat, prevent and provide appropriate support to people with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

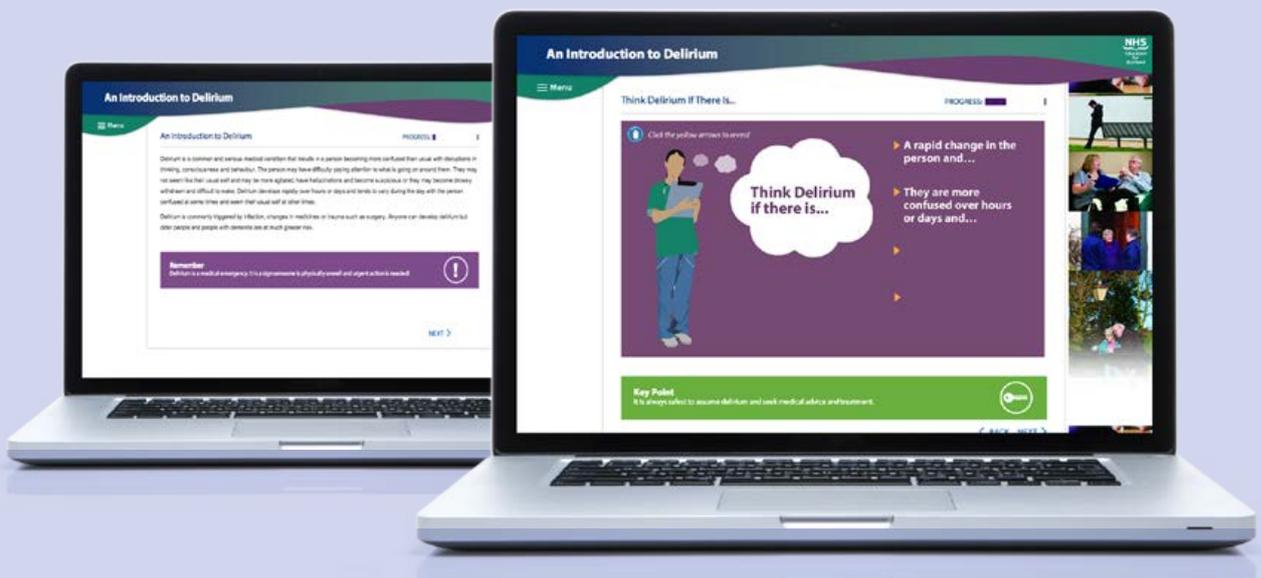
Video vignettes are used throughout both modules to support staff to recognise the different types of delirium, to demonstrate effective care and support as well as responding to a person with delirium who is distressed.

## Delirium Mobile Application

The mobile application is available to all staff but is specifically aimed at health professionals who use or potentially could value learning using smart phone technology. It complements the delirium learning modules and provides access to many of the same learning activities and video vignettes.



[Find out more](#)



## Promoting Excellence in supporting people through a diagnosis of dementia



People can be reluctant to go to the doctor when they are worried that they may have dementia. The benefits of diagnosis may not be clear to them. But appropriate support in the early stages can have a very significant impact on the degree to which someone will be able to manage the condition over time and live independently.

Timely diagnosis enables people to plan ahead while they still have capacity to do so. It means they can get early and effective access to interventions and support to sustain their well-being and quality of life. Good post-diagnostic support helps them to adjust to the diagnosis and its likely impact, both practically and emotionally, and enables them to plan for future care and support. It can also help services work better with people's 'natural' family supports during this important stage of the illness. This contributes to people with dementia having a better quality of life, living independently and as part of their community for as long as possible.

NHS Education for Scotland (NES) and the Scottish Social Services Council (SSSC) have developed this learning resource to help health and social services staff further develop their ability to support people with dementia and their families before, during and after receiving a diagnosis of dementia. The knowledge and skills described in the resource reflect the 'Enhanced' level on the 'Promoting Excellence' framework (Scottish Government, 2011a) at the 'Keeping well, prevention, and finding out it's dementia' and 'Living well with dementia' stages of the dementia journey. It is expected that most people using the learning resource

will already be experienced in dementia care and support and have the knowledge and skills set out at the previous levels of the 'Promoting Excellence' framework.

The learning resource has four modules and focuses on the key knowledge and skills needed to use a personal outcomes-focused approach to support people with dementia and their families through a diagnosis of dementia. It highlights best practice in supporting the person and their family through the process of assessment, in conveying a diagnosis of dementia and in working alongside them to support them to remain as independent as possible following a diagnosis.

The resource should be worked through in sequence and includes links to further learning for people who choose to explore issues in greater depth. 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.

**Promoting Excellence in supporting people through a diagnosis of dementia can be accessed via the NES site:**

[Download the Resource](#)

# Other Developments

## Achievements in dementia care and support recognised at The Mental Health Nursing Forum for Scotland Annual Awards

An event was held in Edinburgh in March to reflect on the achievements in mental health nursing in Scotland since the publication of Rights, Relationships and Recovery in 2006, to look forward to the key priorities for the profession over the next 5 years and to celebrate the success of mental health nurses in Scotland.

At the event, a number of awards were presented to celebrate outstanding achievements in mental health nursing. In particular, three projects that were underpinned and influenced by the National Dementia Strategy; *Promoting Excellence* and the Dementia Standards received awards.

### Namaste Care Programme

A project by Maria Banks, a Senior Charge Nurse from NHS Greater Glasgow & Clyde was highly commended in the **Dementia** category. Maria is a Dementia Champion and was a participant on the Dementia Standards - Supporting Change Programme.

The project 'The implementation of the Namaste care programme in South 1 Ward, Mansionhouse Unit' programme reveals simple and practical ways for staff to provide holistic, person-centred care that maintains a human connection. It focuses on people at the end stage of their dementia journey, with little means of communication. The Namaste care philosophy supports the belief that the spirit of the patient with advanced dementia continues to live and is the essence of the person, and strives to provide care that integrates nursing care with meaningful activity in a peaceful and relaxing environment. Staff and carers work collaboratively to capture the person behind the diagnosis.



Maria Banks receives her award

## Scotland's National Dementia Champions Training Team, University of the West of Scotland and Alzheimer Scotland Partnership



Scotland's National Dementia Champions Training Team, University of the West of Scotland and Alzheimer Scotland Partnership

'Scotland's National Dementia Champions Training Team' from the University of the West of Scotland and Alzheimer Scotland Partnership were highly commended in the **Innovations in Education** category for Scotland's National Dementia Champions Programme.

The National Dementia Champions programme was commissioned by NHS Education for Scotland (NES) and the Scottish Social Services Council (SSSC) in 2011. A partnership was formed between the University of the West of Scotland and Alzheimer Scotland to prepare NHS Dementia Champions as Change Agents for practice. As the programme has developed over four cohorts, participants have been recruited from across health and social care areas and the Scottish Ambulance Service. A fifth cohort is now underway and a sixth is planned. This will lead to the creation of over six hundred Champions working in health and social care environments.

The programme is developed at the 'Enhanced Level' of the Promoting Excellence skills and knowledge framework. In order to promote a shared understanding and connectedness of approach the team utilise all the national educational resources available developed by NHS Education for Scotland and the Scottish Social Services Council to support national uptake, utilisation and dissemination of these resources.

## IDEAS Team from NHS Dumfries and Galloway

The **overall winner** of the **Mental Health Nursing Forum for Scotland 2014 Awards** was the 'Intervention for Dementia: Education, Assessment & Support - (IDEAS Team)' from NHS Dumfries & Galloway.

The IDEAS Team aims to support local care homes in Dumfries & Galloway to improve the quality of life of people with dementia who experience stress and distress. The team is made up of staff from Nursing, Occupational Therapy and Clinical Psychology who take a holistic approach using a stepped model of assessment and interventions.

This project not only equips care staff with key skills and information, it enhances their abilities to transform the culture of the care. The training plan and content is aligned with the *Promoting Excellence* Framework in developing a knowledgeable and skilled staff group at all levels.

Additional support to care homes is provided through liaison, consultancy and advice. In line with the Scottish Dementia Strategy the project promotes the right of the individual to receive a diagnosis, timely assessment and appropriate intervention which is person centred and evidence based. Working directly with family carers in relation to education, identifying stress triggers and using their unique knowledge of the person, the project promotes inclusion and takes into account the family perspective utilising these strengths as part of the possible solution. The project promotes evidence based intervention and care planning for stress and distress that reduces the risk of inappropriate interventions being initiated.



Representatives from the IDEAS Team receive their award



## ***Promoting Excellence in Social Service Settings***

Over 400 Dementia Ambassadors are working across Scotland to embed *Promoting Excellence*. Ambassadors work across the independent, public and third sector and are passionate about improving knowledge and skills in their workplaces, and beyond. In this issue we report on two initiatives.

### **The Edinburgh Training Partnership: Forging Ahead with *Promoting Excellence***

The recently established Edinburgh Training Partnership (ETP) has brought together a number of key organisations looking to improve the services, care, treatment and support they provide for people with dementia, their families and carers through the training and development of their workforce. This innovative partnership includes Edinburgh City Council, Scottish Care, NHS Lothian and Edinburgh Voluntary Organisations Council and uses *'Promoting Excellence: a framework for all health and social services staff working with*

people with dementia, their families and carers' to underpin and inform all its work.

The ETP, led by Jackie Sloan, Edinburgh City Council Learning and Development Adviser and Rene Rigby, Scottish Care Development Officer, held 4 'launch events' designed to encourage senior staff to become Dementia Ambassadors and to introduce them to the NES/SSSC 'Supporting Change' development tool in addition to offering part funded future *Promoting Excellence* training opportunities for other care home staff.

Jackie and Rene, themselves Dementia Ambassadors, have spent a full year collaborating and organising both the launch events and the funding to support this work. Their hard work paid off when 76 senior staff attended the events, going away motivated and inspired to support their staff and colleagues to further their '*Promoting Excellence*' knowledge, skills and understanding.

Jackie had also completed the NES/SSSC 'Dementia Standards Supporting Change' programme which introduced participants to Appreciative Inquiry and the Supporting Change assessment tool. This has been designed to support enhancement in the care provided in care homes and mental health continuing care settings. The tool uses an appreciative approach to engagement with staff as a way of looking at services to identify good practice. It also identifies training needs and areas where improvements could be made. It has been used in a number of places and has been well received.

SSSC and NES have worked closely with the partnership to explore how they could roll out *Promoting Excellence* across public, independent and third sector organisations to ensure that all staff providing direct support were given the opportunity to progress to Skilled practice level. It was identified that part of that process could be for services to assess the current position using the Supporting Change tool.

The 'launch events' saw leads in dementia from NES, SSSC and the Care Inspectorate sharing their expertise with the audience, bringing them up to date on the strategic position, government priorities and how *Promoting Excellence* and 'Supporting Change' could help them develop their workforce and improve services.



## Northcare, Promoting Excellence in their care homes

Over 60 Northcare staff, from their three care homes in Glasgow, came together in April in East Kilbride to celebrate the successes of the first group of staff who had taken part in recent Dementia Informed and Skilled training workshops. Their achievements were celebrated with dinner and musical entertainment.

Since July 2013, Northcare has been striving to implement the Promoting Excellence framework to support their 240 staff to develop the dementia knowledge and skills necessary for their job roles. All staff in the organisation begin their learning at dementia informed level, in which the **Informed about Dementia DVD** is used alongside role play and a 'focused listening' exercise. Northcare's vision for implementing *Promoting Excellence* also includes supporting every member of staff with a role in direct support to achieve the Dementia Skilled practice level.

Kate Mackay, employee development facilitator, who has been leading this programme worked with another experienced facilitator to design and deliver three months of Dementia Informed and Skilled sessions for 226 staff working across all roles. These have included chefs and kitchen staff, office staff, activities coordinator, the animal and gardening assistant as well as those in social care roles.

Northcare's ambition is to contribute to achieving a positive and aspirational vision of a good quality of life for all of their residents. Kate explained:

*"It's great to see colleagues smile when they collect their certificates for attending the sessions and, most of all, to hear how motivated they are as a staff group to put into practice what they learned from the sessions to become informed about dementia."*

This was a new initiative for Northcare and some staff were reluctant at first. However, they found the experience enjoyable and informative.



“ It was a real eye opener – people are too quick to judge. It gives you insight into people with dementia. I was dreading it but I really enjoyed it and would definitely recommend others to do it ”

**Paul, Chef**

“ It was really good, I thought it would be boring. I am much more aware now and I have personal experience and the training will make a difference. I would 100% recommend others to do it. ”

**Johnny, Cook**



Johnny Drew, Paul McGhee, Roselynn Halligan, Marion Paton with the winning poster

At the end of the session they designed posters based around their learning and the top three were awarded a prize. The posters reflected the important messages about person centred strengths based approaches to care and support for people with dementia.

Northcare has also supported eight staff to become Dementia Ambassadors as part of their plans to keep up the momentum of delivering an excellent service for residents and their families and carers. Kate has ensured that family and residents are involved with this project, and will be key partners in the evaluation of its success.

Northcare also has plans to recruit 45 new staff in the coming months. According to Kate:

*“It’s ideal to have a group of in house Dementia Ambassadors to help staff through their induction. This will include dementia informed level training to prepare them for the opening of two new care homes and highlight the support their staff offer people living with dementia and their families and carers.”*

**For further information about Dementia Ambassadors please contact:**  
[promotingexcellence@sssc.uk.com](mailto:promotingexcellence@sssc.uk.com).

# Events Roundup

## Recent Events: Alzheimer Scotland Annual Conference

Alzheimer Scotland Annual Conference took place on Friday the 6th June.

The event was attended by close to 400 delegates from home and abroad. A great day was had by all. You can see the highlights at the following link.

[Event Highlights](#)

## Coming Soon! Scotland's Dementia Awards September 25th 2014

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. Visit the website to find out about last year's winners!



[Visit the website](#)

# Promoting Excellence Training and Educational Resources

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](http://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](http://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.





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