



Healthcare
Improvement
Scotland

ihub

Focus on Dementia Network Event

Stirling Court Hotel

Thursday 27 February 2020

10:15am – 4pm



#Focusonnetworking

Enabling health and
social care improvement



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Welcome

Julie Miller
Associate Improvement Advisor
Focus on Dementia
Healthcare Improvement Scotland

Enabling health and
social care improvement

Aim and objectives of the day

Aim: To provide networking opportunities for staff who work directly with people with dementia and carers either in hospital or community based settings.

Objectives:

- Sharing learning and best practice to support improvement
- Having a say in the development of Scotland's 4th National Dementia Strategy
- Hearing about the national programmes of work

Follow the conversation on twitter [#Focusonnetworking](#)

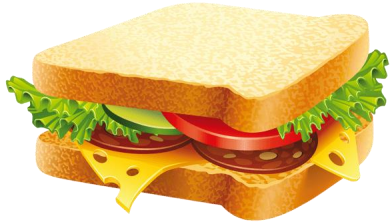
Structure of the day

- Plenary all morning – 4th dementia strategy consultation and
- organisational updates
- Networking lunch & poster viewing
- Parallel workshops 1, 2 & 3
- Coffee break (randomised coffee trial)
- Parallel workshops 4,5 & 6
- Plenary – stress and distress tool, evaluation and final comments, finish at 4pm.

Housekeeping

- Fire alarm/drill/exits/muster point
- Toilets
- Mobiles on silent
- Photos (find Katie!)
- Twitter [#Focusonnetworking](#)

Lunch and workshop session details



Lunch will be provided in the restaurant - please take the opportunity to network and view the posters.

The first workshop sessions start **promptly** at 1pm followed by the randomised coffee trial in the Silver Glen room at 2pm.



Workshop session details

First round of workshops

13:00 - 14:00

Workshop 1

Improvements in Hospital Care

Room - Iona

Workshop 2

PDS in Primary Care and Care Co-ordination

Room – **Wallace (Monument)**

Workshop 3

PDS Groupwork

Room - Allen Water

Second round of workshops

14:30 - 15:30

Workshop 4

Working with Carers and Families

Room - Iona

Workshop 5

PDS in Care Homes

Room - **Wallace (Monument)**

Workshop 6

PDS Groupwork (repeat of workshop 3)

Room - Allen Water

Randomised Coffee Trial 2pm – 2.30pm

- On your badge you have a number
- Go to the Silver Glen coffee area at 2pm and find the notice on the wall which corresponds to your number (1-10, 11-20 etc.)
- Find the person who has the same number as you
- Have a coffee with that person 😊

(If you can't find your other number, just join another pair and join their conversation!)

Reminder of this at end of first workshop sessions.





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Scotland's 4th National Dementia Strategy Consultation Exercise

David Berry
Policy Officer, Scottish Government

Michelle Miller, Portfolio Lead, Focus on Dementia
Healthcare Improvement Scotland

Enabling health and
social care improvement



Consultation and engagement on Scotland's fourth National Dementia Strategy

**We are unable to share David Berry's slides at this time.
However, following David's presentation delegates considered the following
questions at their tables. Feedback has been provided to David.**

Discussion...(8 minutes per question)

- What has worked well?
- What still needs to be improved?
- What can be removed (from the strategy)?
- Any suggestions on questions to be asked during the forthcoming consultation?
- Priority areas for fourth strategy?



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Focus on Dementia and NHS Education for Scotland Programme update

Lynn Flannigan, Improvement Advisor

Marie Innes, Improvement Advisor

Dr Cesar Rodriguez, National Clinical Lead Psychiatrist

Focus on Dementia

Healthcare Improvement Scotland

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Focus on Dementia – Community Update

Lynn Flannigan
Improvement Advisor
Focus on Dementia
Healthcare Improvement Scotland

Enabling health and
social care improvement

Focus on Dementia: Scotland's improvement programme for dementia

Working together to improve the quality and experience of care and support for people with dementia, staff and carers, supporting key commitments of Scotland's dementia strategy



Scotland's National Dementia Strategy 2017

COMMITMENT 1: We will revise the national post-diagnostic dementia service offer to enhance its focus on personalisation and personal outcomes in the delivery of post-diagnostic services.

COMMITMENT 2: We will test and independently evaluate the relocation of post-diagnostic dementia services in primary care hubs as part of modernisation of primary care.

Why focus on post diagnostic support: Variation in uptake, practice and quality



Created by Graphic Tigers
from Noun Project

**Diagnosis and
post-diagnosis
support**

- **Improving access & experience**
 - Testing the value of relocation of PDS into Primary Care
- **Improving quality**
 - A Quality Improvement Framework for PDS + Companion Document
- **Improving Knowledge and Understanding**
 - Networks, Events, PDS Leads Group, Webinars (AWIA, driving and dementia)
- **“A guide to making general practice dementia friendly”** in collaboration with Alzheimer Scotland
- **Dementia in Primary Care Best Practice Model**

PDS in Primary Care



Created by Raden Situbondo
from Noun Project

Nithsdale (Dumfries and Galloway)

Nine GP practices working across 14 surgeries.
Population is 59,217 people, of these 593 people currently have a diagnosis of dementia.



Diagnostic process in Primary Care:

- Reduction in pre-diagnostic GP appointments
- Reduction in waits for diagnosis
- Reduction in waits to see a Dumfries CMHT CMHN.

North East Edinburgh

Eight GP practices from Leith walk to The Inch.
Population in the East Edinburgh cluster is 57,724 people, of these currently 740 people have a diagnosis of dementia



Delivering MCI/PDS from Primary Care:

- Average wait of referral to first contact 21 days/6 days for MCI
- 81% of MCI referrals go onto receive a dementia diagnosis
- KIS & personal plan on GP system which all staff see
- 5 group work programmes run – collaborative.

Shetland

Cluster covers all ten GP practices Population is 23,000, of these currently 170 people have a diagnosis of dementia.

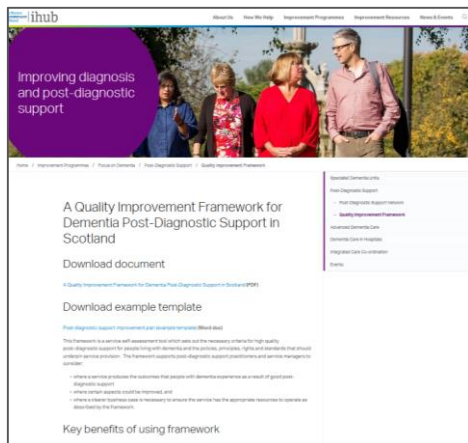


Completing the pathway

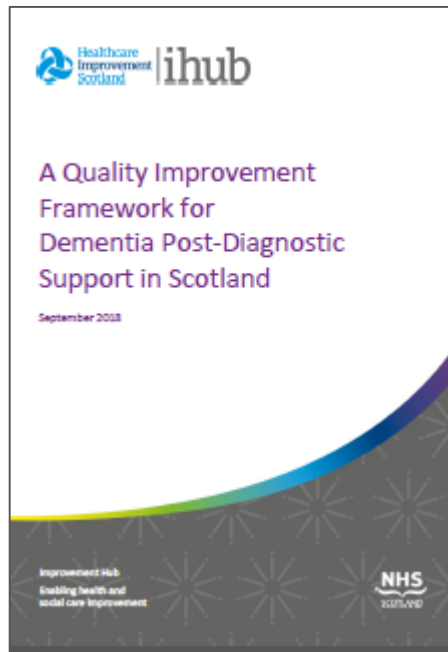
- The PDS Practitioner is now an established, permanent role
- 75% increase in uptake of PDS
- Average wait of referral to PDS to first contact is 25 days.

PDS Quality Improvement Framework

<https://ihub.scot/improvement-programmes/focus-on-dementia/improving-diagnosis-and-post-diagnostic-support/quality-improvement-framework/>



The screenshot shows the iHub website page for the Quality Improvement Framework. The main heading is "Improving diagnosis and post-diagnostic support". Below this, there is a section titled "A Quality Improvement Framework for Dementia Post-Diagnostic Support in Scotland" with a "Download document" button. A "Download example template" button is also present. The page includes a list of "Key benefits of using framework" and a sidebar with navigation links.



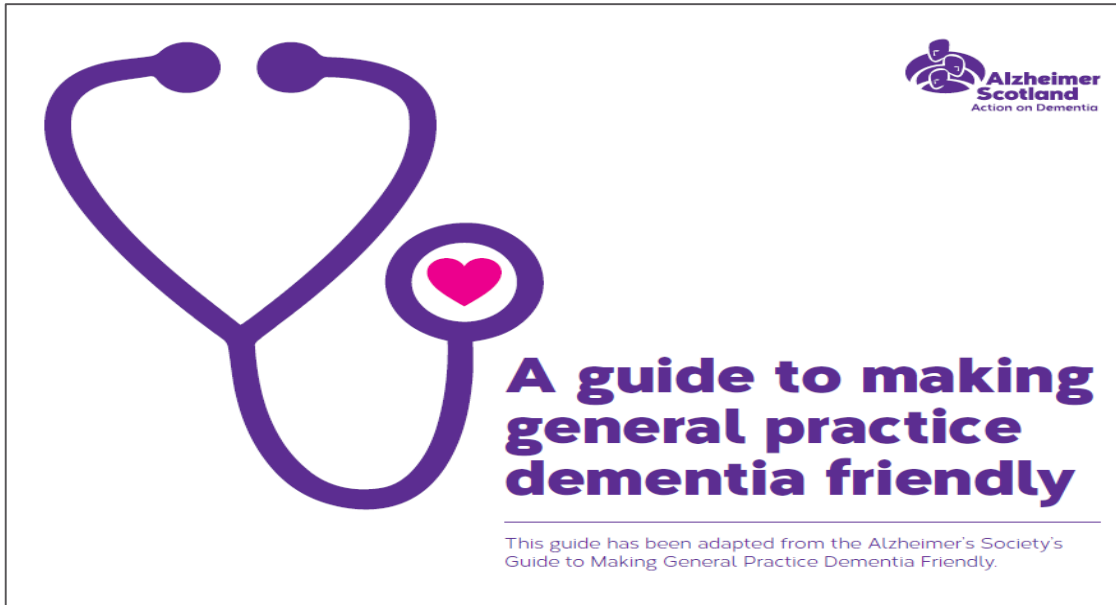
The cover of the document features the Healthcare Improvement Scotland (ihub) logo at the top left. The title "A Quality Improvement Framework for Dementia Post-Diagnostic Support in Scotland" is centered, with the date "September 2018" below it. The bottom of the cover has a decorative blue and green wave graphic, with the iHub logo and the NHS logo on the right.



This graphic features the Alzheimer Scotland logo (Action on Dementia) and the iHub logo at the top. Below the logos is a photograph of an elderly man and woman smiling. The main text reads "Making the most of your post-diagnostic support" in large, bold letters. Below this, it says "Information for you, and those who care for you. If you are newly diagnosed with dementia." At the bottom, the slogan "Making sure nobody faces dementia alone." is written in a smaller font.

Dementia Friendly GP Guide

Co-produced with Alzheimer Scotland – ready to download



Scotland's National Dementia Strategy 2017

COMMITMENT 3: We will support the Integration Authorities to improve services and support for people with dementia as part of our implementation of key actions on delayed discharge, reducing unscheduled bed days, improving palliative and end-of-life care and strengthening community care.

COMMITMENT 4: We will consider the learning from the independent evaluation of the 8 Pillars project on the benefits and challenges of providing home-based care coordination and proactive, therapeutic integrated home care for people with dementia.



- Identifying Critical Success factors in Midlothian (March 2019)
- Integrated Care and Support Coordination whole system redesign (2019-21)

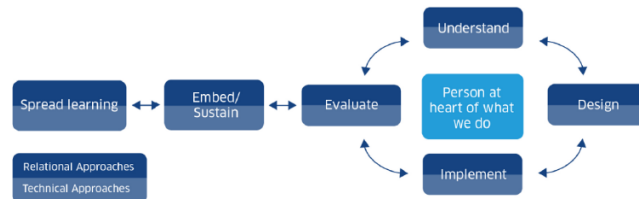


June 2019 – March 2021

Aim: Supporting improvements and redesign of community based services to improve the experience, safety and co-ordination of care for people with dementia from diagnosis to end of life care. The emphasis is on supporting people to stay well at home or in a homely setting for as long as possible.

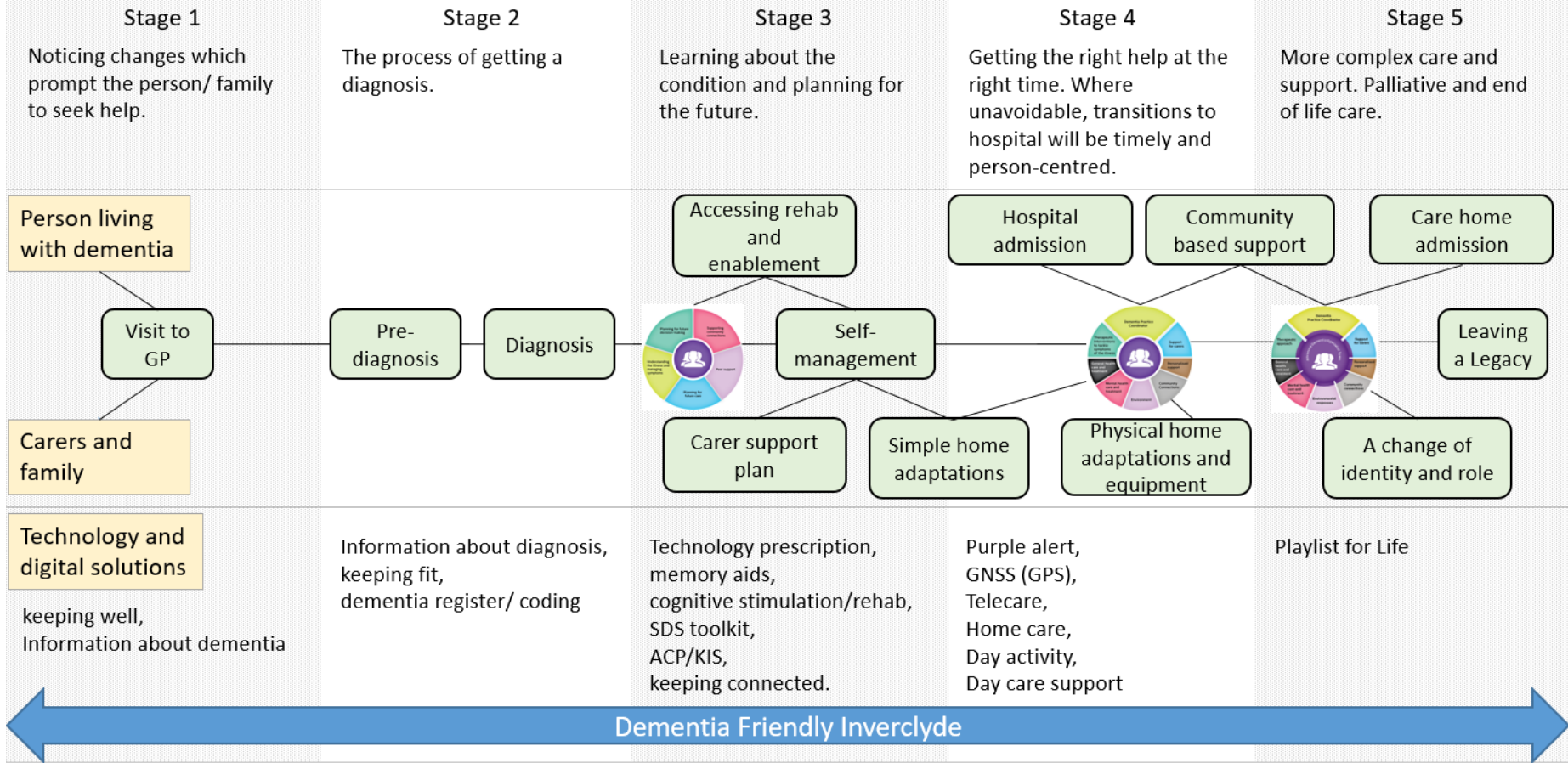
By March 2021, we shall;

- Improve care co-ordination for people with dementia and their carers from diagnosis to end of life
- Develop/evaluate model of effective care coordination for people with dementia and their carers from diagnosis through to end of life care
- Share learning across GGC, Scotland and wider



Test site: Inverclyde Health and Social Care Partnership

Inverclyde HSCP Dementia care co-ordination pathway



Next Steps

Priorities from Learning Session 1

- Post-diagnostic Support
- Single point access through Access First – live April 2020
- Dementia register/understanding population
- Learning disabilities and other minority groups
- GP practices – Dementia Friendly GP practices/eFrailty

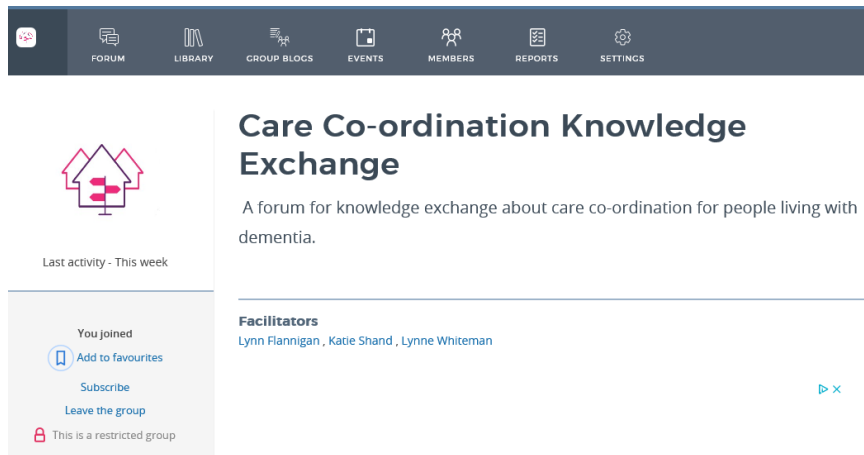
Priorities for Further Exploration

- Community hub
- Frailty at the front door/transitions
- Advanced dementia practice model
- Knowledge and Skills/Education
- Dementia Friendly Inverclyde

Stakeholder Engagement

- Front door staff within IRH
- GP practices
- Learning disability services
- People living with dementia – through Alzheimer's Scotland/Your Voice
- Carers of people living with dementia – via Carers Centre

Ongoing work with Your Voice



The screenshot shows a web interface for a forum. At the top is a dark navigation bar with icons and labels for FORUM, LIBRARY, GROUP BLOGS, EVENTS, MEMBERS, REPORTS, and SETTINGS. Below the navigation bar is a header area with a house icon containing a red cross, representing the forum's theme. The main content area is titled 'Care Co-ordination Knowledge Exchange' and includes a description: 'A forum for knowledge exchange about care co-ordination for people living with dementia.' Below the description, there is a section for 'Facilitators' listing Lynn Flannigan, Katie Shand, and Lynne Whiteman. On the left side of the forum page, there is a sidebar with the text 'Last activity - This week' and a list of actions: 'You joined', 'Add to favourites', 'Subscribe', and 'Leave the group'. A red lock icon indicates 'This is a restricted group'. A small 'x' icon is visible in the bottom right corner of the forum content area.

Priorities for Learning Session 2 – 6 March 2020

- Technology
- Contribution of AHPs (Connecting People, Connecting Support)
- Home and Housing



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Dementia in Hospitals Update

Marie Innes
Improvement Advisor
Focus on Dementia
Healthcare Improvement Scotland

Enabling health and
social care improvement

Specialist Dementia Unit Work

- All demonstrator sites continuing to make improvements
- Data showing improvements over time

Improving Practice



- People with dementia (observation); engagement with carers and staff through co-design

Improving Participation



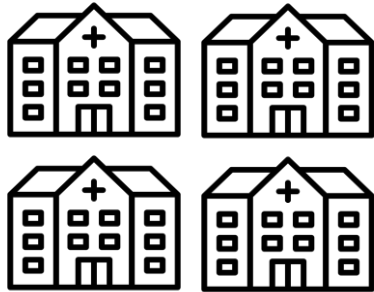
- Empowerment, resilience, improved knowledge and skills, reducing in sickness absence

Improving Culture

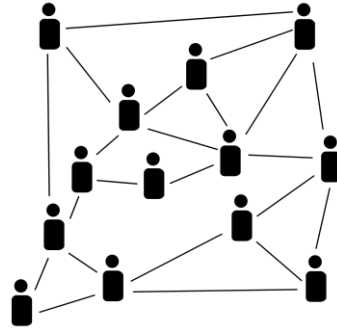


“You can see the clear outcomes in reduced stress and distress. There’s fewer medications, more meaningful activities and the paperwork is higher quality” (Staff member during focus group)

Outputs



Impact report: Learning
from 4 Demonstrator
Sites and Network



Learning and
Improvement
Networks



Toolkit

Acute Care work in NHS Grampian



Identifying critical success factors for improved outcomes for people with dementia and their carers in acute care
A focus on NHS Grampian



Follow us on Twitter @FocusOnDementia

The Improvement Hub (ihub) is part of Healthcare Improvement Scotland

10 Dementia Care Actions in Hospital



- 1 Identify a leadership structure within NHS Boards to drive and monitor improvements
- 2 Develop the workforce in line with **Promoting Excellence**
- 3 Plan and prepare for admission and discharge
- 4 Develop and embed person-centred assessment and care planning
- 5 Promote a rights-based and anti-discriminatory culture
- 6 Develop a safe and therapeutic environment
- 7 Use evidence-based screening and assessment tools for diagnosis
- 8 Work as equal partners with families, friends and carers
- 9 Minimise and respond appropriately to stress and distress
- 10 Evidence the impact of changes against patient experience and outcomes

Scottish Government Commission

Improving dementia care in hospitals

(focus on prevention and management of stress and distress)

Sep 2019 – Sep 2021



Improvement themes

Implementation of
Adults with
Incapacity Act

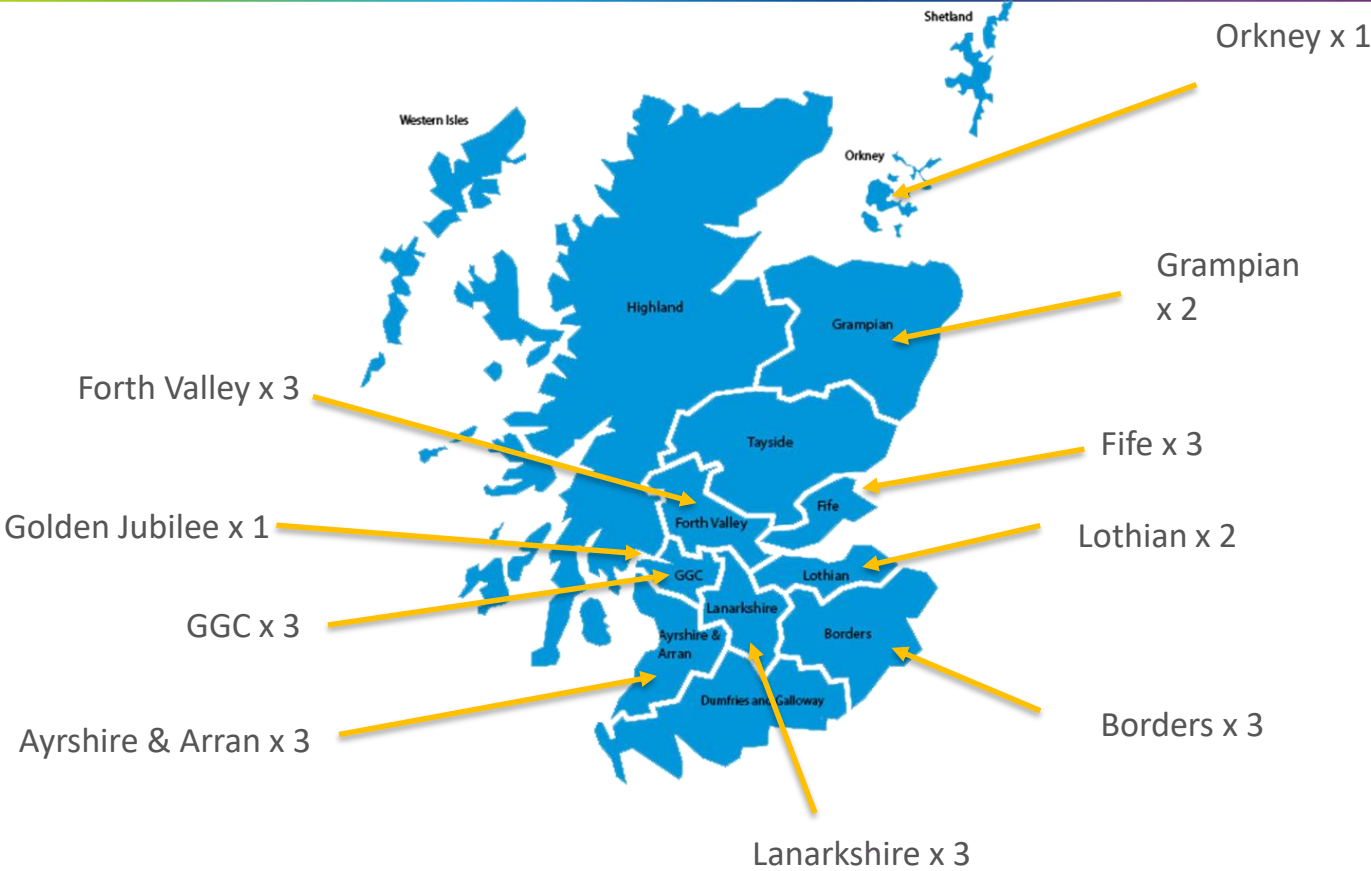
Hospital
Environments

Pathways of Care

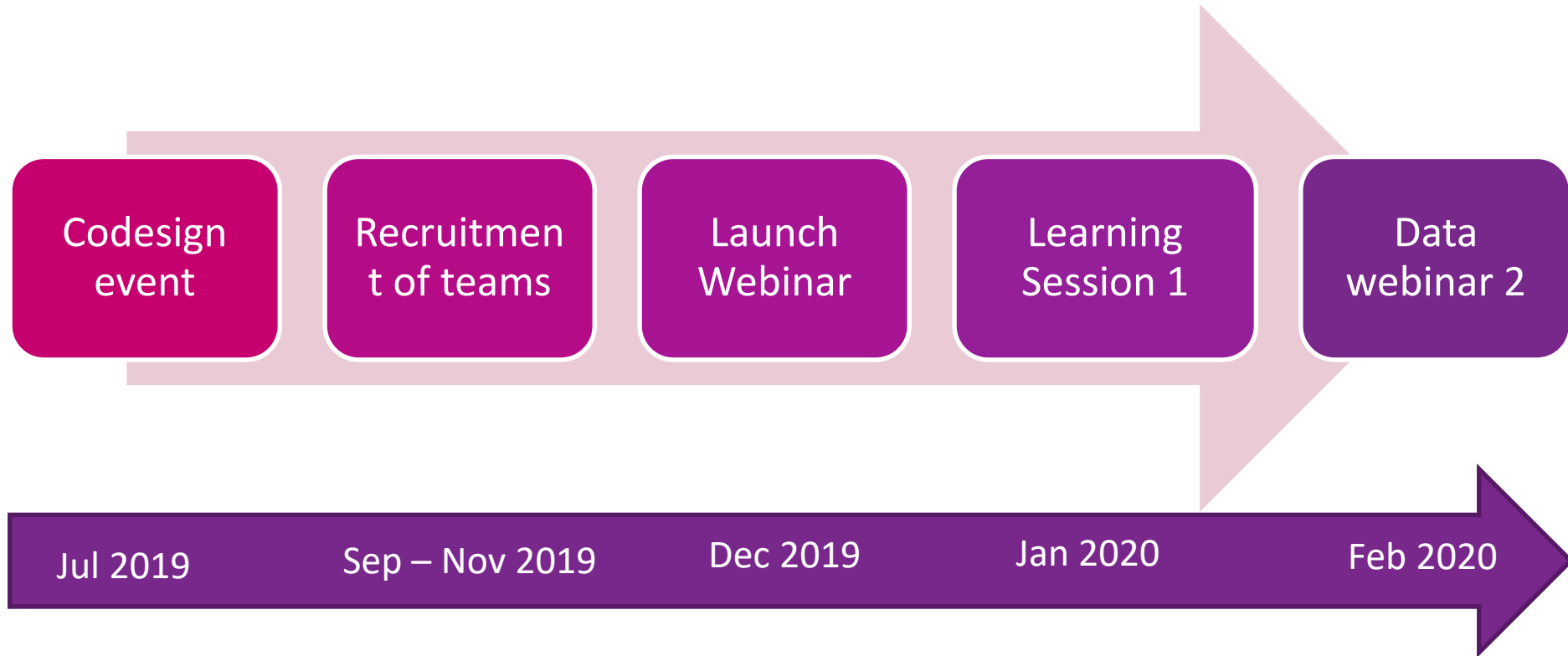
Person Centred
Care Planning

Prevention and
management of
stress and distress

24 Hospital Collaborative teams



What's happened so far?





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Alzheimer Scotland Update

Dr Cesar Rodriguez, National Clinical Lead Psychiatrist
Focus on Dementia
Healthcare Improvement Scotland

On behalf of NHS Education for Scotland

Enabling health and
social care improvement

NHS Education for Scotland (NES) Promoting Excellence Update



Refreshing the Promoting Excellence Framework

- Over the past 18 months NES has been working with a range of stakeholders to refresh and republish the Promoting Excellence Framework
- The NES dementia team are currently finalising the refreshed framework and will submit to Scottish Government for publication by end of March 2020.

Work in partnership with HIS Focus on Dementia (FoD)

- NES continues to work in partnership with FoD to support and promote education considerations into the following work programmes:
 - The PDS Leads Group and the test sites in Primary Care
 - The Care Co-ordination Demonstrator Site work
 - The Hospital Collaborative
- A meeting is planned between NES and Focus on Dementia in March to discuss this aspect of the FoD improvement programmes.
- There is also a meeting planned with the Care Co-ordination Demonstrator Site in March 2020 to support them in identifying and taking forward education and training requirements.

Palliative and End of Life Care in Dementia- Training for Frontline Staff

- To date 155 staff from the Care Homes and Care at Home sector have completed the training for front line staff with the training being extremely well evaluated.
- A further delivery of this programme was planned for 11th February 2020 but due to weather conditions was required to be rescheduled for 26th March 2020.

Masterclasses and Enhanced Practice Level Events

- To date over 300 staff from across health and social services have attended a variety of learning events and Masterclasses.
- During 2019/2020 the following have been delivered:
- Human Factors and Systems Thinking (18th of June 2019)
- Delirium, Frailty and Dementia (August 2019)
- Quality Improvement (September 2019)
- Trauma Informed Approaches to Stress and Distress in Dementia (November 2019 and January 2020).
- Due to high demand a further running of the 'Trauma Informed Approaches to Stress and Distress in Dementia' Masterclass will take place on 30th March 2020.

Supporting workforce development in improving access to psychological interventions and therapies

- A wide range of education and training has been delivered to support workforce development in improving access to psychological interventions and therapies including:
 - Psychological Interventions in Response to Stress and Distress in Dementia- Training for Trainers
 - The Essentials in Psychological Care – Dementia training programme
 - Cognitive Rehabilitation in Dementia workshops -to support implementation of the Cognitive Rehabilitation in Dementia educational resource and mobile application
 - Cognitive Stimulation Therapy (CST) workshops

Supporting workforce development in acute hospital care and associated care settings

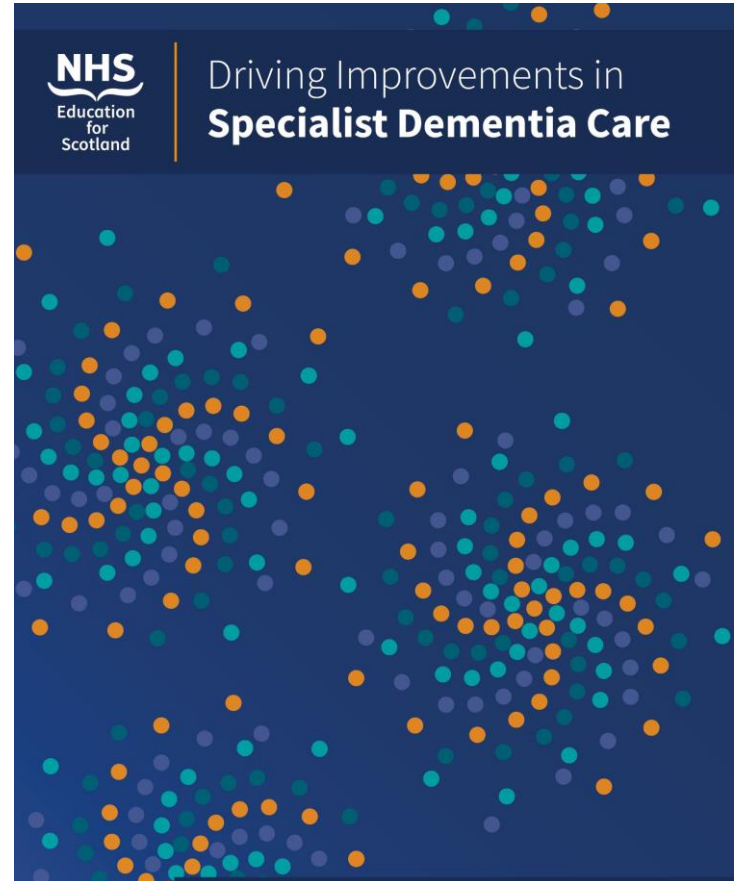
- 103 participants completed Cohort 10 of the dementia champions programme in August 2019. Their graduation ceremony is scheduled for the 11th of March 2020.
- To support to Alzheimer Scotland Nurse Dementia Nurse Consultants (ASDNCs) in developing and sustaining networks of dementia champions NES is working with NHS Fife to take forward a Community Dementia Improvement Champions development programme for District Charge Nurses

Dementia Specialist Improvement Leads (DSILs) Programme

- A total of 109 health and social services staff have now completed the DSILs programme over 3 cohorts since 2014.
- A national DSILs Celebration event for all three cohorts of DSILs took place on 26th February 2020 including a number of workshops and posters delivered by DSILs from all cohorts.
- The graduation ceremony for cohort 3 is scheduled for the 11th of March 2020. All 45 DSILs are graduating and will be presenting posters demonstrating projects they have undertaken as part of the programme.

Dementia Specialist Improvement Leads (DSILs) Programme

- The DSILs report 'Driving Improvements in Specialist Dementia Care' was launched at the national DSILs Celebration yesterday, 26th February 2020.
- The report celebrates the achievements of the 109 graduates who have qualified in three cohorts
- It showcases the impact of the DSIL programme in four key areas: participants' own development, and their role in developing others, working with others, and supporting people with dementia, their families and carers.
- As well as exploring those four themes, the publication includes a series of case studies that provide illustrative examples of the impact of the DSIL role



Sharing best practice in all activity and delivery areas

- There is continued updating and promotion of Dementia Managed Knowledge Network and associated Communities of Practice
<http://www.knowledge.scot.nhs.uk/dementia.aspx>
- Online Dementia resources are now available on TURAS Learn, replacing those previously available on learnPro they can be accessed here
<https://learn.nes.nhs.scot/21013/dementia>
- Development, led by the NES dementia team, is currently underway on TURAS Learn, of a 'once for NES' Dementia website which will house all NES dementia learning resources and a range of associated information and links.





Thank you

You may wish to view our current resources on the link below

- http://www.nes.scot.nhs.uk/media/4116030/dementia_and_learning_disability_resources_final.pdf

Or

- If you require any further information please contact the NES dementia team at mental.health@nes.scot.nhs.uk



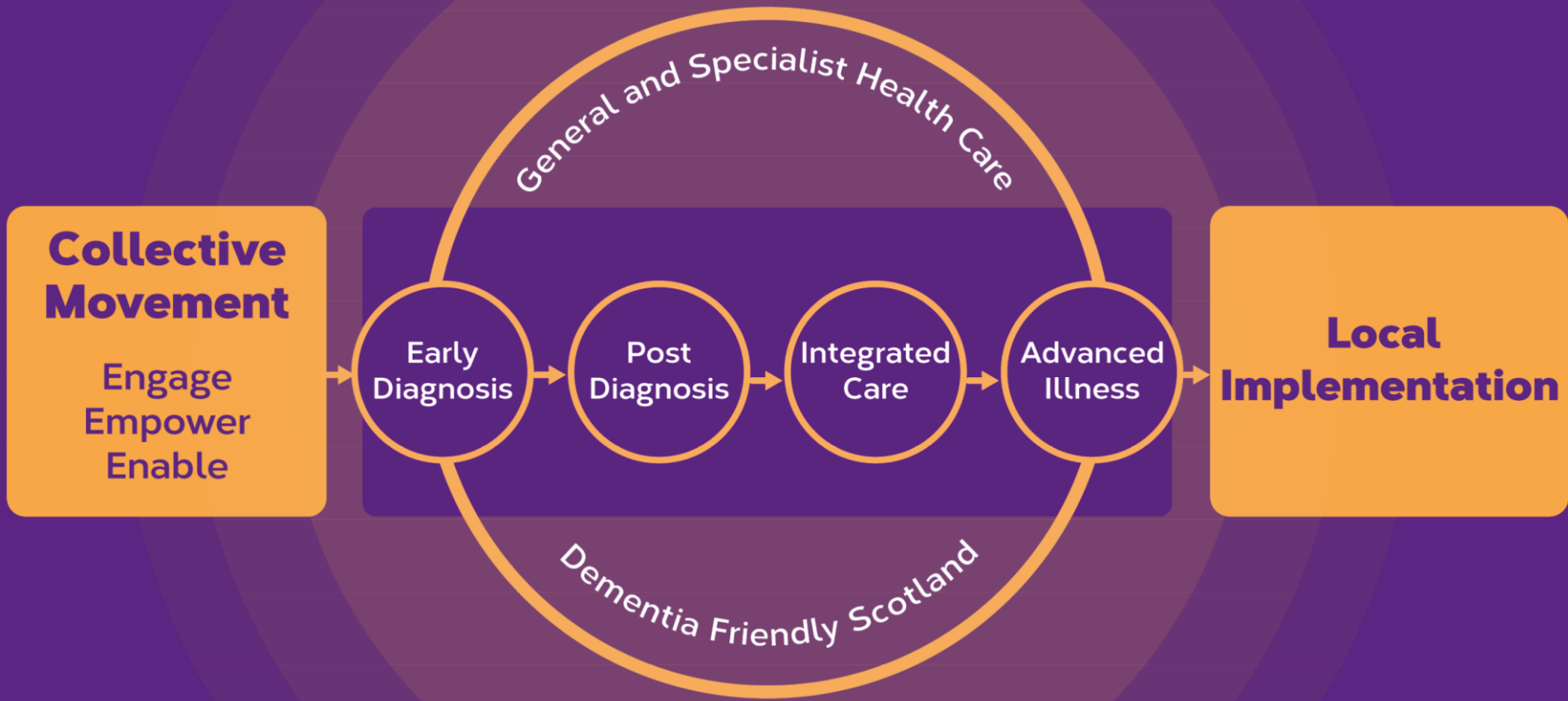
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Alzheimer Scotland update

Amy Dalrymple
Head of Policy
Alzheimer Scotland

Enabling health and
social care improvement



Locality Pathway



Dementia Cafés

Creative Practice

Digitally enabled

Community Activities

Reminiscence Activity Groups



Sensory and end of life support

High quality therapeutic day care



Dementia Advisor



Access to PDS Link Worker



Community Activities & Support

Carers Support

Community Connexions

Memory Walks

NDCAN

Participating in research

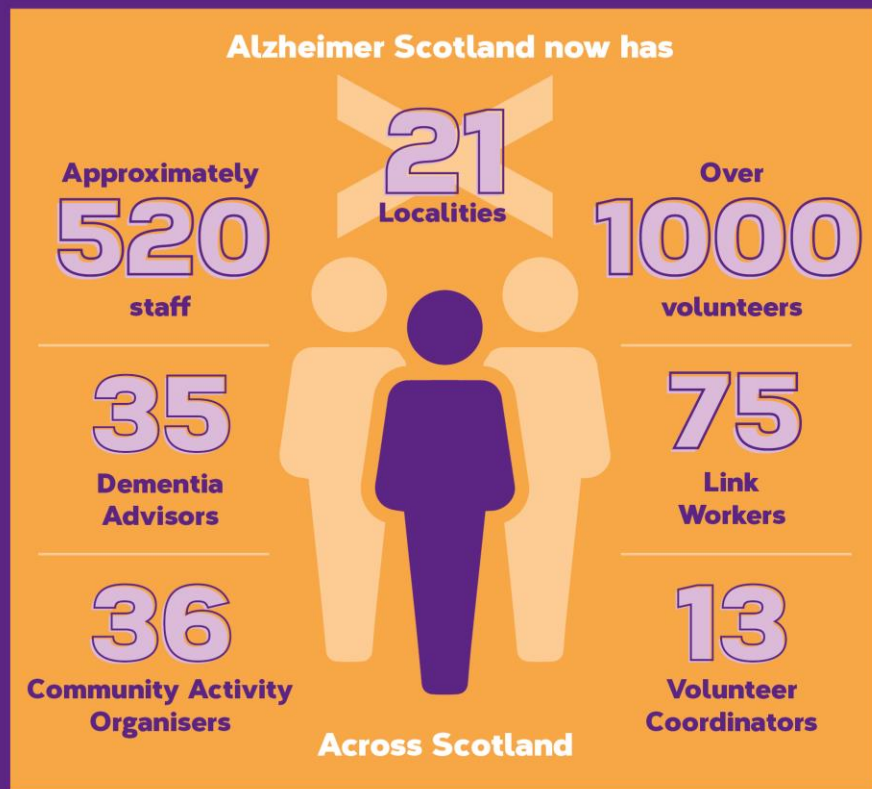
SDWG

Membership

DRC Local connection point Helpline



Our Contribution Within Localities



Our Impact In Numbers

2,457

sessions were held in dementia cafès with



32,275

attendees over the year



Over **1,139** activity groups took place, supporting over **6,000** people living with dementia.

Over **2,401** groups were held supporting people living with dementia and their carers.



These were attended by **25,463** attendees over the year.



Over **35,775** daycare sessions took place.

Innovative Community Practice





digital@alzscot.org

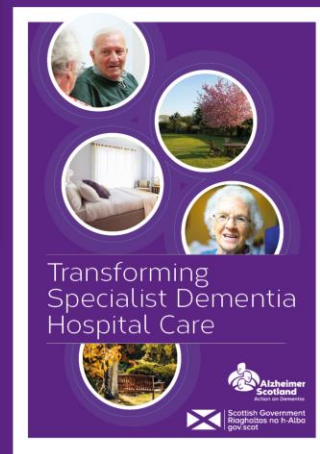
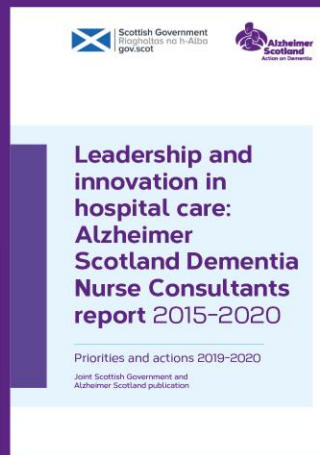
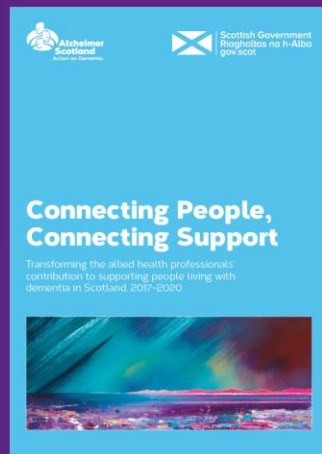
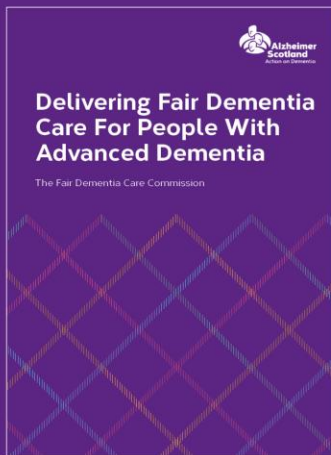


[@AlzScotDigital](https://www.instagram.com/AlzScotDigital)

Fair Dementia Care Campaign



Policy impact



Research

Join
dementia
research



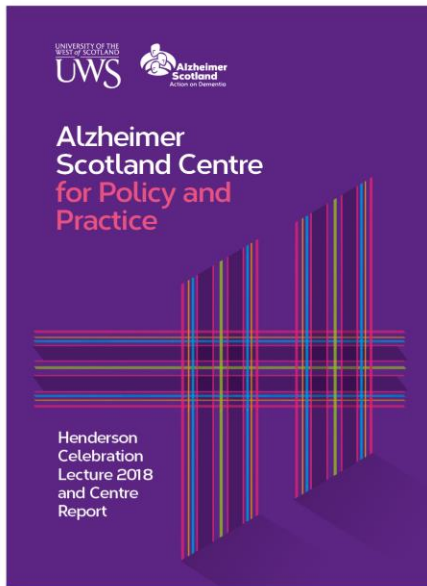
Scottish Dementia
Research Consortium



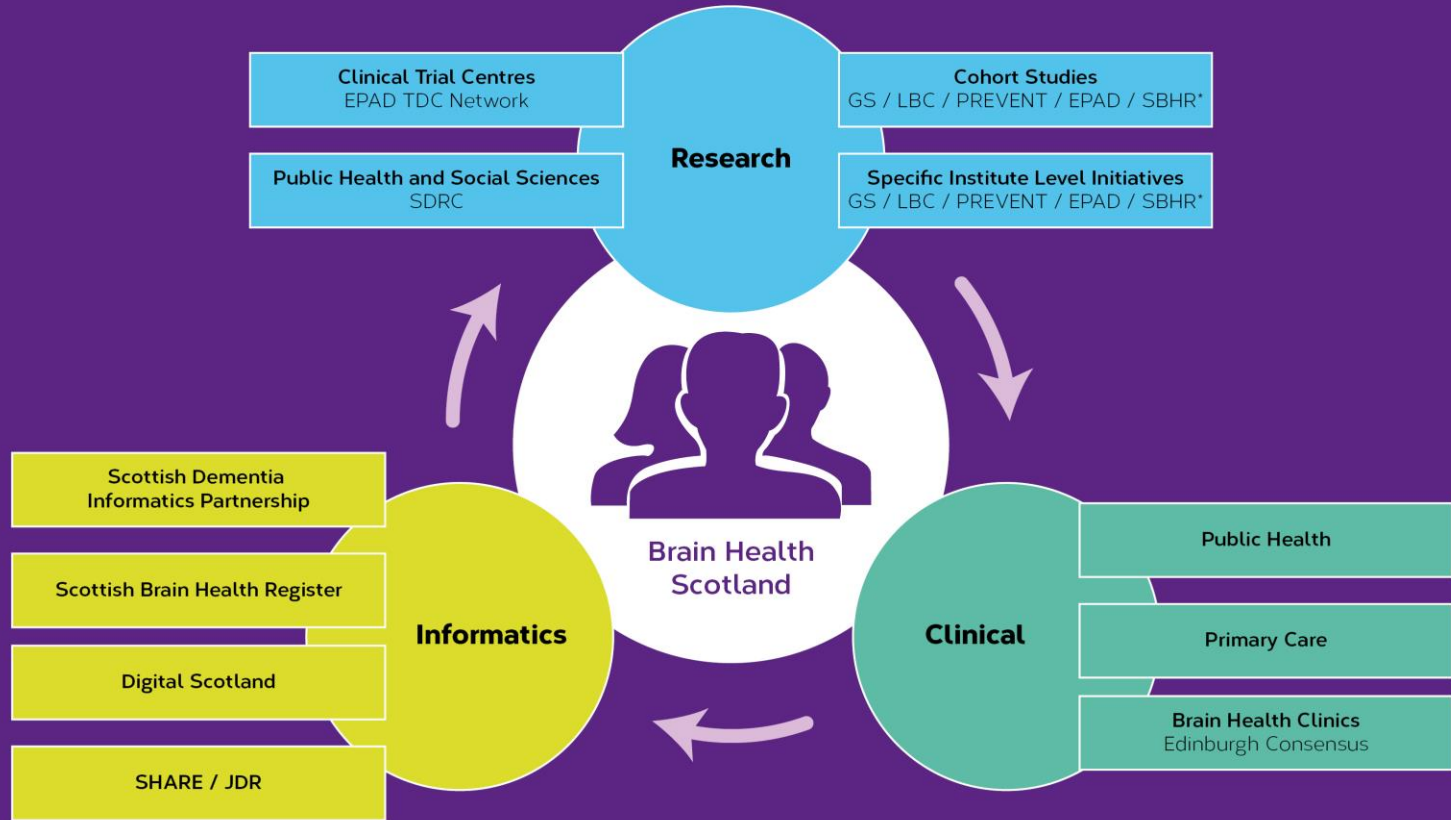
Alzheimer Scotland
**Dementia
Research Centre**



THE UNIVERSITY
of EDINBURGH

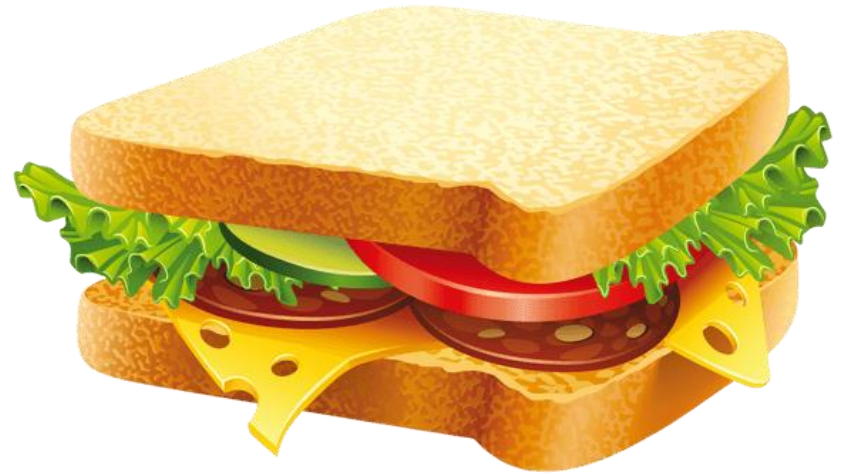


Brain Health Scotland



Lunch and workshop session details

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First round of workshops

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Room - Iona

Workshop 2

PDS in Primary Care and Care Co-ordination

Room - **Wallace (Monument)**

Workshop 3

PDS Groupwork

Room - Allen Water

Second round of workshops

14:30 - 15:30

Workshop 4

Working with Carers and Families

Room - Iona

Workshop 5

PDS in Care Homes

Room - **Wallace (Monument)**

Workshop 6

PDS Groupwork (repeat of workshop 3)

Room - Allen Water



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DECREASE stress and distress in dementia: a structured approach

Dr Cesar Rodriguez
National Clinical Lead Psychiatrist
Focus on Dementia
Healthcare Improvement Scotland

Enabling health and
social care improvement

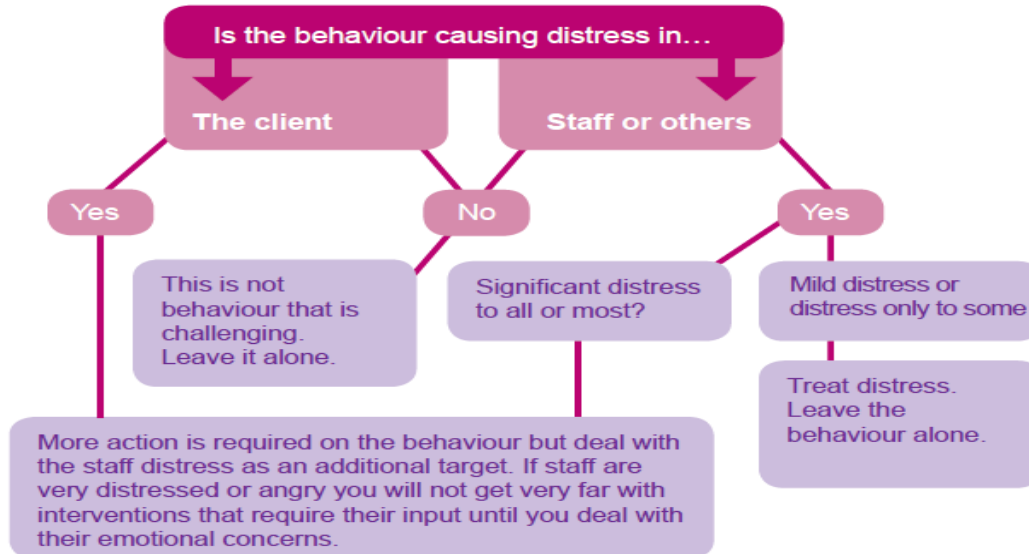
Background

- The development of NHS Education for Scotland Psychological Interventions in Response to Stress and Distress in Dementia Programme
- NHS Dumfries and Galloway IDEAS (Interventions in Dementia, Education, Assessment and Support) creation of mnemonic tool CEASE
- The need for a structured approach to the prevention, identification and management of Stress and Distress in dementia in hospital settings
- Potential for using Quality Improvement techniques to test such approach

DECREASE FRAMEWORK: Guiding Principles

Who is the behaviour causing distress to?

The Decision Tree (Bird, Heal, Barnett & Davidson, Bangor University)



DECREASE FRAMEWORK: Guiding Principles

Prevention and proactive interventions

- Understanding **stress** and **distress** and the behaviours as an **unmet need**
 - An attempt to have the need met
 - A method of communicating
 - Expression of frustration
- Understanding the **beliefs** and **emotions** associated with the behaviours
- Getting to know the person with dementia (mentally and physically)

DECREASE FRAMEWORK: Guiding Principles

Evidence-based interventions

- Evidence based bio-psycho-social model approach based on Newcastle Clinical Model (James, 2011)
- NES Psychological Interventions in Response to Stress and Distress in Dementia training programme (NES, 2012)
- Delirium Management Comprehensive Pathway (Scottish Delirium Association, 2018) and SIGN 157 Risk reduction and management of delirium March 2019
- Dementia prevention, intervention, and care. The Lancet Commission, 2017

DECREASE FRAMEWORK: Guiding Principles

Person-centred structured approach

- Getting to know the person with dementia (mentally and physically) and their circumstances

Diagnosis and medical treatment

Engagement

Care Planning

Review and update

Environment

Activities and stimulation

Social contact and Support

Education and training

D E C R E A S E

Stress and Distress in Dementia

D E C R E A S E Stress and Distress in Dementia					
D	D Diagnosis and medical treatment		Investigated	Results	Action/Review
	Delirium : rule out physical causes				
	Pain/sensory deficits				
	Constipation/Hydration				
	Infection/ Medications				
	Dementia: neuropsychiatric symptoms				
	Psychosis (delusions/hallucinations)				
	Other (specify)				
Depression: think related symptoms					
E	E ngagement		Detail actions taken and impact on stress and distress		
	Communication Strategies				
	Communication to relatives and staff				
C	C are Plan (person centred and including proactive preventive measures to avoid stress)				
	ABC protocol				
	Newcastle Formulation				
	Link to Stress and Distress Models				
R	R eview and update		Date	Progress with responding to S&D	Further Actions
	Care Plan Reviews				
E	E nvironment		Detail actions taken and impact on stress and distress		
	Think noise/overstimulation				
	Think orientation/signage/other				
A	A ctivity (personalised/Life Story)		Detail actions taken and impact on stress and distress		
	Interest and activities checklist				
	Meaningful/purposeful activities				
	Psychological need met through activity				
S	S ocial Contact (personalised/Life Story)		Detail actions taken and impact on stress and distress		
	Family/friends/residents				
	Opportunities to contribute in tasks				
E	E ducation and training		Detail actions taken and impact on stress and distress		
	Promoting Excellence				
	Other (specify)				

SAMPLE

DECREASE FRAMEWORK

Feasibility of use in clinical settings tested in two specialist dementia units during the SDUIP:

1. Individualised assessment and treatment of people with dementia admitted to specialist units
2. New person-centred nursing documentation and a transferable care plan on discharge

The new Dementia in Hospital Collaborative presents an opportunity to test such approach in other settings

DECREASE FRAMEWORK: our experience



Strathbeg Ward, Royal Cornhill Hospital, NHS Grampian

DECREASE FRAMEWORK: our experience



Baltimore Ward, Leverndale Hospital, NHS GG&C

Thank you

Thank you

crodriguez@nhs.net



Healthcare
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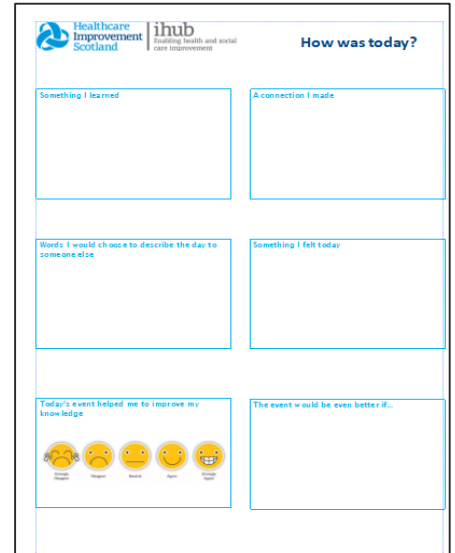
Closing remarks and next steps

Michelle Miller
Portfolio Lead, Focus on Dementia
Healthcare Improvement Scotland

Enabling health and
social care improvement

Next steps

- Evaluate today please! 
- Look out for your Spring network newsletter
- Sign up to the forthcoming network webinars
 - Driving & Dementia - 1 April
 - Learning Disability and Dementia - 13 May
 - Housing & Dementia Framework - 17 June
 - Technology - 16 September.



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How was today?

Something I learned

A connection I made

Words I would choose to describe the day to someone else

Something I felt today

Today's event helped me to improve my knowledge

😊 😐 😞 😄 😁

The event would be even better if...

Next steps

Applications are now OPEN for the 13th cohort of the Scottish Quality & Safety Fellowship - packs are available to download at:
<https://learn.nes.nhs.scot/1906/quality-improvement-zone/learning-programmes/scottish-quality-and-safety-sqs-fellowship-programme/recruitment>

Thank you & safe journey home!



ihub.scot/focus-on-dementia

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



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