



Dementia

Balhouse Dementia Strategy 2016/17



Balhouse Care Group
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Dementia

Personalised care in a positive environment

Balhousie Care Group provides residential and nursing care to over 900 residents. In 2014, statistics from The Alzheimer's Society stated that 80% of residents living in care homes have a form of dementia or cognitive decline.

(Alzheimer's Society: 2014)

The Scottish census showed that 53% of long stay residents had a formal diagnosis of dementia in 2014, with a further 17% experiencing cognitive decline, but not formally diagnosed with dementia. In Scotland there are now approximately 90,000 people living with dementia, and this number is projected to increase.

Within Balhousie Care Group, we recognise that it is important to continue to put dementia care at the forefront of everything we do: approximately 700 of our residents have a diagnosis of dementia or cognitive decline.

The following pages highlight key activities that we have identified as important in pushing forward dementia care within Balhousie Care Group. These key areas are based on feedback; research; best practice; the National Dementia Strategy 2013-2016; the Alzheimer Scotland Advanced Dementia Practice Model; the Standards of Care for Dementia in Scotland; and Balhousie's own goal of offering person-centred care for everyone. Addressing these areas will help set the Group on the road to promoting excellence in dementia care.

If you have any questions or suggestions, please contact our dementia lead: yvonne.manson@balhousiecare.co.uk

Foreword

As the number of people living with dementia in our homes started to increase, it became essential for us to develop a robust dementia strategy that was forward thinking, but more importantly, one that met the needs of those entrusted to our care.

Through consultation and collaboration with residents, relatives, staff and external partners, we have been able to gain great insight into how best to support carers and residents in delivering excellence in dementia care, with a complete focus on personalisation.

The strategy has been developed as part of our commitment to best practice and its six themes will ensure our continual service improvement.

We'd like to thank all those involved for their contribution.

**Louise Barnett,
Director of Operations**



Key Themes



1

Each of our care homes will have at least two active dementia ambassadors



2

Our staff will be trained and supported to provide a high standard of dementia care



3

We will engage with residents, families, staff and external stakeholders to ensure full involvement and support, so that all voices are being heard



4

Our residents will benefit from personalised care within a personalised environment



5

We will ensure our dementia care is measurable and reviewed regularly by audits



6

We will strive continuously for best practice in dementia care, and share our knowledge on projects to further research in dementia

1

Dementia Ambassador Program

The dementia ambassador program was part of the previous Balhousie dementia strategy. This year, Balhousie aims to expand the program and engage fully with ambassadors.

We want every ambassador to play a fully involved role: they will be the 'go to' person for residents, families and staff with questions or queries on dementia. They will be involved in developing all aspects of dementia care within their home and will promote successful innovations, while also helping to monitor and audit the Promoting Excellence program.

Ambassadors

Each care home will have a minimum of two key dementia ambassadors – bigger homes may have up to four – who will be identifiable by wearing the dementia ambassador pin badge (left), and via each home's noticeboards.

Ambassador meetings

These will be held every two months, and the dementia development lead will communicate with ambassadors either in person or by email at least monthly. The meetings will help to build the role of ambassadors. Each will involve either an enhanced training session or a visiting speaker. Speakers will be invited from various fields, such as advocacy, Alzheimer Scotland, the Care Inspectorate, SSSC etc.

Ambassadors' manual

A dementia ambassador manual will be designed by the dementia development lead for each care home, which will hold information on dementia, contact details for the dementia development lead, minutes from ambassador meetings and any other relevant information. The manual will be developed throughout the year.

Evaluation

Dementia care mapping will be used in all homes: benchmarked prior to the introduction of ambassador meetings and then twice yearly thereafter, to see whether or not regular meetings are having the desired impact – an evaluation form will be completed after the first ambassador meeting, then after six months and again after 12 months.



2

Education for the Workforce

The new national dementia strategy, due to launch around November 2016, will continue to provide a focus for educating our employees.

Promoting Excellence

In 2016/17 we aim to ensure that all staff are trained to 'Skilled' level within their first year. Setting this target will help us to get the basics right. In order to achieve this, all new staff will be expected to watch the 'Informed' level disc within their first week, and answer a questionnaire on its content so that they can be signed off at the 'Informed' level. Ambassadors will then be responsible for monitoring the progress of individual staff through the Promoting Excellence program.

Each month, one ambassador per care home will send the dementia development lead the Promoting Excellence implementation record. This charts progress for staff in their home through to the 'Skilled' level. Balhousie Care Group understands that staff have personal commitments, so each staff member will be given one full month to complete each module of the skilled level workbooks. There are five modules and new staff should therefore complete their 'Skilled' level training within five months of their start date.

Stress and Distress ('Enhanced' Level)

Dementia ambassadors will attend Stress and Distress training at 'Enhanced' level, to be run by the dementia development lead. As more staff complete the 'Skilled' level program, there will be additional Stress and Distress training days provided.

Antipsychotic medication ('Enhanced' Level)

All staff who administer medication will attend antipsychotic medication training, and a risk assessment for antipsychotic medication will be designed to support staff and ensure they adhere to mental welfare guidelines of review, which is currently set at every three months as a minimum.

Psychosocial interventions ('Enhanced' Level)

This training is covered in a basic form in the Promoting Excellence workbooks. Ambassadors will receive 'Enhanced' level training in a mixture of psychosocial interventions. Training will then be disseminated to all staff through others seeing the ambassadors' use of the techniques, and witnessing its benefits.

If any staff member has a particular interest in a certain intervention they may be invited to come along to the 'Enhanced' training day for that intervention.



3

Engagement

Dementia Path day – this day is to be staged yearly in every care home, to gauge feelings held by residents, family members, staff and professionals on the dementia care provided within each home. It will be run by the dementia development lead and an ambassador in each home. This is a human rights-based approach, which recognises the right of everyone in the care home community to be fully involved. The approach will ensure the views of everyone involved are listened to, and everyone can help to shape how their home moves forward. Each Dementia Path day will look at where the individual home is presently, where those involved want it to aim next, and how to get there.

New dementia satisfaction surveys – A new user satisfaction survey will be developed on dementia-friendly service and issued yearly to residents with dementia, and to their family and friends.

The results will be collated by the dementia development lead and a report sent to each manager.

Dementia joint working group – The Group will continue its active involvement in the working group, where ideas can be shared between providers, Scottish Care, SSSC and the Care Inspectorate. There is a particular focus on promoting excellence.



4

Personalised Care & Environment

Our residents will have personalised care within a personalised dementia-friendly environment

Personalised, person-centred care is a key goal of Balhousie Care Group, and a personalised dementia-friendly environment for all our residents sits within this objective.

The ideal Balhousie environment will naturally differ for each person; however part of our strategy is to produce best practice guidelines that can be personalised for every individual, while always following key environmental dementia guidelines.

Personalised care plans

One page profiles that detail 'My story', to support outcome-focused care.

Meaningful activities

Staff will provide the opportunity to take part in activities that will be personalised and meaningful to individual residents.

Personalised door frames

On admission, residents will be given the opportunity to design a personalised door frame, to help them identify their room easily. In keeping with personalised care,

this frame will only be put up if it will benefit the individual resident, and if it is something that they want to do.

Personalised bedrooms

On entering a resident's room it should have items that tell you something about them: family pictures, (with names on them where needed); or personalised items that tell you something about the individual.

Sign-posting

All dementia-friendly environments must be well sign-posted, so that a person with dementia can easily find their way around the home. Signs should have a yellow background with black writing, and preferably include a relevant image as well.

Sensory garden/room

A sensory garden is an excellent addition to any home, allowing access to the outdoors in a safe environment. For various reasons, a sensory garden is not always possible. When there is no sensory garden a sensory room is also an effective psychosocial intervention for people with dementia.



5

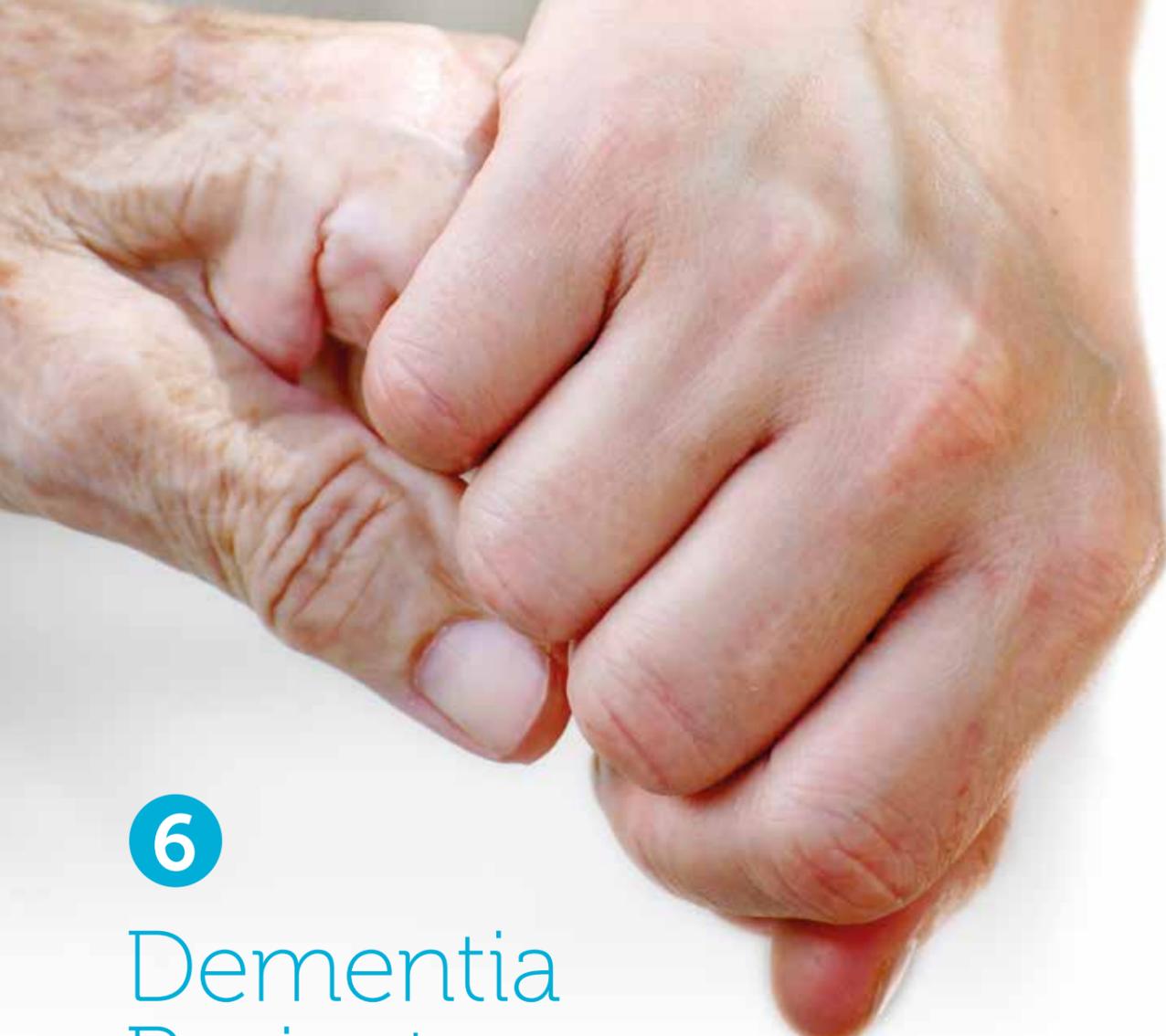
Evaluation of Dementia Services

Dementia care mapping – this exercise will be carried out by the dementia development lead at six monthly intervals for services with a low to medium score, and every four months for those with a high to very high score. Dementia ambassadors will receive training on what dementia care mapping is, and will be able to use mini guidelines to carry out their own audits of aspects of person-centred care.

Environmental audits – will be carried out every six months by the dementia development lead, to assess how things are progressing and whether the action plans from previous audits have achieved their intended outcome.

Promoting excellence implementation audits – these will be sent to the dementia development leads every month by dementia ambassadors. The percentage of staff qualified to 'Informed', 'Skilled' and 'Enhanced' level will be shown for each home and across the full organisation, to give an overview of the implementation of the training.

A dementia audit tool will be designed in 2016/17 by the Quality Team in conjunction with residents, families and dementia ambassadors.



6

Dementia Projects

Namaste project

Huntly and Wheatlands have been trialling Namaste. When measurable results are available for the project it is suggested that the dementia development lead and one of the ambassadors attend Namaste training at St. Christophers. They would then disseminate this training, initially to other dementia ambassadors and the activity co-ordinators, who can disseminate it further. We believe this is one way Balhousie Care Group could improve end of life care.

Antipsychotic medication

The current dementia strategy highlighted that overuse of psychoactive medication to manage stress and distress behaviours remains a problem in residential care. In 2014 an antipsychotic

pilot was trialled in five of Balhousie Care Group's homes, however this project had only a 20% success rate. Under the national dementia strategy, GPs are tasked with reducing antipsychotic use. A study found that the single best way to reduce antipsychotic use in dementia care is to educate staff on their use and to introduce alternative measures to manage people's personal expressions of dementia. Therefore, in order to work alongside GPs, it is advised that our staff are educated on the use of antipsychotic medication and the importance of regular reviews, rather than piloting a reduction project.

Along with the antipsychotic medication training, psychosocial interventions training will mean

Balhousie Care Group is fully supporting the target to reduce antipsychotic medication in long term care. In order to make the training program measurable, the use of antipsychotic medication will be monitored every three months, and a graph will be prepared for each home, to show if the training is having an impact.

Sharing knowledge

Balhousie Care Group has always been involved in sharing knowledge and this strategy aims to continue that tradition by Balhousie providing articles for publication in nursing and health journals, sharing best practice through our involvement in working groups, and by our attendance at events as both speakers and delegates.

Dementia Strategy Action Plan

Theme	Development
1 Dementia Ambassadors	Each of our homes will have a dementia ambassador There will be an active support group for the ambassadors There will be an ambassador manual
2 Staff support for high quality care	All staff at 'Informed' level All new staff to achieve 'Informed' level at induction All care staff to achieve 'Skilled' level All new staff to reach 'Skilled' level within five months 'Enhanced' level to be ready for launch
3 Engagement	Development of annual Dementia Path days Dementia satisfaction user survey to be developed Work with SSSC, Scottish Government, DSDC, Care Inspectorate
4 Personalised Care & Environment	Personalisation initiative for all staff Personalised outcome-based plans (My story, My outcome) Personalised Bedrooms initiative Balhousie brand sign-posting Development of sensory gardens/rooms
5 Evaluation of services	Dementia Care mapping Development of an internal audit tool Use of progress for providers Develop Promoting Excellence implementation review
6 Dementia-specific projects	Namaste project (Palliative & End of Life Impact) Antipsychotic Medication (Use, application, impact & reduction of) Development of Knowledge Hub





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