Introduction

NHSAAA are committed in delivering world class care and treatment for people with dementia, their families and carers across Ayrshire & Arran. With a focus on person centred care that improves clinical outcomes and quality of life for people who use the service.

Imbedded in the core of service delivery are the key principles of Promoting Excellence (2011), Scotland’s Standards of Care for Dementia (2011), Scotland’s Dementia Strategy (2013).

The role of the Alzheimer Scotland Dementia Nurse Consultant and Dementia Champions are central in driving forward practice improvement and service development. With a pivotal role in transferring policy into practice. Recent, improvement work has focused on delivering the 10 Dementia Care Actions in Hospital (2014) across clinical areas with the undernoted 5 areas identified as key work streams for NHSAAA.

5 Key Areas of Priority NHSAAA Current Position

1. Develop the workforce against the Promoting Excellence KSF
   - Training is currently offered at 4 levels of promoting excellence.
   - Informed – 2hr awareness sessions
   - Skilled – 1 day training
   - Enhanced – 2 Day training
   - Expert – 2 day training

   Staff across a variety of sectors and disciplines have attended training appropriate to their role, this includes nursing, medical, AFH, estates, dental, ambulance, fire, police and local authority –
   - Delirium Learn Pro Modules 108 passes
   - 2 AWI Learn Pro Modules 255 passes
   - Twice monthly Delirium awareness sessions facilitated by consultant geriatrician, consultant liaison psychiatrist, Alzheimer Scotland Dementia Nurse Consultant & Dementia Champion.
   - 8 Best Practice in Dementia Care Trainers, 2 of whom are dementia champions, cascaded to 64 staff
   - Dementia Champion delivers dementia awareness sessions to ward volunteers 6/12

2. Plan and prepare for admission and discharge
   The frailty team based within the ED at University Hospital Crosshouse(UHC) support and promote the use of 4AT screening tool for every adult over 65yrs. For patients attending ED UHC out of hours, the 4AT is completed by nursing staff. Within University Hospital Ayr(UHA), the 4AT is completed for all patients attending ED department over the age of 65yr by nursing staff within the department. This is supported by Alzheimer Scotland Nurse Consultant and Dementia Champions within ED departments. Pathways also support the use of “Getting to Know Me” document. Which enables partnership working with patients, families and carers in establishing information that is important to the individual and will form the basis of personalised plans of care.

3. Develop and embed person-centred assessment and care planning
   - Dementia Champions across NHSAAA have supported the use a ‘forget-me-not’ signifier as a discrete reminder that the individual has a cognitive impairment and will require a more tailored approach to the sharing of information, and delivery of care. This is discussed with the individual and their relative with consent being obtained and recorded within the nursing profile
   - AWI section 47 form and medical treatment plan now combined into 1 document to promote consistent use across all areas
   - NHSAAA recognises that multiple moves are detrimental for people with cognitive impairment, having a major impact on clinical outcomes. As part of a clinical improvement process, the Dementia Champions within NHSAAA have developed an Inter Ward Transfer pathway for people with Dementia. The pathway has the objective of reducing the number of moves, but in addition, where moves are absolutely necessary, a best practice guide forms part of the pathway. The pathway is in use within all clinical areas

4. Work as equal partners with families, friends and Carers
   10 “you can make a difference” Sessions delivered by Tommy Whitelaw from a carers perspective. Tommy gave a ‘talk’ to the NHS Board (31.03.14) and further ten open talks at Ayr & Crosshouse Hospitals, during June to August 2014. Staff were asked to make a personal pledge of 1 thing that they would do differently to improve the life of people with dementia. We have collected pledges from each of these talks and added them to our “Pledge Trees” (see photo). 530 staff have attended the talks with 270 staff pledges made, which are now on display in dining areas in UHC & UHA & on Athena. Tommy and Alzheimer Scotland Dementia Nurse Consultant then took the talks out to Local Authority and student nurses at the University of the West of Scotland. In January 2015 we will go back and anonymously ask staff to review their pledges and outcomes identifying barriers to change. Through integrated working, NHSAAA, Alliance Scotland and UWS produced a DVD of the campaign within NHSAAA which was launched 11/12/14.

5. Minimise and respond appropriately to stress and Distress
   Alzheimer Scotland Dementia Nurse Consultant & Dementia Champions are currently developing a person centred assessment & care planning tool based on an adapted version of Newcastle Model. This is a bio-psycho-social needs based assessment tool which aids appropriate non pharmacological interventions in response to stress & distress. This tool is currently in a test phase within NHSAAA with a view to test within other health boards.

References


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Caring Safe Respectful