6th UK DEMENTIA CONGRESS & 2nd NATIONAL DEMENTIA CARE AWARDS

1-3 November 2011 • BT Convention Centre, Liverpool

PROGRAMME

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NATIONAL DEMENTIA CARE AWARDS

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LEADING THE WAY IN DEMENTIA CARE

Bupa is the leading provider of dementia care in the UK. We have over 200 dementia specialist communities, with staff who are tasked to build daily life around the needs and preferences of the residents who live in them, and involve relatives as much as possible.

Leading the way with Dementia Champions
Each of these dedicated communities has one of our unique Dementia Champions, trained by the Alzheimer’s Society, to drive continuous improvement in delivering our unique, Person First care. A ‘Dementia Champion’ is someone who takes day-to-day responsibility for ensuring that quality dementia care is put into practice. They are responsible for introducing, maintaining and evaluating new methods of supporting people with dementia. Their role is also to support staff to implement good practice through one to one coaching and team meetings.

Investing in our carers
Our specialist training has also been completely re-designed, working closely with Bradford University and other leading providers. Every member of staff working in a dementia specialist community will complete our new Essential course and thousands of staff will also complete further training related to their specific responsibilities.

For more information or for details of our homes providing dementia care, please visit www.bupa.co.uk/care-homes
Welcome to the 6th UK Dementia Congress

It seems just the other day that we held our first UK Dementia Congress, in Bournemouth, but such has been the ongoing success of the event that it is now my great pleasure on behalf of the Journal of Dementia Care, our Congress Planning Committee and all our sponsors to offer you a warm welcome to our sixth Congress.

One of the strengths of Congress is the variety and diversity of attractions on offer beginning with our debates which have become well known for kicking us off to a controversial start. This year is no exception. The topic ‘A two-thirds reduction in the use of anti-psychotic medications is unrealistic and unfair to people with dementia and their carers’ is bound to stimulate a vigorous exchange of views. The following two days of plenaries, parallel sessions, posters and extra sessions (see pages 4-7) will offer a terrific selection of topics and speakers which will undoubtedly provide something significant for everyone.

As the event organiser, the Journal of Dementia Care is greatly indebted to a great number of people and organisations. The Congress Planning Committee (see page 7) played an invaluable role in shaping the event and helping to select such interesting topics, speakers and chairs, and we extend our warmest thanks to them.

We greatly appreciate the generous support of all our sponsors, and particularly our main sponsor Barchester Healthcare for their continued sponsorship of the Congress – it is their sustained commitment and enthusiasm which helps make possible this annual opportunity to get together and learn from each other.

We are also extremely grateful to all our supporting organisations and exhibitors who add so much to the event. The exhibition this year is the biggest to date and we believe the many important services and products displayed add significantly to the value of the Congress.

We wish you all a very productive and enjoyable Congress. By attending and taking back to your workplace what you learn here in Liverpool, you can make a real difference to the quality of life of the people you support.

Dr Richard Hawkins MBBS FRCS, Editor-in-Chief, Journal of Dementia Care
08:00 CONFERENCE REGISTRATION

08:30-09:10 EARLY BIRD SESSIONS:

09:30-11:15 PLENARY SESSION:

Chair’s introduction: Jeremy Hughes, Chief Executive, Alzheimer’s Society

Keynote speakers:
- Graham Browne and Peter Dunlop, Alzheimer’s Society Living with Dementia programme
- Tom Wearden and Ann Noon, Uniting Carers Dementia UK
- Paul Burstow MP, Minister of State for Care Services
- Simon Williams, Director of Community and Housing, London Borough of Merton and Dementia Lead, Association of Directors of Adult Social Services

NOTE: Numbers in red, eg 1A show the room number for the session

11:15-11:45 REFRESHMENTS & EXHIBITION VIEWING

11:45-12:55 PARALLEL SESSIONS:

SYMPOSIUM
Person first... dementia second – training and coaching for the whole workforce
Dr Claire Surr (chair), Jan Robins and Emily Malet, Bradford Dementia Group;
Dr Graham Stokes, Kirsty Wilson, Lesley Tart and Tracey Hillier, Bupa Care Services

ASSISTIVE TECHNOLOGY
Chair: Clive Evers,
Alzheimer’s Society

Alzheimer’s Society’s journey with assistive technology
Sue Sharp, Head of Commercial Income, Alzheimer’s Society; Carla Madrilejo, Assistive Technology Project Executive, Alzheimer’s Society

Get equipped with the AT Guide – How technologies can help people live with dementia
Deborah Brooks, AT Dementia

THE ARTS IN CARE HOMES
Chair: John Killick

Sound Matters: developing musical communication and awareness in dementia care
Stuart Wood and Sheena Wylie, Barchester Healthcare Ltd

An opera project in care homes in Gloucestershire
Karen Hayes, Welsh National Opera

Chair's introduction: Jeremy Hughes, Chief Executive, Alzheimer’s Society

HEALTH CARE AND END OF LIFE
Chair: John Keady

Improving health care in care homes:
- A research perspective
Professor Murna Downs, Bradford Dementia Group
- A practice development initiative Louise Taylor, Head of Nursing, Southern Cross Park Lodge care home

Whole system savings from end-of-life training in dementia care homes Rob Gandy, Bob McClendon (Liverpool Business School) and Sue Ashton, Liverpool John Moores University and Brenda Roe, PSSRU, University of Manchester

Meaningful occupation: Nurturing 'butterflies' in dementia care
Gilly Brooks and Daren Felgate, Dementia Care Matters

Focus on outcomes - even 15 minutes counts
Stuart Wright, David Rice and Jan Little, Brunelcare Cardiff’s dementia care home training programme: Evaluation and conclusions Dr David Howells & Graham Browne and Peter Dunlop, Alzheimer’s Society Living with Dementia programme

Salmagundi Films (case study/evaluation with Housing 21)
Susannah Spencer and Tanya Little, Bradford Dementia Group

Stop frame animation: A liberating and empowering communication tool run by Janet Clarke and Jan Connett, Lighting Up project, Bristol (chair: Maria Parsons)

Dr David Lowery & James Lee, Central/NW London NHS Trust; Nicky Atherton, University of Warwick (chair: Ruth Bartlett) • Dementia Care Mapping update

Susan Spencer and Tanya Little, Bradford Dementia Group • Lighting Up - Artists working with people living with dementia workshop run by Janet Clarke and Jan Connett, Lighting Up project, Bristol (chair: Maria Parsons)

EVIDENCE-BASED PRACTICE
Chair: Jill Manthorpe

Final report of the EVIDEM programme – evidence based interventions along the dementia trajectory
Professor Steve Iliffe, University College London

The Improving Well-being and Health for People with Dementia programme (WHELD): towards an effective, practical and evidence-based intervention to improve the mental health of people with dementia in care homes
Dr Vanessa Lawrence, King's College London;
Dr Jane Stafford, Oxford Health NHS Foundation Trust

Stop frame animation:A liberating and empowering communication tool run by Janet Clarke and Jan Connett, Lighting Up project, Bristol (chair: Maria Parsons)

Practical and evidence-based intervention to improve the mental health of people with dementia in care homes
Dr Vanessa Lawrence, King’s College London;
Dr Jane Stafford, Oxford Health NHS Foundation Trust

Communication well with people living with dementia and their families: Stand by Me and Come Into My World... DVDs to improve person-centred communication across a range of health and social care situations
Professor Dawn Brooker, University of Worcester and Alison Wotherspoon, Flinders University, Adelaide, South Australia

More than memory – Interactive workshop to explore the potential of digital media to support and reinforce personhood
Dr Jayne Wallace, Northumbria University and Claire Craig, Sheffield Hallam University

Friends and families – Families and friends (DVD and resource pack resulting from a two-year project to develop a positive model of involving relatives in the lives of people with dementia in care homes)
Victoria Cowap, Norse Care Ltd (chair: Anna Gaughan)

STAFF DEVELOPMENT
Chair: Buz Loveday

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13:00-14:00 LUNCH, POSTER & EXHIBITION VIEWING (poster presenters in attendance 13.20-13.50)

Lunchtime sessions 2 November (13.20-13.50):

Communicating well with people living with dementia and their families: Stand by Me and Come Into My World... DVDs to improve person-centred communication across a range of health and social care situations
Professor Dawn Brooker, University of Worcester and Alison Wotherspoon, Flinders University, Adelaide, South Australia

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WEDNESDAY 2 NOVEMBER

14:00-14:50 PLENARY SESSION:

The Tom Kitwood Memorial Address

Chair: Professor Murna Downs, Bradford University

Dementia, selfhood, and the body: Towards a new ethic of care

Dr Pia Kontos, Research Scientist, Toronto Rehabilitation Institute and Assistant Professor, Dalla Lana School of Public Health, University of Toronto, Canada

15:00-16:10 PARALLEL SESSIONS:

SYMPOSIUM

Evaluating and researching music and the arts in dementia care settings. An interactive symposium with arts practitioners and researchers

Professor Mercedes Pavlicevic (chair), Director of Research, Nordoff Robbins. To include Stuart Wood (Barchester Healthcare), John Killick and Kate Allan (Dementia Positive) and Claire Craig (University of Sheffield)

END OF LIFE CARE

Chair: Hazel Heath

The experience of Advanced Care Planning for family caregivers and relatives of people with advanced dementia

Sue Ashton, Liverpool John Moores University, Professor Brenda Roe, PSSRU, University of Manchester. Dealing with uncertainty at the end of life for people with dementia in care homes

Claire Goodman, University of Herfordshire and colleagues. Palliative Care Initiative - a one-year partnership project (Alzheimer Scotland/NHS Dumfries & Galloway) Julie Miller, PCI and Dr Angela Rydd, University of the West of Scotland

EARLY STAGE SUPPORT

Chair: Trevor Jarvis

Transitions in uncertainty: challenges and contexts for living with dementia. Results of a 2-year study

Professor John Keady and Sarah Campbell, University of Manchester

Facing the fear - facing the future: younger people living with dementia

Vivienne Davies-Quarrell, Kimmel Health Care and the ACE Group, North Wales

COMMISSIONING AND PARTNERSHIP

Chair: Professor Steve Iliffe

The Integrated Dementia Pathway in Milton Keynes

Anna Selby, Milton Keynes Council

Commissioning integrated services for people with dementia from primary care Dr Ian Greaves (GP). Vicky Young and Sally Young (joint commissioners), South Staffordshire

A Local Reporting Tool for dementia

Ian Bainbridge and Yve White-Smith, Department of Health

16:10-16:40 REFRESHMENTS & EXHIBITION VIEWING

16:40-17:50 PARALLEL SESSIONS:

SYMPOSIUM

Gearing up care homes: Grouping, Environments, Activities and Reality. Providing person centred care within group living remains complex. Avoiding task orientation is hard. Offering meaningful occupation in communal environments requires imagination. Do we really know yet how to make this all possible? Panel discussion introduced by David Shepard, Dementia Care Matters. Panel to include Dr Graham Stokes (chair), Bupa Care Homes, Buz Loveday, Dementia Trainers, and care home managers.

ARTS IN DEMENTIA CARE

Chair: Richard Coaten, South West Yorkshire NHS Trust

Exploring dance and ritual movement as meaningful expression in dementia

Pia Kontos, Toronto Rehabilitation Institute

Neuroscience, dance and dementia

Julia Clark, Consultant Clinical Neuropsychologist, West Dunbartonshire.

Dance in dementia care homes

Rachel Rogers and Wendy Thomas, Merseyside Dance Initiative.

BEHAVIOUR THAT CHALLENGES

Chair: Ian James, Newcastle Challenging Behaviour Service

No quick fixes: Supporting staff to reduce use of antipsychotics Hazel Barrett, Four Seasons Health Care

Exploring behaviour that challenges in dementia

Mark Walton, Woodlands Hospital, Manchester

The Hidden Treasures allotment Sarah Page, Karen Barnes, Greater Manchester West MH Trust

Is a ‘Recovery Focused’ approach appropriate in working with people with dementia? Dr Gwyn Grout, independent consultant.

STAFF DEVELOPMENT

Chair: Paul Edwards, Bradford Dementia Group

Experiential dementia training has brought greater understanding, more flexible and empathetic care

Maizie Mears-Owen and Karen Morrison, Care UK

It's not all about blindfolds and soft diets: Taking a different perspective on experiential learning about dementia

Jan Robins and Emily Malet, Bradford Dementia Group

Dementia training: key elements that engage learners and inspire reflection

Mary Aldridge and Lisa Breame, Dementia Training Team, Norfolk & Waveney NHS Trust

MUSIC AND SINGING

Chair: Emily Gerrard, Singing for the Brain Co-ordinator, Alzheimer's Society

Glyndebourne Opera workshops for people with dementia and their carers

Freyja Wyn-Jones, Sam Glazer and Jane Haughton, Glyndebourne Education; Julian West, Royal Academy of Music

Singing for the Brain

Rosie Smith, Music on Merseyside

17:50-18:30 CONGRESS DRINKS RECEPTION

19:15 NATIONAL DEMENTIA CARE AWARDS DRINKS RECEPTION sponsored by Care UK

20:00 NATIONAL DEMENTIA CARE AWARDS DINNER with entertainment by the ‘50 Moves’ group, Merseyside Dance Initiative

www.ukdementiacongress.co.uk
THURSDAY 3 NOVEMBER

08:30 CONFERENCE REGISTRATION

09:00-09:40 EARLY BIRD SESSIONS:

10:00-11:10 PLENARY SESSION:

11:10-12:00 REFRESHMENTS, EXHIBITION AND POSTER VIEWING (poster presenters in attendance 11.25-11.50)

12:00-13:10 PARALLEL SESSIONS:

13:10-14:10 LUNCH, POSTER & EXHIBITION VIEWING (poster presenters in attendance 13.30-14.00)

NOTE: Numbers in red, eg 1A show the room number for the session
### 14:10-15:20 Parallel Sessions:

**Designing for the Future**
- Chair: Jackie Pool
- Charnley Fold Resource Centre: Evolving dementia care
  - Dr Gareth Chalfont, Chalfont Design, Alex Walker, NHS Central Lancashire, Judith Culshaw, Age Concern Central Lancashire
  - Enhancing the Healing Environment – an audit tool
  - Sarah Waller, EHE Programme Lead, The King’s Fund
  - A dementia-friendly future?
  - Celia Atherton, Director of Social Justice, Dartington Hall

**CARE Homes**
- Chair: Sally Knocker
- Rituals, routines and re-ordering the day
  - David Sheard, Dementia Care Matters
  - Making the most of mealtimes – how to enhance the dining experience in a care home
  - Gillian Mitchell, Fairview House Care Home (Aberdeen), Andrew Boyd, Lochduhar Care Home (Dumfries) and Janice Stewart, Barchester Healthcare Ltd.
  - Butterflies on the menu matters! Atmosphere, assessment, skills and quality
  - Jenny Mackenzie and Peter Friednieks, Dementia Care Matters

**REMINISCENCE AND LIFE STORY**
- Chair: Professor David Jolley
- Reminiscence groups for people with dementia and their carers: what are the effects?
  - Professor Bob Woods, Bangor University, on behalf of the REMCARE team
- The Life Story Network – Embedding a human rights based approach
  - Jean Tottie, Polly Kaiser and Anna Gaughran, Life Story Network

**EMPOWERMENT**
- Chair: Ann Johnson
- MyLife – making multimedia technology accessible for people with dementia across Europe
  - Rachael Dutton, Housing 21, Deborah Brooks, Trent DSDC and Nada Savitch, Innovations in Dementia CIC
- Give and Take: Information use and self-management in dementia care
  - Dr Catherine Gibb and Professor Charlotte Clarke, Northumbria University
- Qualitative evaluation of a novel, systematically development self-management intervention for people living with dementia
  - Claire Bourne and Andy Turner, Coventry University

**CREATIVE ARTS**
- Chair: Kate Allan
- The Dementia Monologues: DVD and discussion
  - John Killick and the Scottish Dementia Working Group
  - On the other side – poetry and dance
  - An intimate performance fusing the words of people with dementia, dance and recorded music. Diane Amans, dancer and choreographer and John Killick, poet

**ACUTE HOSPITAL CARE**
- Chair: Ann Johnson
- Delivering excellence in dementia care in the acute hospital: the Royal Wolverhampton Hospitals NHS Trust Innovation in person-centred care Symposium chaired by Professor Dawn Brooker, Association of Dementia Studies, University of Worcester; with presentations from relatives, staff and commissioners

### 15:30-16:15 Plenary Session:

**Angela Rippon OBE, Alzheimer’s Society ambassador in conversation with people with dementia and carers**
- Chair: Mary Marshall, Professor Emeritus, Stirling University

### Close 16:15

With thanks to... The 6th UK Dementia Congress has been planned in consultation with a group of advisers including: Clive Evers, Director of Information and Education, Alzheimer’s Society; Dr Nori Graham, Honorary Vice President, Alzheimer’s Disease International; Professor Steve Iliffe, University College London; Christopher Manthorp, older age consultant and journalist; Jill Manthorpe, Professor of Social Work, King’s College London; Martin Orrell, Professor of Ageing and Mental Health, University College London; Lynne Phair, Consultant Nurse, West Sussex PCT; Jude Sweeting, Ladder to the Moon; Rachel Thompson, Dementia Project Lead, Royal College of Nursing; Roger Bullock, Director, Kingshill Research Centre, Swindon; Maria Parsons, Oxford Ageing Research; Graham Stokes, Bupa Care Homes; Sheena Wylie, Barchester Healthcare.

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**SAVE NEXT YEAR’S DATES IN YOUR DIARY...**

**30 October – 1 November 2012**
AIDCALL
Aid Call has been at the forefront of wireless nurse call technology for over 30 years. We offer safe, quality, reliable solutions to meet your individual requirements and budget.
Tel: 0800 052 3616 • www.aidcall.co.uk

ALZHEIMER SCOTLAND
Alzheimer Scotland provides specialist care and support for people with dementia and carers; campaigns to influence policy and ensure greater priority is given to dementia care by health and social services.
Tel: 0808 808 3000 • www.alzscot.org

ALZHEIMER'S SOCIETY
Alzheimer’s Society is the leading support and research charity for people with dementia, families and carers. We work to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland.
Tel: 020 7423 3500 • www.alzheimers.org.uk

THE ASSOCIATION OF CARE MANAGERS
The Association of Care Managers is the first and only professional association created to support and inform managers. Its strength is that it is guided by care managers for managers.
Tel: 020 7720 2108 ext 201 • www.caremanagers.org.uk

THE ASSOCIATION OF DEMENTIA STUDIES (ADS)
at the University of Worcester
The ADS at the University of Worcester comprises a multi-professional group of educationalists, researchers and practitioners building evidence-based person-centred ways of working with people living with dementia and their families. We do this primarily through research, consultancy, education and scholarship.
Tel: 01905 542347 • www.worc.ac.uk/discover/association-for-dementia-studies.html

BARCHESTER HEALTHCARE
Barchester Healthcare, the UK's largest quality care provider, is proud of its dedicated dementia care. Our Memory Lane Communities are designed to encourage those living with dementia to stay as independent and active as possible.
Tel: 020 7352 2224 • www.barchester.com

BOOTS CARE SERVICES
The Boots Care Services system has been developed to give service providers a simple to use medication storage, handling and administration system which complies with relevant legislation and good practice.
Tel: 0115 949 4047 • www.boots.com

BRADFORD DEMENTIA GROUP
Bradford Dementia Group has over 20 years experience delivering a portfolio of high quality, innovative research and evaluation, accredited education programmes by distance learning, short courses and practice development consultancy.
Tel: 01274 236367 • www.bradford.ac.uk/health/dementia

BUPA CARE HOMES
Bupa has 21,000 beds and looks after more than 6,000 people with advanced dementia. A Dementia Champion, trained by Alzheimer’s Society, is leading best practice in every dementia specialist community.
Tel: 0845 600 4622 • www.bupa.co.uk/care-homes

CARE UK
Fulfilling Lives - Care UK runs 88 care homes and day centres providing specialist care for people with dementia and is constantly working to develop new and innovative ways to improve lives.
Tel: 01206 752 552 • www.careuk.com

CIC GROUP (COMMUNITY INTEGRATED CARE)
CIC Group (Community Integrated Care) provides a wide range of support to people with dementia, delivered by specially trained staff. This year we are developing a state-of-the-art integrated dementia service in Manchester, that will support people at every stage of their condition – visit our stand to find out more.
Tel: 0151 420 3637 • www.c-i-c.co.uk

CLAIRMONT PLC
The company has established reputation for thoughtful and creative solutions and products to assist those living with dementia and their carers. Our customers include Care Home Providers, Assisted Living Centres, NHS and those who remain independent in their own home.
Tel: 0141 554 8447 • www.clairmontplc.com
Come and join us at stand 27
- Reminisce in our 1950’s themed lounge
- Experiential training taster sessions
- Free goodie bag and prizes to be won

At Care UK we remember everyone is an individual – someone with a lifetime of experiences, interests and memories. We are dedicated to helping each person we care for to enjoy a life that is as active, independent and fulfilled as possible.

Recently voted Residential Care Provider of the Year, Care UK is at the forefront of specialist dementia care. We continually strive to improve our services for people living with dementia through the design of our care homes, training our staff and researching new ways to engage and communicate with the people in our care.

“Emotional, exhausting, eye opening and unforgettable”

Care UK’s unique experiential dementia training has brought greater understanding, more flexible and empathetic care. We will be offering taster sessions throughout the Congress at stand 27 and sharing our success at the Staff Development Parallel Session on Wednesday 2nd November at 4.40-5.50pm.

Raising the standard of dementia care

Care UK have been providing residential, nursing and day care for people living with dementia for nearly 30 years. With 88 care homes and day centres we currently care for more than 5,400 people every day.

0800 011 4217
www.careuk.com/dementia
DANFLOW UK

danfloor Uk are leading manufacturers and suppliers of healthcare carpets. Our impervious healthcare collection is hardwearing, includes an antimicrobial coating and is suitable for people living with dementia.
Tel: 0844 915 1000 • www.danfloor.co.uk

DEMEN TIA CARE MATTERS

Dementia Care Matters specialises in leadership in person-centred dementia care, qualitative evaluations of care services, ongoing consultancy support to ‘turn around’ or improve care homes and developing person centred staff teams.
Tel: 01273 242335 • www.dementiacarematters.com

DENDRON

The National Institute for Health Research (NIHR) Dementias & Neurodegenerative Diseases Research Network (DeNDRoN) supports the development and delivery of clinical research in the NHS in the dementias and other neurodegenerative diseases.
Tel: 020 3206 4960 • www.dendron.org.uk

DSDC CANTERBURY CHRIST CHURCH UNIVERSITY

The DSDCse supports dementia services to plan, deliver and improve the quality of services. It is involved in activities that support and develop: dementia care curriculum design; leadership and organisational change; evaluation; knowledge transfer and research.
Tel: 01227 767700 • www.canterbury.ac.uk

THE GOOD CARE GROUP

The Good Care Group is a professional provider of high quality live-in care services for those living with dementia that allows them to continue to live safely and happily in their own home.
Tel: 020 7632 5955 • www.thegoodcaregroup.com

HOUSING 21 DEMENTIA VOICE

Housing 21 Dementia Voice is a dementia centre of excellence. Putting the person before the dementia, we develop and manage service provision, conduct specialist research, provide training and offer advice.

JACKIE POOL ASSOCIATES LTD

Jackie Pool Associates is one of the UK’s leading specialists in dementia care. We develop and supply the health and social care sector with inspirational leadership and workforce development OCF resources.
Tel: 0844 826 3101 • www.jackiepoolassociates.org

JESSICA KINGSLEY PUBLISHING

Jessica Kingsley Publishers is an independent, award-winning company founded in 1987 recognised for publishing accessible books that make a difference. We are a leading publisher in the field of Dementia Care and also publish lists in Social Work, Autism, Psychology, and Arts Therapies.
Tel: 020 7833 2307 • www.jkp.com

JPA TRAINING

JPA Training is a leading specialist in the field of Dementia, Health and Social Care Training. We provide high quality services to those organizations seeking to deliver outstanding person-centred care.
Tel: 0845 894 5520 • www.jpa-dementia.co.uk

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Knightsbridge Furniture develops quality British-made seating, tables and cabinets, with the company’s portfolio answering the needs of specifiers working within hospitals and nursing homes, housing associations and other caring environments.
Tel: 01274 731900 • www.knightsbridge-furniture.co.uk

LIFESTORY NETWORK

The LSN works to promote the value of using life stories by creating training, discussion and sharing of positive practice in the context of embedding human rights based approach.
www.lifestorynetwork.co.uk

LNT SOFTWARE

LNT Software make Care Home Management Software, our products Coolcare2 is at this moment in use in 100’s of Dementia Care Homes across the UK. We are proud to be supporters of this conference.
Tel: 0113 385 3853 • www.lntsoftware.com

MEMAXI

Memaxi is an interactive touch-screen calendar and video link. It enables those with memory problems, and their carers, to keep track of their daily lives and to stay in contact.
Tel: 01858 575665 • www.memaxi.com

MERSEY CARENHS TRUST

Mersey Care NHS Trust is the mental health provider across Liverpool and Sefton. The service provides holistic support, assessment and interventions for people with mental health problems including dementia services
Tel: 0151 473 0303 • www.merseycare.nhs.uk
MINDLEADERS THIRDFORCE
MindLeaders ThirdForce are widely recognised as industry leaders in e-learning solutions. We work with partners to tailor Health and Social Care learning and development programmes aligned to your organisational goals.
Tel: 0800 626 328 • www.thirdforce.com

MYAMEGO HEALTHCARE LTD
MyAmego’s intelligent monitoring and risk alert system enables residents with dementia to live as independently as possible, supporting quality personalised care. MyAmego is passive to the user with no buttons to push.
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Hand disinfection is the single most effective weapon against transmission of pathogens - but compliance in hospitals and clinics is often low. With this in mind and with over 40 years of experience in the area of medical hand hygiene, we developed our “single source” concept Hygiene Compliance Solutions.
Tel: 01332 297 666 • www.ophardt.com

PICTURES TO SHARE C.I.C
Pictures to Share is a social enterprise that specializes in producing visual media for people with dementia. Their products are great at encouraging meaningful communication and allowing people with dementia to achieve a better quality of life.
Tel: 01829 770 024 • www.picturestoshare.co.uk

PORTRAIT OF A LIFE (SOUTH WEST YORKSHIRE PARTNERSHIP)
The ‘Portrait of a life’ multimedia toolkit has evolved from a Trust-driven collaborative project to increase activity in life story work in acute hospitals, care homes, community and mental health services.
Tel: 01484 434635 • www.southwestyorkshire.nhs.uk/quality-innovation/initiatives-projects/portrait-of-a-life/video-clips/

PRIORY GROUP
Nursing and care homes providing a dignified and individual service for residents who may: be elderly; be frail; be suffering with dementia; require general nursing care; require respite accommodation.
Tel: 0845 277 4679 • www.priorygroup.com

PSS
PSS Dementia Centre is an online resource for people with dementia, their carers and professionals. The ‘dementia centre’ website provides access to information, support and advice.
Tel: 0151 702 5555 • www.pss.org.uk/www.dementiacentre.com

THE READER ORGANISATION
The Reader Organisation works to bring about social change by engaging people of all ages, backgrounds and abilities with reading, improving individual wellbeing, building community and extending reading pleasure.
Tel: 0151 207 7207 • www.thereader.org.uk

RUNWOOD HOMES
We are a sound family business with care at its heart. Running a successful business is important to us but people matter most. Our philosophy is that we are privileged to be allowed into the lives of the older people in our care.
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ST ANDREW’S HEALTHCARE
St Andrew’s Healthcare is the UK’s leading specialist mental healthcare charity. We specialise in dementia and challenging behaviour offering tailored, secure care and support through our multi-disciplinary teams.
Tel: 0800 434 6690 • www.stah.org

SIGNATURE AROMAS LTD
Signature will be showing their full range of natural oil aromas including chocolate and cherry to stimulate eating, baby powder to assist memories and all of our 49 aromas for general use including 9 encapsulating oils for incontinence areas.
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SOCIAL CARE INSTITUTE FOR EXCELLENCE (SCIE)
SCIE’s Dementia Gateway website offers practical tips, tools and activities; written by experts you can be sure the information up to date and reflects what we know about best practices in dementia care.
Tel: 020 7089 6840 • www.scie.org.uk

VITALYZ LTD
Vitalyz promote physical and mental well-being by enabling caregivers to deliver appropriate seated physical activities. Those who maintain mobility can preserve the quality of life of themselves and their carers.
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MARY ALDRIDGE
Norfolk and Waveney Mental Health NHS Foundation Trust
Mary is the Lead Dementia Educationalist within Norfolk and Waveney Mental Health Foundation NHS Trust’s Dementia Training Team and Practice Development Team. Her role encompasses consultancy, design, delivery and evaluation of a range of learning and development strategies to support dementia care practice in her own organisation and with other care providers. Mary is a mental health nurse who has worked in the NHS for over 27 years. Mary has a degree in nursing studies and is currently studying for the MSc in dementia studies at the University of Bradford.

KATE ALLAN
Dementia Positive
Kate Allan works as a freelance trainer and consultant. Her background is in clinical psychology and she previously worked as a researcher at the Dementia Services Development Centre, University of Stirling. Her interests are in promoting communication, consultation and creativity with people who have dementia.

DAVID AMES
National Ageing Research Institute and University of Melbourne
David Ames graduated with an MBBS from the University of Melbourne in 1978. His training in psychiatry took place at Royal Melbourne Hospital 1982-4, Friern and the Royal Free Hospitals London UK 1984-5, before his appointment to a position as research fellow and honorary lecturer at the Royal Free Hospital 1985-7, where he completed his doctoral thesis on depression in residential homes for the elderly. David Ames was Senior Lecturer (1989-95) and then Associate Professor (1995-2005) in the Psychiatry of Old Age for the University of Melbourne. He co-founded Melbourne’s first memory clinic (1988), which served as a model for the statewide CADMS clinics, introduced in 1998. From April 2005 David Ames was University of Melbourne Foundation Professor of Psychiatry and co-director of the Wolfson Centre for Age Related Diseases at King’s College London. He has published widely in the areas of dementia with particular interests in the management of change, integrated dementia services, intermediate Care and the broader older people’s agenda.

AMY BALL
Sussex Partnership NHS Trust
Amy Ball has worked for Sussex Partnership Foundation NHS Trust for the past ten years. She has worked in working age adults services and forensic services in a variety of roles. Amy currently works for Older People’s Mental Health Services in East Sussex as a participation project worker. The primary goal of her work is to ensure that older people and carers are involved and consulted on the development of new services.

CLIVE BALLARD
Wolfson Centre for Age Related Diseases, King’s College London
Clive Ballard is Director of Research for the Alzheimer’s Society. He is also professor of age related diseases at King’s College London/Institute of Psychiatry and co-director of the Wolfson Centre for Age Related Diseases at King’s College London. He has published widely in the areas of dementia with Lewy bodies, vascular cognitive impairment, behavioural and psychological symptoms in dementia (BPSD) and clinical trials in people with dementia. His current ongoing research grants include work focusing upon the neurochemistry of vascular dementia and Parkinson’s disease dementia, clinical trials in the area of BPSD and Down’s syndrome dementia and a developing programme in conjunction with Dr Stephen Minger examining the importance of endogenous stem cells in mild cognitive impairment, Alzheimer’s disease and vascular dementia.

Hazel joined the Four Seasons Health Care Dementia Services Team initially as an advisor and was promoted to Project Manager for the PEARL project in 2010.

ELIZABETH BARTLETT
Independent consultant
Elizabeth Bartlett regularly trains care staff and managers in care homes and domiciliary services in dementia care. She also counsels family carers and works with individuals and groups of people with dementia. During her 27 years in this field her work has ranged from developing new approaches to counselling for people with dementia to recently training Dementia Champions at her local NHS hospital trust. Elizabeth is passionate about the need to respond to the emotional needs of people with dementia as well as their physical needs.
RUTH BARTLETT
University of Southampton
Ruth Bartlett is a visual sociologist and senior lecturer at the University of Southampton. She researches, teaches and provides consultancy in the areas of ageing and mental health, specifically dementia studies. Ruth was awarded a PhD in sociology at Oxford Brookes University. Ruth has written about citizenship and participatory/visual methods in relation to people with dementia, including a book (co-authored with Deborah O’ Conner) entitled ‘Broadening the dementia debate: towards social citizenship’ for the Policy Press.

ANDREW BOYD
Barchester Healthcare
Andrew is a registered mental health nurse and registered general nurse. He worked for the NHS in Dundee and Edinburgh before moving to the private care sector. For the past twelve years he has worked for Barchester Healthcare at Lochduhar Care Home in Dumfries. Andrew is one of two Heads of Unit in the Memory Lane Community, caring for residents living with dementia.

LISA BREAME
Norfolk & Waveney Mental Health Foundation Trust
Lisa Breame has been working as a nurse within various dementia care settings for 27 years. For the past two years she has co-designed and facilitated person-centred dementia workshops within a small training team. Alongside this she has worked as a community mental health nurse developing the concept of relating theory to practice.

LAURA BRIERLEY
Pennine Care NHS Foundation Trust
Laura Brierley is a specialist speech and language therapist working in the Community Mental Health Team for Older People in Stockport, Pennine Care NHS Foundation Trust. Laura has worked with the team since 2006 providing assessment, treatment and management advice to people with dementia and their carers. Training is a significant part of the role and Laura delivers training on communication, swallowing difficulties and life story work. Within the service Laura leads on life story work running projects, training and initiating service developments to maximise use of life story work in care planning.

DAWN BROOKER
Association of Dementia Studies, University of Worcester
Professor Dawn Brooker qualified as a clinical psychologist in 1984. She has worked in a variety of clinical, academic and managerial posts in services for older people for over 25 years. In 2005 she was awarded a personal chair at the University of Bradford in recognition of her scholarship in practice development of person-centred care for people with dementia. In 2009 she established the University of Worcester’s Association for Dementia Studies where she leads a team dedicated to improving the lives of those living with dementia.

GILLIAN BROOKS
Dementia Care Matters
Gilly has over 20 years experience working with people with a dementia in health, social services and the voluntary sector. It was while working for Crossroads that she became absorbed in dementia training, becoming a passionate advocate of the Dementia Care Matters model of care with a focus on improving quality of life. She has worked for Dementia Care Matters as a consultant trainer for the past two years.

DEBORAH BROOKS
Trent Dementia Services Development Centre
Deborah is project manager at Trent Dementia Services Development Centre. She is currently leading a project to develop an online tool to support self-assessment and decision-making on assistive technologies for people with dementia and their carers, in partnership with the Disabled Living Foundation. She is also the UK lead for MyLife: Multi-media technology for the independence and participation of people with dementia, working with Housing 21, Innovations in Dementia and European partners. Deborah has an academic background in psychology and health services research and has previously worked for the Dementia Research Group at Newcastle University.

CHRISTINE BROWN-WILSON
University of Manchester
Christine Brown-Wilson is a lecturer at the University of Manchester. She currently teaches on the undergraduate nursing programme and is working with the independent sector to develop placements and post-registration courses. Christine maintains her practice by working in care homes which enables her to ground her research in the everyday realities of caring for older people and their families. Christine has recently completed her PhD which explored how positive relationships could be developed through daily care routines. Christine is currently developing a regional network of care homes to explore how relationship based approaches might enhance a sense of community in care homes.

ERROLLYN BRUCE
Bradford Dementia Group
Until her recent retirement, Errollyn Bruce was a lecturer at Bradford Dementia Group, working on distance learning dementia studies programmes. Current research interests are reminiscence and awareness in people with moderate to severe dementia.

SIMON BURROW
University of Manchester
Simon is a teaching fellow and pathway lead for the MSc in dementia care in the School of Nursing, Midwifery and Social Work at the University of Manchester. Prior to this, Simon set up and ran the Trent Dementia Services Development Centre.

PAUL BURSTOW
Minister of State for Care Services
Paul Burstow, MP for Sutton, Cheam and Worcester Park since 1997, was appointed Minister of State for Care Services in May 2010. Paul was educated at Glastonbury High School for Boys, Carshalton, and the South Bank Polytechnic (now South Bank University) in London. Paul first stood as Liberal Democrat candidate for Sutton and Cheam in 1992, when he achieved the biggest swing to the Liberal Democrats in Greater London. Prior to his success in winning the seat in 1997, Paul headed the Liberal Democrats’ local government unit (the Association of Liberal Democrat Councillors), having already been one of the principal architects of the Liberal Democrats’ capture of Sutton borough council from the Conservatives in 1986. Paul led Sutton’s pioneering work on environmental issues, which won the borough a reputation both nationally and internationally as a pioneer in recycling and energy conservation.

On election to Parliament Paul became a junior frontbench spokesman on local government and within a few months Paddy Ashdown appointed him to lead the party’s local government team in the Commons. In 1999 Charles Kennedy offered him the job of speaking for older people, and after the 2001 General Election invited him to join the Shadow Cabinet with the same brief covering issues affecting the elderly and vulnerable in the responsibilities of several government departments. In 2003 Paul was promoted to be Shadow Health Secretary Between July 2005 and March 2006 he was Shadow Minister for London. He was agent for Sir Menzies Campbell’s successful party leadership campaign in early 2006. In March 2006, he was elected the Liberal Democrat Chief Whip in the House of Commons.

In the 2010 elections, Paul was re-elected as the MP for Sutton and Cheam. Following the Liberal Democrats’ move into government, he was appointed Minister of State for Care Services. His areas of responsibility include care for the elderly, adult social care, mental health services, and learning disability programs. He is also responsible for reforming social care law and funding.

Paul and his wife Mary have three children. He enjoys cooking, reading and working out in the gym.
SARAH BUTCHARD
Mersey Care NHS Trust
Sarah Butchard is a clinical psychologist working with older people in Mersey Care NHS Trust. She is a graduate of Manchester University and obtained a doctorate in clinical psychology from Liverpool University. Her special interests are post-diagnostic support in dementia and the affect a diagnosis of dementia has on family relationships. She is chair of the North West branch of PSIGE (the special interest group for clinical psychologists working with older people) and has strong links with the Doctorate of Clinical Psychology course at Liverpool University, both as an honorary lecturer and chair of the Programme Training Committee.

SARAH CAMPBELL
University of Manchester
Sarah Campbell is a research associate and a member of the Dementia and Ageing Research theme within the School of Nursing, Midwifery and Social Work at the University of Manchester. Sarah’s interest in dementia research developed through work undertaken with the ‘GOLD’ group; a self-advocacy and research group of people growing older with learning disabilities. Her recent research work includes the following projects: ‘The transition from cognitive impairment to dementia’, ‘A realist evaluation of the literature on neighbourhoods and dementia’; and developing training materials for GPs (EVIDEM-ed). Sarah is also a family carer to her father who has a diagnosis of dementia.

COLIN CAPPER
Alzheimer’s Society
Colin Capper has worked at the Alzheimer’s Society for seven years. During this time Colin has specialised in information and support services, working directly with people with dementia and family carers, and has been leading the development of Dementia Adviser Services for the last 12 months.

ANDREA CAPSTICK
Bradford Dementia Group
Andrea is a lecturer in dementia studies and has worked in education for the past 13 years, joining Bradford Dementia Group in 1994. With the late Professor Kitwood, Andrea played a leading role in developing the Group’s distance learning courses in dementia care. From 1998 to 2001 she was the project officer for a project with the Alzheimer’s Society to develop, deliver and evaluate a university-accredited programme of study in dementia care. Andrea is a Fellow of the Higher Education Academy and is currently writing up a Professional Doctorate in Education.

SHAARON CARATELLA
Barchester Healthcare
Shaaron is the General Manager of Queens Court Care Home, Barchester Healthcare. She has worked in the care sector for ten years. She is a registered nurse, experienced in the care of older people and orthopaedics. Further study has led to special interests in nutrition for older people, and the completion of her MSc resulted in work around the safe administration of medication in care homes. Shaaron is currently working on a ‘Whole home approach’ project, encouraging relationship-centred care between staff and residents. The work has involved the introduction of communication workshops for staff and life story work.

ELAINE CARRUTHERS
Care UK
Elaine has worked in the care sector for 18 years and is passionate about improving life for those living with dementia. In 2006 Elaine was offered the opportunity to set up and manage the Orchard Centre, the first ever night and day centre, in Epsom, Surrey. Elaine has developed a unique and successful service which responds flexibly to the needs of its clients and their carers.

SARAH CELLAN-JONES
Westminster Memory Service, Central and NW London Mental Health Foundation Trust
Sarah Cellan-Jones is an occupational therapist working with the Westminster Memory Service, designing and delivering a tailored, creative intervention programme for people with dementia. Sarah has specialised in working with older adults in health care settings and the community for over five years. Sarah feels passionate about the principles of recovery and social inclusion models, and involving service users fully in their own recovery. Sarah trained as an occupational therapist later, following a lengthy career in film production. Sarah has a personal interest in the arts and has a PhD in Victorian art and architecture.

GARUTH CHALFONT
Chalfont Design
Garuth Chalfont is a landscape architect who researches, designs and promotes healthy, enjoyable and meaningful living environments for people with dementia. His research activities explore the benefits of maintaining a connection to nature for the person with dementia, staff and families, in order to contribute to evidence based design and to encourage creative innovation. This holistic approach to integrating architecture, landscape and care practice is explained in ‘Design for nature in dementia care’, a Bradford Good Practice Guide. He has designed therapeutic landscapes for over 20 years in the US and the UK.

BO CHAPMAN
Salmagundi Films
Bo has an MA in art history from Edinburgh University and studied physical theatre at The Ecole Jacques Lecoq in Paris. She has worked as an art director and stylist for music videos, commercials, photography and short films, and as a professional singer-songwriter and performer. Bo co-founded Salmagundi Films with Zoe Flynn in 2004. Salmagundi Films specialise in stop frame animation and have worked with a range of ages and organisations to produce films that raise awareness and challenge stereotypical thinking. Over the past three years they have been exploring the use of stop frame animation as a creative means of communication and innovative life story tool for people living with dementia. They call this concept Frames of Mind®.

JULIA CLARK
Physically Disabled Rehabilitation Unit
Julia is a consultant clinical neuropsychologist with wide experience of acute and long-term rehabilitation of acquired brain damage due to a variety of causes. She works in an integrated health and social care Acquired Brain Injury Service in West Dunbartonshire and has both a clinical remit and a role in public engagement. Julia is a trustee of the Scottish Huntington’s Association and a member of the Society for Endocrinology’s Public Engagement Committee.

KATIE CLARK
The Reader Organisation
Katie Clark works as Dementia and Elderly Care Manager for The Reader Organisation, the leading UK charity for reading and health. She first became involved with the charity as a volunteer while studying English at the University of Liverpool and has recently finished an MA in reading in practice. She has been working full time as a project worker for five years and manages The Reader Organisation’s projects working with older people in a range of settings.
Rob Conway has been nursing since 1979 and has held numerous clinical positions. In 2003 Rob was promoted to Matron for Emergency Care and was instrumental in redesigning the emergency admissions pathway. In 2006 Rob took on the role of Matron for Care of the Older People, Stroke and Neurosciences and it was in this role that he developed an interest in dementia care. He is currently operational lead for dementia within Taunton & Somerset NHS Foundation Trust and chair of the Dementia Steering Group at Musgrove Park Hospital. With his team of professionals, he has been working with the Health Foundation and the Institute of Health Innovation in developing a Dementia Bundle.

Kitty currently studying for an MSc in psychology at the University of East London with a view to completing a clinical psychology course. She has worked in a variety of clinical areas including working with young people with learning disabilities, and mothers and babies. She is presently working on a research project with the East London NHS Foundation Trust on adult acute psychiatric wards. Kitty has a particular interest in working with people with dementia.

A part-time dance movement psychotherapist based in Calderdale, Richard runs a Dance Movement Psychotherapy Service as part of a health and social care partnership arrangement and is a specialist in the use of movement, dance and embodied practices in work with people living with dementia and their carers. Richard has published work to his credit, was a Churchill Fellow 2010, and is on the editorial board of the Journal of Alternative and Complementary Medicine.

Jan Connett is a visual artist and community arts coordinator. She has worked variously as an engineer, teacher, community development worker and strategic commissioner of services for older people. It was in these latter two roles that she became interested in the value of creative activities for people with dementia, and particularly in their contribution to alleviation of social isolation and promotion of wellbeing.

Jo is a registered general nurse and registered mental health nurse who completed basic DCM training in 2002 and qualified as a trainer in 2007. She has worked with people with dementia in a variety of care settings for over 20 years within both NHS and independent sector organisations. Jo works as Dementia Care Practice Development Consultant and Trainer with Bradford Dementia Group at the University of Bradford. Jo has achieved a BSc (hons) in Dementia Studies and an MSc in Dementia Studies (Dementia Care Mapping) with the University of Bradford.
JILL CUNLIFFE
St Helens & Knowsley Teaching Hospitals NHS Trust
Since qualifying in 1989 Jill has worked in a range of acute hospital, intermediate care and community settings. Jill is Nurse Specialist for Older People at St Helens and Knowsley Teaching Hospitals. Jill works closely with primary and secondary care services, social services and independent sector providers in developing practice in the care of older people. Through the development of realistic and meaningful educational opportunities, Jill aims to support these services to offer high quality, appropriate care to older people regardless of time, place or care provider. Jill is undertaking an MSc in Dementia Studies at Bradford University.

LOUISE DAILY
School of Nursing and Midwifery, Trinity College Dublin
As a registered general nurse, Louise Daly’s clinical practice focused on care of the older person with a specific interest in caring for persons with dementia. On completion of a BNS, she registered and practiced as a nurse tutor while undertaking an MSc with the Royal College of Nursing. Her thesis explored ‘Nurses’ perceptions of the experience of caring for chronically confused older persons in an acute hospital setting’. Louise Daly is currently a lecturer in the School of Nursing and Midwifery in Trinity College Dublin. She recently completed her PhD using a classic grounded theory approach to elucidate the nature of living with dementia from an informal carer perspective.

VIVIENNE DAVIES-QUARRELL
Kinmel Health Care
Vivienne is a qualified mental health nurse with a wealth of experience in developing, providing and directing local services for older people and people living with dementia. In 2004 Vivienne was recognised by the Queen’s Nursing Institute and the Alzheimer’s Society for innovation and excellence in dementia care nursing, having developed the first age-specific service for younger people with dementia and their families living in Denbighshire, North Wales. She is a Florence Nightingale Scholar, holding the Edith Cavell Travel Scholarship in 2005, to explore services for younger people with dementia in Australia. She gained her Masters from the University of Wales, Bangor, conducting a study into the experiences of nursing and care staff in the delivery of care to people with dementia and holds a Diploma in Clinical Education awarded by Flinders University, Adelaide, Australia. She acts as Associate Editor to Signpost Journal of Dementia and Mental Health Care for Older People and is the pioneer of the ACE approach (Autonomy, Confidence, Education) to working with and for people living with dementia.

TANYA DENMARK
University College London
Tanya is a research associate on the Deaf with Dementia Project, which is a collaboration with DCAL, City University, University of Manchester and RAD. Tanya has recently completed her PhD which looked at how deaf children with autism use linguistic and emotional facial expressions when they communicate using BSL.

EMILY DONCASTER
Royal College of Psychiatrists’ Centre for Quality Improvement
Emily currently manages the Memory Service National Accreditation Programme (MSNAP) at the Royal College of Psychiatrists’ Centre for Quality Improvement (CQI). She has previously worked on the National Audit of Dementia at the CQI and the Liaison Psychiatry for Older People Project based at the University of Leeds.

MURNA DOWNS
Bradford Dementia Group
Murna Downs is Chair in Dementia Studies at Bradford University and Head of the Bradford Dementia Group. Her research interests focus on quality of life and quality of care for people with dementia and their families. Her current work includes: evaluation of service re-design for older people with mental health problems; developing partnership working in primary care for people with dementia; and examining awareness and dementia. She is co-editor of ‘Excellence in dementia care: Principles and practice’ due to be published by McGraw-Hill this year. She has co-authored ‘Living and dying with dementia: Dialogues about palliative care’ (Oxford University Press, 2007) and co-edited ‘The futures of old age’ (Sage Publications, 2006). Bradford Dementia Group is a national leader in education, training and research in dementia care.

PETER DUNLOP
Alzheimer’s Society Living with Dementia Programme
Peter was a hospital consultant in Macclesfield, Cheshire, until July 2009, when at the age of 56 he was diagnosed with Alzheimer’s disease. Since then he has spoken on behalf of people with young onset dementia at both a local and national level about his experiences of coping with Alzheimer’s disease.

RACHAEL DUTTON
Housing 21
Rachael Dutton is a social science researcher who has worked in university, voluntary and local government settings in the fields of usability engineering, health promotion, social care and health. As Research Manager with Housing 21 she is responsible for developing and implementing a national programme of applied research in the care and housing of older people and has a special remit in dementia. Current projects include contributing to the development and evaluating assistive technology, environmental design, consulting people with dementia, and helping guide the ‘Housing and Dementia Research Consortium’ as a member of the steering group.

PAUL EDWARDS
Bradford Dementia Group
Paul is Head of Training and Practice Development and Bradford Dementia Group. He is a qualified mental health nurse and prior to working with the group he spent many years working in the NHS developing care and services for people with dementia. He became a Dementia Care Mapping trainer in 2000 and has run many courses across the UK and internationally. He leads a team at Bradford Dementia Group whose aim is to bring about real change in care for people with dementia through effective knowledge transfer. Paul’s work was recently highlighted on the BBC programme ‘Can Gerry Robinson fix dementia?’ where he was able to support a home that was in difficulty and on the brink of closure. The home was able to transform itself into a better place for people with dementia to live and better place for staff to work as a result. Paul has a passion for the improvement of quality in dementia care and a belief that quality should not be left to chance. The improvement of quality needs robust organisational mechanisms to drive through real change. Paul’s work enables him to advise and support organisations that are serious about improving care for people with dementia. This year Paul was given a University of Bradford award for business innovation for Dementia Care Mapping, based on his work with the BBC and his work with developing the British Standards Publication PAS 800, ‘Use of DCM for improved person-centred care in a care provider organisation guide’. Paul is the co-editor of ‘DCM: Experiences into practice’ along with Dawn Brooker and is joint author of the Bradford Dementia Group good practice guide on ‘Enriched Care Planning’ with Hazel May and Dawn Brooker.
CLIVE EVERS
Alzheimer’s Society
Clive Evers is Head of Professional Liaison and a media spokesperson for the Alzheimer’s Society. He ensures the Society has a presence at key dementia conferences and has a special interest in dementia and sight loss. Clive was chairman of the CJD Support Network from 1997 to 2003 for which he was awarded an MBE.

DAREN FELGATE
Dementia Care Matters
Daren has worked in learning and development for over 20 years. In 1997 he joined the Alzheimer’s Society helping to develop their care services. Subsequently as Training Development Manager at Alzheimer’s Society he helped to commission, develop and produce a range of publications and training resources including ‘Yesterday, Today, Tomorrow’.

EMMA FERGUSON-COLEMAN
University of Manchester
Emma has worked in mental health and deafness for over 14 years; primarily as a mental health advocate working with Deaf people detained in mental health units. Emma has previously worked for the British Deaf Association, managing their counselling service and establishing community BSL courses in the northern region. Emma is now working on an innovative three-year project (funded by Alzheimer’s Society) in partnership with UCL, City University and Royal Association for Deaf people, investigating assessment tools for diagnosis, finding out personal experiences and reviewing service provision for dementia within the Deaf community. This year, Emma has started a PhD to explore the experiences of Deaf people living with dementia. Emma is a trustee for British Society for Mental Health and Deafness.

ZOE FLYNN
Salmagundi Films
Zoe Flynn has BA Hons in photography, film and video from Westminster University. She worked in the film and television industry before setting up her own production company, Eyesaw Productions, which specialised in documentaries, multi-media projects and digital video training. Zoe co-founded Salmagundi Films with Bo Chapman in 2004. Salmagundi Films specialise in stop frame animation and have worked with a range of ages and organisations to produce films that raise awareness and challenge stereotypical thinking. Over the past three years they have been exploring the use of stop frame animation as a creative means of communication and innovative life story tool for people living with dementia. They call this concept Frames of Mind®.

JENNY FOLEY
Bupa Greensborough
Jenny is a registered nurse and has worked in various positions in older people's services since 1994. Her special passion is care of older people living with dementia. Jenny is currently the General Manager of a 90 bed home in Victoria, Australia caring for 90 residents and 110 staff. Bupa Greensborough is one of five Bupa Dementia Health Hubs in Australia which is introducing Person First training to all staff and concentrating on building strong staff and family relationships.

DAVID FRANCIS
Care and Social Services Inspectorate Wales
David is Assistant Chief Inspector for Operations in Wales. In addition of overseeing all frontline services he is responsible the modernisation of the processes for inspection, registration and enforcement in Wales. He has a strong background in regulation having previously worked for NCSC, CSCl and COC. Prior to moving to Wales he worked for the Department of Health implementing the National Dementia Strategy in England. He was a pioneer in the development of the Short Observation Framework for inspection for dementia services. His interest in the support of people with dementia and their carers extends into the community having run a Music and Memories project for the past six years.

VERONICA FRANKLIN GOULD
Arts 4 Dementia
Veronica Franklin Gould, curator and biographer, is chief executive of Arts 4 Dementia (A4D). A4D’s initial projects have proved so effective at stimulating participants that A4D at The Wallace Collection, Poetry and Communication at Putney Library and Kingston educational music partnership are being continued or developed. The comprehensive A4D website has been launched and leading figures will present guidelines at the A4D Best Practice Conference at the Royal Albert Hall on 14 November.

KAREN FUGGLE
Colten Care Ltd
Karen is a nurse with 24 years experience in various acute sectors. In 1999 she joined Colten Care Ltd, and her current role is Head of Learning and Development and Human Resources Manager for Colten Care Ltd. From 2000 to 2003 she was seconded to work with Bournemouth University to assist in the development of the Clinical Facilitator Role within the Colten Care Homes. This involved delivery of lectures and small presentations to the students from Bournemouth University. She has published papers on student views of the care home placement and is the joint author of a paper dealing with the clinical facilitator role.

CHRISSAGE
Ladder to the Moon
Chris is a social entrepreneur with a background in community and engaged theatre practice. As a result of personal experience with his grandmother living in care with dementia, and through his work in residential care he has pioneered Relationship Theatre® as an effective model for workforce, culture and community development in dementia care settings. He has been the CEO of Ladder to the Moon since 2005. Chris holds a degree in theatre and performance from the University of Warwick.

JUNE GALLAGHER
Colten Care Ltd
June is a nurse manager with over 20 years experience of working with people with dementia and developing as well as commissioning new homes. She was a member of the development group behind the NICE/SCIE dementia guidelines (2006). For eight years June has been an RCN steering group member for the Independent Forum of Nurse Managers, and worked with Bristol University on the development of the MDS assessment tool for older people, training and implementing the system into the States of Jersey.

PATRICIA GALLAGHER
Bradford Dementia Group
Tricia Gallagher is a project worker on the ‘Supporting family caregivers of people with dementia from minority ethnic groups’ project, which is funded by the Health Action Zone. Tricia has worked for Bradford Dementia Group for over three years on a part-time basis. She is currently studying for a BA degree in social studies part time and her research interests include social exclusion and minority ethnic groups.

ROB GANDY
Liverpool John Moores University
Rob Gandy is a professional statistician who spent 27 years working in the NHS, including nearly 13 years at director level or equivalent. He has been a management consultant for over 14 years, during which time he obtained a PhD in business information from Liverpool John Moores University. He has recently been appointed as a Visiting Professor with the Liverpool Business School, within the University, and also leads the development of the Care Profiles Development Unit at Edge Hill University. He has a longstanding interest in end of life services.
ANNA GAUGHAN
Anna Gaughan Consulting Ltd & The Life Story Network Ltd
Anna has over twenty years experience of working in health and social care sectors. She originally qualified as a nurse and holds a degree in social policy and a Masters in health and social care leadership. She has held a number of senior posts across health and social care, latterly as Joint Director of Redesign across a primary care trust and local authority in Greater Manchester. She began to pursue independent consultancy, establishing her own company (2004) and had been commissioned to work at national, regional and local levels (including as Lead for Dignity in the NW). She works collaboratively with a range of partners and other consultancies. Anna also works as a professional coach and NLP Practitioner. She is a Visiting Fellow with Manchester Business School and is a Director of the National Life Story Network.

EMILY GERRARD
Alzheimer's Society
Emily Gerrard lives in Somerset and is a regional co-ordinator for Alzheimer's Society's Singing for the Brain® Service, supporting over 60 community based groups for people with dementia and their carers. Her previous career in the UK voluntary sector includes over 20 years working to support disabled people's organisations in Africa and Asia.

CATHERINE GIBB
Northumbria University
Catherine Gibb is a senior lecturer at Northumbria University, with a focus on dementia care research. She is programme lead for the new MSc in dementia care. She has been active in dementia research for a number of years and her areas of specialist interest are risk and resilience in dementia, and empowerment of people living with dementia. Her background is in speech and language therapy.

KATHRYN GILFOY
Westminster Arts
Kathryn Gilfoy has worked as an artist and programme manager within community arts for the last 25 years, during which she has developed a passion for work with older people including intergenerational projects. She has developed programmes for people with dementia with Studio 3 Arts, Magic Me and now through Resonate, an arts programme for older people with mental health issues including dementia, managed by Westminster Arts and supported by NHS Westminster. Kathryn is also a freelance artist for Age Exchange and Magic Me.

JANE GAUGHAN
Formerly National Dementia Strategy Programme Manager (Implementation Support)
Professor Jane Gilliard is a qualified social worker who has worked in dementia care for over 25 years. She established Dementia Voice, the Dementia Services Development Centre for the south west and was its director from 1997 to 2005. She was the Chair of the National Network of Dementia Services Development Centres and has been involved in many key national working groups in dementia care. Jane was a member of the NICE/SCIE Dementia Guideline Development Group and the Working Group which developed the National Dementia Strategy (NDS). Until her retirement in March 2011, Jane was the National Programme Manager for supporting the implementation of the NDS. Jane is a Visiting Professor at the University of the West of England, Bristol.

SAM GLAZER
Glyndebourne Education
Sam Glazer is a cellist and music workshop leader. He has led creative projects in schools, care homes, nurseries and other community settings for Spitalfields Festival, English National Opera and Glyndebourne Education and presented concerts at Wigmore Hall and the Sheldonian Theatre, Oxford. He teaches at the Royal Academy of Music, mentoring undergraduates who are studying music in the community. Sam plays and sings with the band Firefly, which has performed at Wilton’s Music Hall, King’s Place and Cambridge Folk Festival.

CLAIRE GOODMAN
University of Hertfordshire
Claire was appointed in 2005 as Professor of Health Care Research at the University of Hertfordshire. Her research work focuses on the health needs and experiences of older people living at home or in care homes. Current studies include research on nursing case management, inter-professional working for older people with complex needs, end of life care for people resident in care homes and a study on integrated working between the NHS and care homes. She is co-editor of the ‘Oxford handbook of primary care and community nursing’.

IAN GREAVES
PMS Plus Practice, Gnosall, Stafford
Ian Greaves has 25 years experience as a GP at Gnosall, Staffordshire. This is an innovative, rural PMS Plus general practice managing a budget under practice-based commissioning. He is an honorary senior lecturer at Wolverhampton University and associate professor of Kentucky University, Lexington, USA developing the physician’s assistant role for the UK health economy. Ian is also an honorary reader in primary care at Staffordshire University with special interest in ageing and mental health and an executive member of NAPC.

GWYN GROOT
Independent nurse consultant
Gwyn Groot is an independent consultant nurse in older people’s mental health. She was formerly with Hampshire Partnership NHS Foundation Trust.

JANE HAUGHTON
Glyndebourne Education
Jane sang professionally with the Royal Opera Chorus until 1996 and then went on to train as a vocal animateur in the Royal Opera House Education Department. She has run opera workshops for all the major opera companies and worked with Music for Life. She now teaches and runs choirs locally in Sussex including Raise your Voice, a vocal group in Lewes for people with dementia and their carers.

RICHARD HAWKINS
Journal of Dementia Care & Caring Times
Richard Hawkins is the Editor-in-Chief of Caring Times and the Journal of Dementia Care. He is co-founder of Hawkier Publications, a publishing company with interests in the medical, nursing and social care sectors. Hawkier Publications also publishes books and directories, hosts a care portal www.careinfo.org and organises a range of care conferences.
KAREN HAYES
Poet, librettist and artist
Karen Hayes works in the field of poetry and cross-arts collaboration with people with dementia. With long-term collaborative partner Richard Aylin she has created a short performance film, ‘The edges of everywhere’. She has published two anthologies of poetry in the field, ‘Only just orchid’ and ‘The edges of everywhere’ with a third due celebrating Try To Remember, a two-year residency in rural Gloucestershire. During 2009 she was commissioned to develop a creative archive of poetry, ‘Not lost but hiding’, on behalf of a group of people institutionalised since the 1930s. She is currently working with women at risk of dementia within the Chinese community and as a librettist with Welsh National Opera creating a devised opera film Horizons. During 2012 she will be creative consultant for dementia-focused theatre company Collective Encounters in Liverpool and writer in residence with the Sensory Trust in Cornwall.

HAZEL HEATH
Independent nurse consultant
Hazel Heath is an independent nurse consultant for older people, and an honorary senior research fellow with City University London and consultant editor to the Journal of Dementia Care. Her doctoral research explored the outcomes of the work of registered nurses and care assistants with older people living in care homes. Her current work focuses on frailty in older people, preventing neglect in formal care settings, the impact on care home practitioners of the Mental Capacity Act, and issues of sexuality, sex and intimate relationships in care homes. Hazel’s published textbooks include ‘Nursing theory and practice’, ‘Nursing in care homes’, ‘Older people’s assessment for health and social care’, and ‘Older people’s mental health’.

JULIE HEATHCOTE
Freelance trainer
Julie Heathcote is an independent trainer in reminiscence work and author of ‘Memories are made of this: Reminiscence activities for person-centred care’ published by the Alzheimer’s Society. She has extensive experience of training in the care sector and working with people with dementia and their families. She has also worked on many projects which involve using memory prompts to aid recall.

EMMA HEWAT
Dementia UK
Emma worked in a variety of project coordination roles before joining Dementia UK in 2004. In her current role as Dementia Pioneer she is responsible for developing new relationships and building partnerships with interested organisations in order to improve the lives of people with dementia and their families. Emma is project lead for Music for Life and development lead for accredited learning.

PENNY HIBBERD
DSDC South East, Canterbury Christ Church University
Penny trained as a general and mental health nurse in the 1970s, and after registration she gained experience in general nursing, acute mental health nursing and district nursing. Since 2003 she has been a lecturer/practitioner at Canterbury Christ Church University. She became Director of the Dementia Services Development Centre South East (DSDCse) in January 2010. In the past eighteen months she has developed the support and development of dementia care services alongside leading dementia care programmes at the university. Her research interest is a family-centred approach to working with families who care for a person with dementia.

AGNES HIGGINS
Trinity College Dublin
Agnes Higgins is an associate professor in mental health nursing at the School of Nursing and Midwifery, Trinity College Dublin, Ireland. Agnes has worked in the area of mental health, palliative care and general nursing. One of her research interests is in the area of sexualities and sexual health. She has completed and published a number of research studies in this area.

TRACEY HILLIER
Bupa Care Services
Tracey Hillier is a RGN and RMN with an MA in mental health studies and 25 years experience caring for older people with dementia and mental health needs. Working as a senior nurse in a specialist mental health trust, Tracey has a wide experience in clinical audit and practice development.

SOPHIE HODGE
Royal College of Psychiatrists’ Centre for Quality Improvement
Sophie is currently a project worker for the Memory Services National Accreditation Programme at the Royal College of Psychiatrists’ Centre for Quality Improvement. She studied for a BA in experimental psychology at Oxford University.

BARBARA HODKINSON
The Butterfly Scheme
Barbara Hodkinson taught for 15 years in secondary schools, holding positions of academic and pastoral responsibility. Seven years ago, she created the Butterfly Scheme as a result of hospital experiences with her mother, who had vascular dementia. Barbara used her educational experience to analyse and effectively turn around patterns of behaviour which impacted negatively on patients and staff alike.

BEVERLEY HOFF
Cambridgeshire County Council
Beverley Hoff is a museum professional with a wide range of experience, including collections care and management, exhibitions, events and fundraising.

KAREN HOLDEN
Taunton & Somerset NHS Foundation Trust
Karen Holden attained an occupational therapy degree from Oxford Brookes University in 1993. She then moved to the USA to work, specialising in the care of older people including working within dedicated care homes for people with dementia and rehabilitation units for people post stroke. On return to the UK, she joined Taunton & Somerset NHS Trust as the Stroke Specialist Occupational Therapist. In 2005, Karen successfully completed a Masters in occupational therapy. Currently, Karen is the team leader for the occupational therapy medical service, with extended roles including the innovation project for dementia care in acute hospitals.

MARIE HONEY
St Helens & Knowsley Teaching Hospitals NHS Trust
Marie has worked in services for older people throughout her nursing career. Marie has extensive experience of working with older people in both acute and community settings and was appointed as Nurse Consultant for Older People at St Helens and Knowsley Teaching Hospitals in 2002. She is an honorary lecturer at Liverpool John Moores University. Marie has served on the National Dementia Strategy external reference group. She is co editor of the ‘Oxford handbook of nursing older people’. 
Speakers’ biographies H-J

DAVID HOWELLS
Cardiff & Vale University Health Board
David Howells is a psychiatrist in Mental Health Services for Older People, Cardiff. He is professionally involved with people living with dementia in the community, as well as on inpatient wards. Dr Howells is has been involved in care home training projects in Cardiff and across Wales and frequently lectures on dementia-related issues to psychiatric trainees and general practitioners.

JEREMY HUGHES
Alzheimer’s Society
Jeremy is the Chief Executive of the Alzheimer’s Society. He spent the past six years as Chief Executive of Breakthrough Breast Cancer. Prior to that, he worked for the International Federation of Red Cross and Red Crescent Societies, the British Red Cross and disability care charity Leonard Cheshire. He is also Chair of National Voices, the umbrella body for English health and social care charities.

ROSEMARY HURTLEY
360 Forward Ltd
Rosemary’s contribution to the dementia care field has spanned the last 25 years, especially in developing the occupational activities field, rehabilitation and quality of life for older adults in care homes. She is co-author of ‘The successful activity co-ordinator’, and ‘Provision of activities in a care setting’, ‘Find the right care home’ (Age UK), ‘Insight into dementia’ and ‘What do you see?’ dignity training. Rosemary developed the Dignity Challenge for the Department Of Health, is a member of the National Coalition For Active Ageing, Better Quality Care, and on the Advisory Group of Age UK’s My Home Life. She is an Eden Associate, founder of the multidisciplinary group (PCOP) and qualified Validation Worker for people with dementia. She has an MSc in social gerontology and is the co-developer and implementer of the 360 Standard Framework.

STEVE ILLIFFE
University College London
Steve Iliffe is an academic general practitioner who has worked in a large socially diverse inner-city group practice in north west London for 30 years. The first Professor of Primary Care for Older People in the UK, he is also a Practice-Based Commissioner in Brent PCT. He is Chief Investigator of the EVIDEM programme, a five-year multicentre package of projects, funded by the National Institute of Health Research, focusing on evidence-based interventions along the trajectory of dementia syndrome. He is also a member of the Department of Health working group on commissioning dementia services.

IAN JAMES
Northumberland, Tyne & Wear NHS Trust
Ian James is Head of Newcastle Challenging Behaviour Team, and is a clinical psychologist at the Centre for the Health of the Elderly, Newcastle upon Tyne. He has been working with older people for 17 years. Ian has a special interest in challenging behaviour and dementia, and has written four books on the topic and published numerous articles.

TREVOR JARVIS
Alzheimer’s Society, Living with Dementia Network Member
My name is Trevor Jarvis and I suffer from vascular dementia. I am 67 years old. I have been happily married for 41 years and have two grown up sons and three wonderful grandchildren who are without question all the ‘apple of my eye’. I was diagnosed in 2001 following a severe stroke. Coming to accept what the future will now be for me has not been easy for us all and it’s a case of ‘each day as it comes’ but also trying to hang on to what I have always valued in my life. I keep myself busy as possible which gives me a bigger determination to hold onto things I love for as long as I can. Alzheimer’s is a dreadful condition and like cancer has become an illness that touches most of our lives. It is also without doubt the biggest fear for the older generation. That I find myself involved with the Alzheimer’s Society is rewarding because I hope it is helping others with the same problem and that can only be good for all we are there for each other. All for one and one for all.

ANN JOHNSON
Alzheimer’s Society, Living with Dementia Network Member
Ann Johnson is a trained nurse and was a lecturer in nursing at the University of Manchester until her retirement in August 2005. She was diagnosed with Alzheimer’s disease at the age of 52 in October 2005. She is now 58. She speaks throughout the country of her experiences of living with Alzheimer’s and associated subjects. She also speaks to the media and organisations at local, national and regional levels. She now lives in a care home and shares in, and experiences, the day-to-day life of the care home.

DAVID JOLLEY
PSSRU Manchester University
David Jolley is a consultant psychiatrist and honorary reader with the PSSRU Manchester University. He is also an honorary consultant at Willow Wood Hospice and Gnossall Medical Centre. He publishes and presents on a wide range of topics in old age. His current main interests include providing services within primary care, holistic care support throughout the course of dementia and other mental disorders, including terminal care. David Jolley is a patron of Dementia UK.

LESLEY JONES
Greater Manchester West MH Foundation Trust
Lesley has been a mental health nurse for over 23 years and worked in a number of roles, from staff nurse, sister, practice development nurse and clinical leader. For the last four years she has worked as an advanced practitioner in dementia care. This position is involves working within inpatient dementia care, supporting individuals whose dementia is in the moderate to severe stages and their families. Lesley’s professional areas of interest include exploring challenging behaviour in dementia, pain, palliative and end of life care, physical complexity in dementia, life story work and supporting relatives.

SHARON JONES
Bradford Dementia Group
Sharon is an occupational therapist who has worked for the NHS for 29 years and in the private sector for three and a half years. Sharon is an approved Dementia Care Mapping (DCM) trainer, and has used DCM extensively within her own practice in order to improve the lived experience of dementia. Sharon joined Bradford Dementia group in October 2009 as a practice development and consultant trainer. Since joining BDG, Sharon has worked with organisations to assist them in developing and improving services for people with dementia, through delivering bespoke training courses, DCM training and mentoring, and working alongside care staff to develop person-centred care practice.

KARAN JUTLLA
University of Worcester, Association of Dementia Studies
Karan graduated from the University of Salford in 2006. As part of her undergraduate study, she worked as a voluntary researcher with Dementiapolis West Midlands (now Dementia UK) researching Asian carers of people with dementia in Wolverhampton. Karan recently completed her PhD researching Sikh carers in Wolverhampton at the Research Institute for Life Course Studies at Keele University. Her doctoral study highlighted how migration experiences and personal histories influence experiences of care among Sikh carers in Wolverhampton caring for an older person with dementia. She now works as a lecturer in dementia studies at the Association for Dementia Studies, University of Worcester.

Liverpool, 1-3 November, 2011
POlLY KAISER
National Lifestory Network
Polly Kaiser has always worked to promote person-centred approaches including life story work. She was the National lead for Mental Health in Later Life for the Mental Health Equalities Programme within the National Mental Health Development Unit (NMHDU) at the Department of Health promoting age equality (2009-2011) where she edited the Let’s Respect for care home tool kit with a team of national experts. She is employed part time in Pennine Care NHS Foundation Trust as a consultant clinical psychologist. She sits on the national faculty of PSIGE, the special interest group for clinical psychologists working with older people.

MARtINA KANE
Alzheimer’s Society
Since joining the Alzheimer’s Society in January 2011, Martina has worked on a report on dementia and end of life due to be published next year. In addition she has worked to inform the Society’s position on the Health and Social Care bill. She also supports the volunteer group who provide information and support on appealing NHS Continuing Care decisions. Prior to joining the Society, Martina spent four years at Rethink, first in the publications team, then as policy officer. Martina is also a psychodynamic counsellor and has worked at City University and with a community service in south east London.

JOHN Keady
University of Manchester
John Keady previously worked as a community psychiatric nurse in a community dementia team in North West Wales before moving into teaching and research at the University of Wales, Bangor in July 1993. He has maintained an active interest in dementia care and is now Professor of Older People’s Mental Health Nursing at the University of Manchester. John is founding and co-editor of ‘Dementia: The international journal of social research and practice’ and co-edited (with Charlotte Clarke and Trevor Adams) the Open University Press book ‘Community mental health nursing and dementia care: Practice perspectives’.

ANDREW KETTERINGHAM
Alzheimer’s Society
Andrew Ketteringham has been the Director of External Affairs for Alzheimer’s Society for four years. Previously, he was director of corporate affairs at the General Medical Council, prior to which he worked at the Broadcasting Standards Commission and at the TSB Group. Andrew was chair of a group of housing associations for 20 years until 2008 and was a councillor in his home town of Chesham, Buckinghamshire for 17 years. His current role has required him to raise the profile of dementia and now seeks also to improve understanding of the condition within the public at large.

JOHN KILlICK
Dementia Positive
John’s background is in teaching and writing. He began writing work with people with dementia in 1992, and since then has also worked to promote communication through the arts generally. Previous work has explored communication with people with very advanced dementia. John has presented, written and broadcasted widely on these subjects. He is currently Writer in Residence for Alzheimer Scotland and his latest publication ‘Creativity and communication in persons with dementia’ is co-authored with Claire Craig and published by Jessica Kingsley.

JACKIE KINDELL
Pennine Care NHS Foundation Trust
Jackie is a specialist speech and language therapist and works for Pennine Care NHS Foundation Trust and the University of Manchester. She has been funded by the Dunhill Medical Trust to undertake a research project examining therapy and support to people with semantic dementia and their families.

SALLY KNOCKER
NAPA
Sally works part-time for NAPA, the National Association for Providers of Activities for Older People as Communications Director. Sally is also a freelance dementia specialist consultant and trainer. She is the author of ‘The Alzheimer’s Society book of activities’ (2002) as well as Age Concern England’s ‘The whole of me’ (2006).

PIA KONTOS
Toronto Rehabilitation Institute
Pia Kontos is a research scientist at Toronto Rehabilitation Institute, and assistant professor at the Dalhia Lana School of Public Health, University of Toronto. Her current research focuses on bridging her notion of embodied selfhood with clinical practice in dementia care. To achieve this, she utilises research-based theatre, improvisational drama and film as innovative pedagogical strategies for knowledge translation. She has presented and published across multiple disciplines.

ANGELA KYDD
University of the West of Scotland
Angela Kydd is a senior lecturer in gerontology within the School of Health, Nursing and Midwifery at the University of the West of Scotland. She is a qualified general and mental health nurse and has worked with older people in both acute and long-term care settings. She worked in a clinical capacity for ten years after qualifying and then moved into higher education in 1995. She set up degree modules and workshops in gerontology for post-registered nurses. In 1998 she started a Gerontology Interest Group for all staff in clinical, academic and research settings. The group meets regularly three times a year and has grown in numbers to include older people. In 2000 she took on the role as programme leader for the BSc Specialist in Gerontological Nursing programme.

JEnNY LA FONTAINE
University of Worcester
Jenny La Fontaine qualified as a mental health nurse in 1982. Since that time she has specialised in working with people with dementia and their families, in a variety of roles, including as a consultant nurse. More recently Jenny has been involved in research exploring the impact of dementia on intergenerational relationships. Jenny’s areas of particular interest include working therapeutically with families including the person living with dementia, early intervention and practice development with staff who work with people living with dementia.

JAMES LEE
Central and North West London NHS Foundation Trust
James is an exercise therapist with a background in Personal Training. James has experience of implementing exercise with older adults with dementia and is part of the EVIDEM-E project to determine if regular safe exercise can help both the individual with dementia and their carer. James is currently a biological science undergraduate researching the validity of blood pressure and heart-rate as valid biomarkers to determine fitness in older adults with dementia.

DAN LINGARD
Dan Lingard is Chief Executive of Melton Health Care Limited, which owns the Birch Abbey Care Centre in Southport. He is a former software executive working with IBM and the BBC. After 20 years in international commerce Dan set up Melton Health Care to lead the development of his vision for a new generation of ‘consumer’ focused care services for people with dementia. Dan is the inventor of the intelligent care system MyAmege, and says dementia is much misunderstood.
RACHAEL LITHERLAND
Innovations in Dementia CIC
Rachael Litherland has worked with older people and people with dementia for the past ten years. With a background in psychology and advocacy, she developed and managed the national Living with Dementia programme for the Alzheimer’s Society between 2000 and 2006. This included providing leadership on issues relating to the involvement and support of people with dementia and supporting people with dementia in service and information development, campaigning and self advocacy. Rachael now works through the community interest company, Innovations in Dementia.

JAN LITTLE
Brunelcare
Jan Little worked within the NHS for 15 years. She then moved into the not-for-profit sector and has worked for Brunelcare for over eight years firstly as a home manager and then as the Head of Clinical Excellence. She oversees all clinical areas of the business from care homes, very sheltered housing and community services. She has recently completed her MBA with the Open University.

TANYA LITTLE
Bradford Dementia Group
Tanya qualified as a registered nurse in 1991, and has worked since then in a variety of roles supporting vulnerable adults within the health and social care sectors in the Kent area. Tanya has worked as an independent consultant trainer focusing on developing and delivering dementia training to the independent sector, NHS and social services care workers. She has also spent time recently as a training consultant for Kent & Medway Safeguarding Vulnerable Adults Committee. Tanya joined Bradford Dementia Group as a practice development consultant and trainer at the end of January 2011. Since then she has delivered DCM training in the UK and Italy.

GILL LIVINGSTON
University College London
Gill Livingston has been working as an old age psychiatrist for over 20 years and is a professor in psychiatry of older people Department of Mental Health Science, University College London and honorary consultant psychiatrist Camden & Islington NHS Foundation Trust. Gill sees patients in a memory clinic and also in a community mental health team. Her major research interest is clinical research in dementia – from epidemiology to pragmatic randomised controlled trials; from diagnosis to end of life. Her unit has just finished recruitment of 258 family carers of people with dementia for a randomised trial of coping strategies (START study) and is following them up. In addition, she is a principal investigator (PI) and dementia expert as part of a study to improve multidisciplinary teams for chronic illness (with other PIs, for example for heart failure), and is leading an evaluation of a study to improve end of life care for dementia in care homes. Recently her centre was one used for the HTA SADD trial of antidepressants in dementia and the CHOICE study centred on making it easier for relatives to make choices in difficult areas when the person with dementia had lost capacity. In addition, within the trust she directs a Clinical Trials Unit – its current trials are of disease modifying drugs in Alzheimer’s, including vaccines.

BUZ LOVEDAY
Dementia Trainers
Buz Loveday is the lead trainer of Dementia Trainers, a small team of specialist trainers. She has been a full-time dementia trainer since 1991, and currently provides dementia training for a number of London boroughs, as well as a large number of private and voluntary sector organisations. Buz and her team run a number of accredited training courses through their approved Open College Network learning centre, including the Dementia Care Trainers’ Programme and the Dementia Care Leadership Programme. Buz is co-author, with Tom Kitwood, of the training manual ‘Improving dementia care: A resource for training and professional development’ published by the Journal of Dementia Care. More recently, she co-wrote the new Alzheimer’s Society training pack ‘Tomorrow is another day’ and the award-winning SCIE e-learning resource ‘The Open Dementia Programme’. Buz also contributes on a regular basis to the SCIE Dementia Gateway website. Buz is a qualified Dementia Care Mapping evaluator, NVQ assessor and person-centred counsellor.

DAVID LOWERY
Central and North West London NHS Foundation Trust
With a background in psychology, David has worked on research projects exploring a number of areas including the use of antipsychotic drugs within care homes, delirium after orthopaedic surgery, and patient’s perspectives of nursing services within the community. David is currently managing a National Institute for Health Research funded programme of applied research that aims to improve community based care for people with dementia (EVIDEM). He is also involved in several streams of work including the application of exercise as a therapy for symptoms of dementia, improving access to research for people with dementia, and acute hospital care for older people.

CARLA MADRILEJO
Alzheimer’s Society
Carla is currently the Assistive Technology Project Executive in Alzheimer’s Society, working with London South Bank University to build knowledge and source appropriate assistive technology for people living with dementia and their carers. She has a nursing, business and marketing background. She has previously worked with a charity for older people in Bath assisting with their strategic change.

EMILY MALET
Bradford Dementia Group
Emily’s background is in mental health nursing. For the majority of her clinical career she worked in acute hospital liaison. Her role at Bradford Dementia Group involves training on their practice development projects and teaching on their distance learning BSc in dementia studies. She is currently working on research which explores the experiences of peer facilitators of learning in dementia care.

JILL MANTHORPE
King’s College London
Jill Manthorpe is Professor of Social Work and Director of the Social Care Workforce Research Unit at King’s College London. This unit receives core funding from the government Department of Health, other government departments and the third/not-for-profit sector. Recent publications include ‘Nothing ventured, nothing gained’ for the Department of Heath. Her current research include studies of adult safeguarding and people with dementia, social work education, individual/personal budgets, dementia care in practice, workforce regulation, carers’ workers, and law in social work for adults. Jill is also Associate Director of the NIHR School for Social Care Research, a new body funding and conducting research to improve social care practice in England.
CLAIRE MARSHALL

Welsh National Opera

Claire Marshall is a consultant and project manager within the arts and education sectors. Working for over 14 years she has supported development and transformations in schools and communities across the Midlands and internationally. For Welsh National Opera she is currently leading on the Horizons project, working with adults with dementia, children with complex and multiple disabilities and the staff and families around them.

MARY MARSHALL

University of Stirling

Professor Mary Marshall has worked with older people for over 35 years: as a social worker, lecturer, researcher and voluntary organisation manager. For many years, she was the Director of the Dementia Services Development Centre at the University of Stirling and is now emeritus professor there. She was previously Director of Age Concern Scotland. She has written and edited several books about working with older people and about dementia care. She was a member of the Royal Commission on long term care for the elderly and the NHS Modernisation Board for Scotland.

MAIZIE MEARS-OWEN

Care UK

Maizie Mears-Owen has been working within health and social care, particularly with people living with a dementia, older people, learning disabilities and unpaid carers for nearly 20 years. Maizie is currently a Service Design Manager for Care UK with specific focus in the field of dementia care.

JACQUI MORRIS

Avante Partnerships

Jacqui began her career in social care running a day centre for the elderly and progressed to board level management positions in the private residential and nursing care sectors. Jacqui joined Avante in 1996 and has held several senior management positions in the organisation. Appointed to General Manager for the London Care Homes in 2003, she then became Director of Practice Development in 2010.

KAREN MORRISON

Care UK

Karen Morrison has been working in the health and social care sector for the past 20 years. She is currently Head of Service Design within the Residential Care Division of Care UK. Karen specialises in the development of innovative and creative methods to improve the delivery of quality care and the optimisation of business performance. She has a particular interest in the care of older people with dementia and is leading on the development of Care UK’s dementia care strategy.

JOAN PALMER

Care Quality Commission (CQC)

Joan is a Change Manager with the Care Quality Commission (CQC), the independent regulator of health and social care. She is leading the roll out of CQC’s Short Observational Framework for Inspection (SOFI 2). Developed in conjunction with the University of Bradford, this framework supports inspectors to ensure that people with dementia remain at the centre of the inspection process. Joan’s particular interest in the care of people with dementia began when working in a NHS acute trust, continued in social care settings and now includes personal experience as a family carer.

MARIA PARSONS

ARTZ UK and Eminence Grise

Maria’s work in dementia care draws on her experience in social work practice and academia, and leadership of Dementia Services Development centres in Oxford and London. She continues to work with local councils, health trusts, voluntary organisations and the commercial sector on care policy, strategy, service planning and improving the quality of dementia care through art, design and technology. She is currently helping to develop www.wisdem.org, a global resource for people with dementia, families, professionals and care staff. She is director of ARTZ UK that promotes creative arts as a medium for living well with dementia, and is a consultant in dementia care with Eminence Grise. Maria is a member of the editorial advisory group of the Journal of Dementia Care.

LUCY PAYNE

Lucy is a professional cellist. She trained at the Royal Northern College of Music, Manchester and Eastman School of Music, USA, and moved to London in 2005. Lucy currently freelances, playing with Chamber Orchestras such as Britten Sinfonia and Northern Sinfonia. Alongside performing, Lucy has always been passionate about the therapeutic benefits of music. Lucy has worked at the Royal School for the Deaf and Communication Disorders, Manchester and as a lead artist for Jessie’s fund, a charity who works in children’s hospices and special schools. Lucy has worked with Music For Life since 2007.

JILL PENDELETON

Mersey care NHS Trust

Jill Pendleton trained as an occupational therapist and now has 20 years experience of working with people with dementia. Jill works for Mersey Care NHS Trust and has worked in various care settings throughout her career. Her current clinical work is running post-diagnostic support groups for people with dementia and their supporters. After studying for an MSc in dementia, Jill obtained a lecturer practitioner post in conjunction with Manchester University and now teaches on the MSc in dementia programme and recently took up an advanced practitioner post in dementia.

LYNNE PHAIR

NHS Sussex & Independent Advisor

Lynne Phair has worked with older people for most of her career. She has worked in the NHS in community services for older people with mental health problems, working as a community mental health nurse and team leader and in the long-term care of older people in the voluntary sector. She has written in journals and publications on issues including the care of people with dementia, quality of life and supporting carers. She was the creator of the award winning Age Care award scheme, and is on the Journal of Dementia Care editorial advisory board. The focus of her work is now in safeguarding adults with a special interest in neglect in formal care settings.
Speakers’ biographies P-S

ANNIE POLLOCK
Dementia Services Development Centre, University of Stirling
Annie, architect and landscape architect, is Director of Landscape Design at the Dementia Services Development Centre, University of Stirling. Annie has lectured widely and authored the DSDC publication ‘Designing gardens for people with dementia’. She is currently co-editing with emeritus Professor Mary Marshall, a book on designing outdoor spaces for people with dementia, to be published early in 2012. Annie Pollock is principal of the Edinburgh-based landscape architecture practice ‘Arterre’, specialising in design for older people, particularly people with dementia.

JACKIE POOL
Jackie Pool Associates
Jackie Pool is an occupational therapist specialising in dementia care. She is the founder of JPA (Jackie Pool Associates), one of the UK’s leading specialists in care services, with particular expertise in dementia. Jackie is recognised as one of the UK leaders in pioneering systems that are helping to make major differences to the quality of life for those with dementia and their carers. The JPA team is devoted to providing consultancy and training for those who are committed to developing these special skills. JPA was commissioned by Skills for Care to write the new OCF Dementia Units and Jackie has published widely on the care of older people with dementia, and is the author of the PAL Instrument and of the ‘Alzheimer’s Society guide to dementia care environments’. She is a regular speaker at national and international conferences on the subject of dementia care.

HARRIET POWELL
Nordoff-Robbins Music Therapy UK
Harriet Powell is a music therapist for Nordoff-Robbins Music Therapy UK. She has set up and published evaluations of music therapy services for older people, especially those with dementia, in two London boroughs. She has 25 years previous experience as musician and director of community arts projects, specialising in work with older people.

PETER PRIEDNIEKS
Dementia Care Matters
Peter has had a varied work life, beginning as a science teacher in Nottingham. He then moved to become an RAF officer with responsibility for training and development. This was followed by being a training and development manager in industry for 13 years. He joined Dementia Care Matters in 2000 initially as the development manager/consultant of the team. He specialises in linking leadership and change management with implementing person-centred care. To achieve this he draws on his experience as a Master Practitioner in NLP (Neuro-Linguistic Programming) which explores how people form their identity and view of the world.

CHRIS QUINCE
Alzheimer’s Society
Chris joined Alzheimer’s Society in 2009 and has over five years experience in health and social care charities. Chris is responsible for policy development and advice on areas such as the NHS, care of people with dementia in their own homes, regulation and housing. He wrote the Society’s ‘Support. Stay. Save’ report on care and support of people with dementia in their own homes and the All-Party Parliamentary Group on Dementia report ‘A misspent opportunity?’. He also leads for the Society on The Right Prescriptive, the Dementia Action Alliance’s call to action on inappropriate use of antipsychotic drugs.

ANGELA RIPPON OBE
Alzheimer’s Society ambassador
Broadcaster and journalist, Angela Rippon has spoken of her experiences caring for her mother Edna who was diagnosed with dementia in 2004. Angela was a BBC newsreader for five years and has worked in news and current affairs for over 40 years. She has been awarded the OBE for her services to broadcasting, charity and the arts.

RACHEL ROGERS
Merseyside Dance Initiative (MDI)
Rachel leads on the Dance and Health programme at MDI, the regional dance agency for Merseyside. MDI works with dance artists to deliver extensive community, educational and professional dance provision in the region. MDI also produces ‘LEAP’ an annual contemporary dance festival. Rachel is responsible for the practical and creative development of the dance and health programme including programming, commissioning, partnerships and fundraising. Rachel’s background is in performance and theatre. She is also a freelance writer, performer and arts consultant.

SREEPARNA ROY
Friends of the Elderly
Sreeparna Roy is a British Asian outreach worker who was born and raised in Eastern India. She studied at the University of Delhi and holds a MPhil degree. She has lived in the UK for the past seven years and joined Friends of the Elderly in April 2010. She speaks fluent Hindi, Urdu, Bengali and German. She engages with the Asian community of Woking to raise awareness of dementia and is involved in local research to understand the specific cultural constraints experienced by BME communities.

KAREN RUDMAN
Royal Berkshire Hospital
Karen Rudman joined the Elderly Care Unit team at the Royal Berkshire Hospital two years ago, when she took up the post of practice educator. Her background includes ICU nursing and the Critical Care Outreach Team. Karen has taken up the challenge of improving care for patients with dementia by being an active member of the Dementia Steering Group. She has been fundamental in raising dementia awareness across the trust and works closely with all of the multidisciplinary team.

KRITIKA SAMSII
King’s College London
Kritika Samsi has a background in psychology and gerontology and has worked across a number of research projects in dementia, including minority ethnic issues, quality of life and end of life care, interviewing people with dementia and carers, practitioners and staff involved in providing support. Her PhD explored change in quality of life in dementia and how services could be developed to maintain quality of life. She is committed to mixed methods research, driven by the demand of the research question, and lectures at the Institute of Psychiatry MSc courses on qualitative research modules.

NADA SAVITCH
Innovations in Dementia CIC
Nada is a director of the community interest company Innovations in Dementia, a national organisation that tests opportunities that enable people with dementia to live life to the fullest, promoting a more positive view of dementia. Nada leads Innovations in Dementia’s work around technology, computers, websites and accessibility. Her book, ‘We can do IT too’, is based on a successful project that introduced computer and internet technology to Dementia Voice-Housing21 day care centres and her work with the computer club at the Hounslow Alzheimer’s Society. She is also working with Trent Dementia Services Development Centre and the Disabled Living Foundation to redesign the ADementia website to make it easier to use by people with dementia.

EMMA SCHOFIELD
Mersey Care NHS Trust
Emma Schofield is a team coordinator of an Older Peoples Mental Health Team in Mersey Care NHS Trust. She is a graduate of Liverpool University where she obtained her occupational therapy BSc Hons degree and following this completed an MSc in dementia care at Manchester University. Emma has a particular interest in working with people with dementia and has been involved in running the post-diagnostic group for the last three years.

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Liverpool, 1-3 November, 2011
Pam has spent the last 25 years developing reminiscence arts work, especially original reminiscence theatre productions. She founded Age Exchange Theatre, created the first Reminiscence Centre in London and supported the development of similar centres in the UK and other European countries. In 1993, Pam set up the European Reminiscence Network, co-ordinating international conferences, festivals and collaborative action research projects.

The Scottish Dementia Working Group (SDWG) is a campaigning and awareness-raising group formed in 2002 by people with dementia who wanted to speak out for themselves. It is the independent voice of people with dementia within Alzheimer Scotland. Membership is open to anyone with a diagnosis of dementia. The aims of the SDWG are to increase awareness, challenge stigma, improve services and influence policy.

Anna spent most of her clinical career as an RMN in older people’s mental health in Liverpool. She completed a BSc in 1995 at Liverpool University and an MSc in health and social care management at Oxford Brookes University in 2010. She moved to Buckinghamshire in 2002, and helped to implement Assertive Outreach and Prison Inreach Services until moving into operational management. In 2006 she established one of the first primary care mental health services. In 2009 she took up the post of Operational Director for Joint Mental Health Services in Milton Keynes working across the health and social care economy to develop a vision of integrated dementia care as part of an overall transformation programme to develop services based on need, not age.

David has developed a reputation as a challenging and motivational speaker in the UK, USA and Canada and as a leading dementia care consultant. After 15 years in health and social services in specialist dementia care posts, he founded Dementia Care Matters in 1995. Dementia Care Matters’ beliefs and approach as a team are outlined in five publications which David authored entitled the ‘Feelings Matter Most’ series, published by Alzheimer’s Society. His sixth publication ‘Achieving: Real outcomes in dementia care homes’ was launched in April of this year. He has an appointment as a visiting senior fellow in the Division of Health and Social Care, University of Surrey and holds the honorary degree award of Doctor of the University (DUniv). In 2009 David worked as a Dementia Care Consultant to the BBC for the programme ‘Can Gerry Robinson Fix Dementia Care Homes’. David is supported by an expert team of leading edge dementia care consultants providing consultancy, training, research and service development.

Barchester Healthcare
Mark qualified as a registered nurse in 1994 and worked across a range of hospital and community based directorates before joining a Joint Registration and Inspection Unit as a nursing advisor. He then worked for the National Care Standards Commission (NCSC) and then the Commission for Social Care and Inspection (CSCI). Prior to the creation of the Care Quality Commission (CQC), he took up a position with Barchester Healthcare managing The Orchard House, a nursing home on the Isle of Wight. In May of 2010 he left this role to join Barchester Healthcare’s internal regulatory team and work as part of that team driving up the standards of care within Barchester’s services, via a process of audit, education, policy development, support and advice.

Paul is head of mental health and dementia care for the new care home group HC-ONE, and a consultant for Caring Homes. Paul is a qualified psychiatric nurse, psychotherapist and group psychotherapist and has worked in the caring profession in both NHS and private sectors for 27 years. He has managed specialist nursing homes and provided support and senior management for some of the largest UK providers including European Care Group. Paul has been a visiting research fellow at Green Templeton College Oxford for the past two years.

Susannah Spencer has been working in adult social care for over 17 years. Her main areas of interest and expertise lie in learning and development, dementia and community support services. She now works with the University of Bradford, Bradford Dementia Group, leading on the project Dementia Care Mapping in Supported Living.

Joanna Stevens is an art psychotherapist, artist and organisational consultant working in Sussex. She is committed to developing strong links between the health and cultural sectors and increasing opportunities for people with memory problems and their carers to engage with the arts.

Dr Graham Stokes is Divisional Director of Dementia Care at Bupa Care Services. He is an honorary research fellow in the Faculty of Medical and Human Sciences, University of Manchester; honorary tutor in the School of Psychology and honorary lecturer in the Institute of Applied Social Studies at the University of Birmingham; and honorary lecturer in the Faculty of Health and Sciences, Staffordshire University. He is a specialist in the understanding and resolution of behaviour that challenges in dementia and has been instrumental in the development of person-centred approaches to care. He has written books, book chapters and papers on dementia and person-centred care.

Rayne started the company 15 years ago to provide services to long-term care facilities, with a special focus on preserving and improving the quality of life of older persons with dementia. Rayne grew up in an ‘old age home’ with his mother as the matron of the home, and has made it his business to transform care for older people.

Claire has worked at the Bradford Dementia Group for over 13 years. Her role involves leading on the academic distance learning courses in dementia studies. Claire undertakes research including the use of Dementia Care Mapping in people’s own homes and developing observational tools for use in different settings. She has worked alongside CQC in developing SOFI 2 for use in their inspections and is also leading on a partnership project with Bupa Care Services to develop bespoke training on dementia for their workforce.
LESLEY TART
Bupa Care Homes
Lesley is a registered nurse and midwife. She has 36 years experience, 14 of which were in the NHS and the remainder in care homes as a home manager and a regional manager. She currently manages a 40 bedded nursing home. She has had a vast amount of experience in the management of people living with dementia and the Person First approach of Bupa. The University of Bradford's Person First Coach training enabled her to combine her passion for teaching and person-centred care. This training has enabled her to empower her workforce and create an environment of safety, comfort, support, attachment and identity. She is currently undertaking a BSc in dementia care.

WENDY THOMAS
Freelance
Wendy has worked in the field of dance and health for over 12 years. Originally trained at the London School of Contemporary Dance she went on to perform with the Rosemary Butcher Dance Company. She has worked in many different settings including hospitals, community centres and schools with the philosophy that dance enhances wellbeing and that it is the person moving and their enjoyment and possibilities for connection and relationship that are paramount. She has studied with experts in their field and collaborated with other dancers, drama therapists and musicians.

RACHEL THOMPSON
Royal College of Nursing
Rachel Thompson is Dementia Project Lead at the Royal College of Nursing focusing on dementia care in general hospital settings. Rachel has worked as a nurse for over 25 years across a range of settings, including day care, inpatient and community services. She specialised in the care of people with dementia and their families as an Admiral Nurse and was the Practice Development Lead for Admiral Nursing with Dementia UK. Rachel continues to support the work of the charity and is also the chair of the Higher Education for Dementia Network (HEDN). She has written and co-authored a number of articles on dementia care and the provision of education for health and social care professionals.

JEAN TOTTIE
Life Story Network
Jean practised as an occupational therapist before moving into general management in an acute hospital and then a health authority. In 2001, Jean was seconded for two years to the Northern & Yorkshire Regional Office of the NHS Executive to manage implementation of the NSF for Older People and helped to set up the first Dementia Services Collaborative. Jean then moved to work in a primary care trust on re-design of older people’s services and as an independent consultant before becoming Network Director for Older People’s Services across Greater Manchester. She took early retirement in 2008 when her father needed more care and support as his dementia advanced rapidly. Jean now works voluntarily to improve services for people with dementia and their carers and specifically with the charity for dementia as a member of Uniting Carers for Dementia. She was a carer on one of the working groups developing the National Dementia Strategy. She is currently a carer on the steering groups for the Manchester Admiral Nursing Service, the Memory Services Accreditation Programme, and the development of the national Life Story Network.

DAMIAN UTTON
Pozzoni LLP
Damian Utton RIBA, is a chartered architect and a Partner at Pozzoni, an architectural practice based in Manchester and London. Damian has worked in the social housing and older people sector and now leads a team creating innovative designs within cost and programme constraints. He is also the author of ‘Designing homes for people with dementia’, published by Hawker Publications, the result of a worldwide study tour on the subject.

SONIA VOUGIOUKALOU
Dementia Services Development Centre South East
Sonia Vougioukalou has a background in biology and anthropology and is interested in the diversity of the perceptions of illness and health, access to formal and informal healthcare systems and the role of gardens and medicinal plants within therapeutic contexts. Her research and knowledge exchange projects have focused on the evaluation of outcomes, social impact and economic sustainability of public, private and voluntary sector services in health and social care, including dementia care. This work has contributed to the co-creation of knowledge and empowerment of volunteers, staff and service users with research methodologies. She is also a public engagement ambassador in health and life sciences at the National Co-ordinating Centre for Public Engagement.

ALEX WALKER
NHS Central Lancashire
Alex has been working within health and social care for over 20 years within both the NHS and social services and is currently the Associate Director for Adult and Older Adult services in NHS Central Lancashire. He has undertaken a wide variety of roles including directly providing support to people, managing services, commissioning and workforce development. Alex started as a care assistant in a care home; that initial experience ignited a passion to try to work for significant change in both the quality of services and the rights of those in receipt of services. The majority of Alex’s experience has been around older adult service provision both within the community and residential settings, but he has also managed teams covering acquired brain injury, stroke and disability services. Alex has been working in Central Lancashire for the past five years, formerly with Chorley and South Ribble PCT prior to the formation of NHS Central Lancashire.

SARAH WALLER
King’s Fund
Sarah Waller is the Programme Director for the King’s Fund’s Enhancing the Healing Environment Programme. She joined the King’s Fund in 2000 to develop the programme having had a long career working at all levels in the NHS both in nursing and human resource management. A former non-executive director and vice chair of the London Ambulance Service NHS Trust Sarah was elected a fellow of the Royal Society of Arts in 2004 and was appointed CBE for services to nursing and the NHS in 2008.

HELEN WALTON
Dementia Care Matters
Helen’s career in the care sector began as manager of a large domiciliary care provider in York. This was followed by seven years as Development Manager with Alzheimer’s Society’s Quality Care Team, advising on the production of dementia care resources and training; promoting the value of learning and development of care staff and working in partnership with many care providers across the UK. In this role Helen worked extensively alongside Dementia Care Matters, particularly in the production of the ‘Feelings Matter Most’ series of publications. Her role in Dementia Care Matters is to assist in the strategic development of Dementia Care Matters Model of care. She manages the National External Programme and provides the first point of contact for people wishing to explore the range of consultancy support, training and service development that Dementia Care Matters can provide. Helen also provides development consultancy directly with care providers enabling care services to achieve quality of life improvements.

WENDY WARD
Hertfordshire Partnership NHS FT
Wendy Ward is a qualified RMN, and has worked in many areas providing dementia care, including day hospital inpatient and continuing care, as well as working in the private sector and memory clinic. Two years ago she took up a post as Strategic Liaison Dementia Nurse, a role in which she supports the developments in line with the National Dementia Strategy.
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JOY WATKINS
Dementia UK
Joy is currently working with Dementia UK, coordinating the national network of family carers, Uniting Carers for dementia. She is developing opportunities to enable carers to have a voice and use the skills and experience they have gained to make a difference to the quality of services provided for people living with dementia and their carers. Joy believes that family carers have a vital and unique role to play in increasing awareness and understanding of dementia and its impact on those that care for them. Joy has worked in the voluntary sector for many years, most recently in HIV/AIDS and Crossroads Caring for Carers. She has experience in teaching, training and skills development, with particular interest in carer, service user and volunteer involvement.

KATHERINE WATT
Alzheimer’s Society
Katherine began her career at Alzheimer’s Society seven years ago as an adviser on the organisation’s National Dementia Helpline. She spent four years in this role, providing information, practical guidance and emotional support to people affected by dementia. Since early 2009, Katherine has managed Talking Point, the Society’s online support and discussion forum. Talking Point’s main aim is to facilitate peer support for anyone affected by dementia. The service is available 24 hours a day, 7 days a week and now has over 16,000 members.

CAROLINE WELSH
Music for Life
Caroline is a flautist trained at Guildhall School of Music and as a postgraduate on the Guildhall’s Performance and Communication Skills course. Since then she has worked as a freelance performer in solo and orchestral work, with a particular interest in contemporary music and cross art-form collaborations, and in music education as a workshop leader, trainer and teacher in a range of settings. Currently, she leads a well-being choir project run through Community Options mental health charity, continues a longstanding association as musical director for Ist Framework independent theatre production company and facilitates creative education projects for schools and orchestras. With Music for Life, Caroline is involved in the ongoing development of musicians in this work. Her interest in this field has led to the recent completion of a Masters degree with a dissertation on the subject of communication and connection in Music for Life.

JULIAN WEST
Glyndebourne Education
Julian West is well known throughout the UK as an oboist and animator. Over the last 20 years he has combined a career as an oboist with developing creative learning projects for many organisations, including Wigmore Hall, Glyndebourne Opera, and Spitalfields Music to name but a few. Remaining at the forefront of the development of this field of work, Julian is currently Head of Open Academy, the Royal Academy of Music’s creative learning and participation programme, where he lectures on music in community, and carries out research into best practice.

YVE WHITE-SMITH
Department of Health
Yve has worked with diverse organisations such as health and social care services, higher and further education, not-for-profit organisations and charities. She has worked as a clinician, a senior manager and in organisational development. She has been involved with policy implementation and delivery programmes within the Department of Health Change Agent and Service Improvement teams, within the NHS and primary care, and has led a number of joint partnership approaches in the private and not-for-profit sectors. For the past six years, Yve has specialised in services and frameworks for older people and in dementia care. She has led mapping exercises, framework development and consultative processes at regional level and as part of national development teams.
TOBY WILLIAMSON
Mental Health Foundation
Toby has worked at the Mental Health Foundation, a national research and development charity, since 2002. He is responsible for the Foundation’s programme on mental health issues in later life as well as issues affecting people with dementia. He has conducted several research projects that have involved obtaining the views and experiences of people with dementia and how issues such as personalisation may affect their lives. He also leads on research, service improvement and policy work involving mental capacity issues. Prior to working at the Foundation Toby worked in and managed adult mental health services.

KIRSTY WILSON
Bupa Care Services
Kirsty Wilson is a change management specialist, acting as a programme manager at Bupa Care Services. She has led major programmes of work across the Bupa Care Homes organisation, being instrumental in the delivery of Bupa’s dementia care strategy since 2009, specialising in the development and implementation of Bupa’s dementia care staff training programme.

STUART WOOD
Barchester Healthcare-Nordoff-Robbins
Stuart is Head Music Therapist in the Barchester Nordoff-Robbins Music Therapy Initiative. He works as a music therapist at Chalfont Lodge Nursing Care Centre, and across the UK as a music therapy supervisor and researcher. He is a published author in the field of music therapy, with particular reference to dementia and neurological rehabilitation.

BOB WOODS
Bangor University
Bob Woods has been practising as a clinical psychologist with older people for over 30 years. He has been Professor of Clinical Psychology of Older People at Bangor University since 1996, where he is co-Director of the Dementia Services Development Centre Wales. Current research primarily concerns the development and evaluation of therapeutic approaches for people with dementia and their care-givers, and he has authored and edited numerous books, journal articles and training materials on all aspects of dementia care. He is an Alzheimer’s Society Ambassador.

ROSEMARY WOOLLEY
Bradford Teaching Hospitals NHS Foundation Trust
Rosemary has a BSc in behavioural sciences and an MSc in social research methods. Research interests include person-centred care for older people and people who have dementia, dementia care mapping and prevention of delirium. Rosemary is currently helping to prepare for and develop data collection methods for the national audit of dementia care in general hospitals.

VICTORIA WRAY
Sussex Partnership NHS Foundation Trust
Victoria Wray has worked as a mental health nurse since 2003; shortly after qualifying she gained a first class degree in nursing. She has a range of experience, but recognised early in her career her desire to work with older people. Victoria has managed the Dementia Crisis Service South since it began in 2010 and works on several projects to develop dementia services across Sussex. Victoria also manages the West Sussex Care Home In-Reach Team.

STUART WRIGHT
Brunelcare
Stuart has an organisation-wide remit as Dementia Care Champion for Brunelcare to involve all staff in the ownership of their response and ability to make a difference in everyone’s life; to engage staff in building a individualised and person-centred culture, and living a person centred philosophy moment-by-moment in their work.

SHEENA WYLIE
Barchester Healthcare
Sheena has worked in health related services for over 30 years, even prior to undertaking training in nursing. Sheena began her career with care as a ‘houseparent’ for disabled individuals in a supported living setting in north London. Her role titles have been varied and many, and she counts herself fortunate to have been associated with some pioneering nurses, surgeons and complementary therapists. Sheena began working in the independent sector ten years ago and began working with Barchester, firstly as Programme Development Manager – Memory Lane and more recently has been promoted to Director of Dementia Services, in direct recognition of the high priority that providing real quality care and support has within Barchester.

FREYA WYNN-JONES
Glyndebourne Education
Freya Wynn-Jones is an animateur, director and project manager. She works in a range of school and community settings for a variety of organisations including Glyndebourne’s Education Department, Hackney Music Development Trust, Opera North and Pegasus Opera Company. Freya also performs and devises new work with her own arts company, The Moon on a Stick. As a practitioner, she is especially interested in ensemble theatre and the relationship between theatre and vocal art.
Mary Aldridge and Lisa Breame, Norfolk and Waveney Mental Health NHS Foundation Trust

DEMENTIA TRAINING: KEY ELEMENTS THAT ENGAGE LEARNERS AND INSPIRE REFLECTION

We hope to convey the following in our presentation: (i) the concept of a clinical academy for dementia focusing specifically on learning and development strategies and (ii) the incorporation of experiential learning in our work. We also hope to share our own experiences in developing the following with examples from our practice: (i) opportunities to gain the perspective of people with dementia (ii) structured reflection on experiences and (iii) focused mentoring.

Susan Ashton, Liverpool John Moores University, and Brenda Roe, Barbara Jack, Bob McClelland, Edge Hill University

THE EXPERIENCE OF PROXY DECISION MAKING AMONG FAMILY CAREGIVERS OF PEOPLE WITH ADVANCED DEMENTIA WHO ARE AT THE END OF LIFE

This presentation reports on a study of the implementation of an advance care planning (ACP) process in one long-term care setting specialising in the care of people with advanced dementia. The purpose of the study was to gain an understanding of how ACP was facilitated and what experiences the family caregivers had as proxy decision makers for a relative with advanced dementia. Data was collected using semi-structured taped interviews from 12 close family caregivers of residents with advanced dementia. Family caregivers described ACP as a valuable but uncomfortable activity. The emotional burden ‘to do the right thing’ can contribute to an already distressed family carer and therefore needs to be supported by experienced and educated health professionals.

Nicky Atherton, University of Warwick and David Lowery, Central and North West London NHS Foundation Trust

OPPORTUNITIES AND CHALLENGES IN THE DESIGN AND DELIVERY OF AN EXERCISE INTERVENTION IN CARE HOMES WITHIN A CLUSTER RCT

The Older People’s Exercise Intervention in Residential and Nursing Accommodation (OPERA) team have now completed the delivery of the exercise intervention of a large multi-centre NIHR HTA funded cluster randomised trial examining the effects of twice weekly exercise groups and a whole home physical activation programme on depressive symptoms in residents of care homes. Up to 40 percent of residents in these homes suffer from depression, and increasing both exercise and social interaction may help reduce the burden of depression. A team of 24 physiotherapists have now run over 3,000 exercise groups with a total of more than 30,000 attendances in 34 care homes in Coventry and Warwickshire and north east London over a period of two years. This was a complex intervention involving a large variety of internal and external influences, opportunities and constraints. These included exercise prescription and delivery to very frail older adults, the application of progressive resistance exercise in this population and setting, the use of an inclusive facilitative approach for people with cognitive impairment/dementia, and issues of cost-effectiveness. The results of this study are likely to be available for dissemination by early to mid-2012.

Iain Bainbridge and Yve White-Smith, Department of Health

INTRODUCING THE LOCAL REPORTING TOOL FOR DEMENTIA

The Department of Health has worked with a range of partners in Surrey to develop and test a self-assessment tool – known as the Local Reporting Tool (LRT) – to assist with local implementation of the National Dementia Strategy. The tool improves local information quality, enabling partnerships and communities to assess and challenge progress. This session will explain how areas can adapt the LRT as a convenient and reliable means of fulfilling local accountability responsibilities, making information available about their dementia strategies and providing good outcomes. The LRT is simple and easy to understand. It concentrates on outcomes for people with dementia and their carers, and provides opportunity for comparisons over time and between communities. The LRT is a resource within the national Dementia Commissioning Pack.

Hazel Barrett, Four Seasons Health Care

NO QUICK FIXES: SUPPORTING STAFF TO REDUCE ANTIPSYCHOTIC USAGE

The Dementia Services Team within Four Seasons Health Care have worked with staff in dementia care units in order to reduce antipsychotic usage with people living with dementia. We recognised that both nursing and care staff rely, heavily at times, on medication to ‘control’ residents who may present with severe distress or behave in a manner that staff find difficult to deal with. ‘PRN’ or ‘As required’ medications are often seen by staff as ‘quick fixes’. The team have brought about culture change through education, changing ways of assessing resident’s behaviours and reactions and adopting person-centred approaches to care. In doing so there has been a significant reduction in antipsychotic usage and an increase in wellbeing of the residents living with dementia.

Ruth Bartlett, University of Southampton

NO LIMITS: REIMAGINING LIFE WITH DEMENTIA EXHIBITION

‘No limits: Reimagining life with dementia’ is an exhibition funded by the Economic and Social Research Council. It follows on from original research undertaken by Ruth Bartlett and is curated by Caroline Hick (Fellow in Visual Arts, University of Bradford). The aim of the exhibition is to use various artistic pieces, including embroidered banners and a short film, ‘Agnes & Nancy’, to explore the individual and collective strength of people with dementia. The exhibition has been developed in partnership with men and women with dementia, including members of the Scottish Dementia Working Group, and in collaboration with installation artist Shaeron Caton-Rose and documentary filmmaker Anne Milne.

Claire Bourne and Andy Turner, Coventry University

QUALITATIVE EVALUATION OF A SELF-MANAGEMENT INTERVENTION FOR PEOPLE LIVING WITH DEMENTIA

This presentation describes a pilot self-management course and its evaluation. We developed a self-management course for people living with early dementia (6 sessions of 2.5 hours each), covering: dementia related information, increase self-activation to maintain an active lifestyle, increase feeling of control over memory, discuss personal relationships and improve quality of life and mood. Six participants completed the course and took part in a focus group discussion to evaluate the intervention. Participants reported benefits from the course, despite not being able to remember all the activities. The experience of spending time with other people with dementia was highly significant theme. The course was well received by the participants who felt supported by the group. Some activities, such as ‘goal setting’ and the discussion around relationships with family/friend/carer were identified as requiring amendments. Further work to develop the intervention and examine its efficacy is ongoing. Professor Dawn Brooker and Jenny La Fontaine, Worcester University
HOW CAN I TELL YOU WHAT’S GOING ON HERE? PIECE-DDEM, AN OBSERVATIONAL PROCESS TO ASSIST OUR UNDERSTANDING OF THE CARE EXPERIENCE FOR PEOPLE LIVING WITH ADVANCED DEMENTIA IN CARE HOMES

This presentation explores the development and structure of PIECE-dem, an observational process designed to understand the experience of people living with advanced dementia within care home settings. We initially carried out focus groups and interviews with people living with dementia, family carers and professionals to elicit their perspectives on care which is protective of wellbeing, or leads to risk of abuse, neglect or loss of dignity. These focus groups informed the development of PIECE-dem, which seeks to understand the experience of the Person, the Interactions occurring, the psychosocial Environment and therefore the overall Care Experience. The result of this observation enables us to identify care experiences which are protective of wellbeing, or are likely to indicate a risk of abuse neglect or loss of dignity. We will consider how PIECE-dem might be beneficial to staff working within alongside care home settings.

Professor Dawn Brooker, Jenny La Fontaine, Jennifer Bray and Heather Vickers, University of Worcester

DEMENTIA CARE ADVISERS: AN EVALUATION OF THE WORCESTERSHIRE EXPERIENCE

Worcestershire has been one of the demonstrator sites for the dementia adviser role, with the Alzheimer’s Society employing two dementia advisers. Their work includes assisting people living with dementia to understand the diagnosis and its implications and enabling them to access the care and support that they need through their journey. Worcestershire County Council, the primary care trust and the Alzheimer’s Society jointly commissioned a local evaluation of the service to assess the impact of the service. This session will present findings from the evaluation, including key challenges facing the service.

Professor Dawn Brooker, University of Worcester and Alison Wotherspoon, Flinders University, South Australia

COMMUNICATING WELL WITH PEOPLE LIVING WITH DEMENTIA AND THEIR FAMILIES: DVDS TO IMPROVE PERSON-CENTRED COMMUNICATION ACROSS A RANGE OF CARE SITUATIONS

As a result of collaboration with Flinders University and South Australia and Northern Territory Dementia Training Study Centre on their DVD/workbook Come into my world, we determined that a similar resource was needed for the UK context to promote person-centred communication for professionals and students working with people living with dementia and their families. The DVD/training resource Stand by me was developed in partnership between NHS Worcestershire, NHS Herefordshire, the Association for Dementia Studies and North East Worcestershire College. Both DVDs and teaching resource packs demonstrate how to apply person-centred care in realistic situations. Each DVD consists of a number of short films depicting the care pathway. Using similar methodology, content was developed to generate reflection on the delivery of quality dementia care in a variety of situations. Actors in both films comprised health and social care staff and people with the experience of living with dementia. In this presentation the speakers will show excerpts from the films and discuss the experience of building and using these films in England and Australia.

Deborah Brooks, AT Dementia

GET EQUIPPED WITH THE AT GUIDE: HOW TECHNOLOGIES CAN HELP PEOPLE LIVE WELL WITH DEMENTIA

Many people with dementia and their carers are not aware of the range of technology that may be helpful to them and how and where to access it. This presentation describes a new online self-help tool aimed at giving people access to this information in a user-friendly and meaningful way. It brings together the work of the AT Dementia website developed by Trent Dementia Services Development Centre and the AskSara tool developed by the Disabled Living Foundation, with expertise from York St John’s University and Innovations in Dementia, as well as the views and knowledge of people with dementia themselves. The presentation will demonstrate the AT Guide and encourage feedback and discussion about using the tool in practice.

Neil Bryant, My Amego, Jayne Scotney and Sheena Wylie, Barchester Healthcare

PERSON-CENTRED TELECARE: WORKING IN PARTNERSHIP TO ENHANCE THE LIVED EXPERIENCE OF PEOPLE WITH A DEMENTIA

This presentation maps the journey of the project to provide evidence that intelligent use of technology can provide an addition to person-centred care, supporting both the individual with dementia and the care staff. The journey begins by illustrating partnership working, and runs through to the evidence that telecare can support the reduction of the use of antipsychotics, enhance staff wellbeing and play a part in improving quality by reducing the risk of falling, while enabling much more freedom for the person.

Anna Buckell, Worcestershire Mental Health Partnership Trust, Jenny La Fontaine and Heather Vickers, University of Worcester

“I CAN’T BELIEVE THE SUPPORT YOU’VE GOTTEN HERE”: EXPERIENCES OF AN EARLY INTERVENTION DEMENTIA SERVICE IN WORCESTERSHIRE

Worcestershire Early Intervention Dementia Service (EIDS) was established in July 2011 and since then has received a high number of referrals. A core commitment of the service is to evaluate the acceptability of the service and the extent to which it provides a sensitively communicated diagnosis and treatment, care and support following diagnosis. This presentation describes the service offered by EIDS and discusses the results of a qualitative evaluation of the experience of the EIDS from the perspectives of people who have been referred to the service and their family/supporters.

Simon Burrow and Ruth Elvish, University of Manchester

IMPROVING CARE FOR PEOPLE WITH DEMENTIA IN AN ACUTE GENERAL HOSPITAL: AN EDUCATIONAL INTERVENTION

This one-year project has been delivered via a collaboration between the University of Manchester, Greater Manchester West Mental Health NHS Foundation Trust and Royal Bolton Hospital NHS Foundation Trust and concluded in September 2011. The aim of the project was to ultimately improve the quality of care people with dementia receive in acute general hospital settings. This has involved the design and piloting of a flexible training package that can be used in acute hospitals to raise awareness and develop skills in dementia care to a wide range of hospital staff. Central to the training package are a DVD made in collaboration with people with dementia and carers from the Greater Manchester area, and a ‘Getting to know me’ card. The presentation will report on data from an evaluation of the project, show clips from the DVD, display and discuss training resources (including the ‘Getting to know me’ card), and offer reflections on the issues raised in the design and delivery of dementia training for acute hospital staff.

www.ukdementiacongress.co.uk
Colin Capper, Alzheimer’s Society
LEARNING FROM ALZHEIMER’S SOCIETY DEMENTIA ADVISER SERVICES
Since 2009 the Alzheimer’s Society Dementia Adviser Services have had contact with over 15,000 people with dementia and carers throughout England. The presentation will draw on client data gathered by dementia advisers to reveal insights into the people using the service, when they access the service, the route of referral, the information provided, and the services signposted to.

Garuth Chalfont, Chalfont Design
CHARNLEY FOLD RESOURCE CENTRE: EVOLVING DEMENTIA CARE
Charnley Fold Resource Centre in Bamber Bridge, Lancashire provides high quality support for people with dementia and their carers. It offers multiple services, including enhanced day care, the Positive Outlook Programme, advice and support, diagnostic and treatment services, garden therapy and memory assessment, all seamlessly integrated into the physical environment of indoor and outdoor spaces and gardens. This presentation will demonstrate how Charnley Fold provides a successful model of working with a variety of partners to not only enhance people’s experience of the service but to constantly assess, improve and evolve the practice.

Katie Clark, The Reader Organisation
‘BOOK A BREAK’ GET INTO READING AND WIGAN MEMORY SERVICE
This presentation will focus on The Reader Organisation’s successful partnership with Wigan Memory Service in developing Get Into Reading groups in the community. The Reader Organisation’s Get Into Reading Project has been delivered in care homes since 2006 and is now extending its reach into community settings as a means of social engagement for people with dementia who are not care home residents but may be suffering from feelings of isolation. Drawing on the experience of group members, it will describe the effects of these Get Into Reading groups and the lasting impact it has for those who have taken part.

Janet Clarke and Jan Connett, Lighting Up
LIGHTING UP: ENCOURAGING CREATIVITY AND COMMUNICATION
Lighting Up is a group of Bristol artists. We work on a voluntary basis to support people who are living with dementia, helping them to maintain or improve the quality of their lives through visual arts. In this workshop, we will share some of our ideas and methodology for bringing visual arts to this group of people. We will explore the challenges and successes, consider how to measure success and to ensure that the environment, activity and materials used are conducive to stimulating creativity and communication. Participants will experience a practical session that illustrates how the Lighting Up model can promote wellbeing both for people with dementia and their carers.

Richard Coaten and Bisakha Sarkar
INTRODUCTION TO DANCE IN DEMENTIA CARE: EXPLORING DIFFERENT APPROACHES
Both presenters have had extensive experience in pioneering different movement and dance based approaches in their work, and are coming together at UKDC 2011 to share and practically explore three different types: group-based, one-to-one and in pairs (dyadic). It will be mainly experiential so come ready for moving. Wear loose comfortable clothes and no previous experience necessary.

Linda Cornelia and Sreeparna Roy, Friends of the Elderly
FRIENDS WITH DEMENTIA: DEVELOPING A PEER SUPPORT SERVICE
Friends of the Elderly, Surrey County Council and NHS Surrey worked together to launch ‘Friends with Dementia’, a Department of Health peer support demonstrator site. From April 2011 the Friends with Dementia service received continuation funding for an additional 12 months from Surrey County Council. ‘Friends with Dementia’ provide simple and accessible information about dementia and the services available locally, to support people with dementia and their carers. This is aimed at both those who have not yet received a formal diagnosis and those who require support after diagnosis. The service facilitates peer support groups for those with dementia and for their carers, including people from the local British Asian population. These groups have been set up to address the importance of users’ and carers’ cultural needs. The British Asian outreach worker focuses on raising awareness of dementia within the local community.

Victoria Cowap, Norse Care Ltd
FRIENDS AND FAMILIES – FAMILIES AND FRIENDS
This two-year project finished in 2011 and was funded by the Mental Health Foundation. It has developed a positive model of relatives’ involvement and support to residents with dementia who live in care homes. Despite the best efforts of staff, sadly it is not unusual for the relatives of residents admitted into residential care to feel they have lost their caring role and to experience a great sense of grief especially if the relative had previously looked after their loved one at home for a long period of time. To quote one relative – ‘After 50 years, you need help and something to fill the void’. Feedback from relatives has been very enthusiastic about both the content and social aspect of the sessions and they have reminded us of the value of having opportunities to share their stories and feelings with each other. Relatives have also benefited from learning more about the conditions around dementia and appreciating that they are not alone and that they can maintain a very positive role with their loved ones and with other residents.

Vivienne Davies-Quarrell, ACE
FACING THE FEAR – FACING THE FUTURE: YOUNGER PEOPLE LIVING WITH DEMENTIA
This presentation outlines the activities of a specialist resource for younger people with dementia. ACE is a collaborative of people living with young onset dementia that work together with supporters to promote Active Community Engagement for themselves and others living with dementia in North Wales. This award winning group has a nine-year history of supporting people to positively adapt to a mid-life diagnosis of dementia by reducing the sense of isolation, stigma and fear so often experienced. It provides a ‘safe and secure’ forum for people to share skills and experience, enabling each to meaningfully contribute, developing peer support networks and increasing self-esteem. It has inspired similar service developments in Australia. This session reflects on past and present endeavours and shares the aspirations and challenges of the future.

Murna Downs, Bradford Dementia Group and Louise Taylor, Southern Cross Park Lodge Care Home
STRATEGIES FOR IMPROVING HEALTH CARE IN CARE HOMES: EFFECTIVENESS AND COST EFFECTIVENESS
In this symposium we will describe research and practice development projects designed to improve health care in care homes. Murna Downs will provide an overview of national and international research in this area. Implications of this research for practice development will be discussed. Louise Taylor and colleagues from Southern Cross care home will describe a practice development initiative currently being piloted. She will provide preliminary evidence of its effectiveness illustrated with case examples and reports of staff and family members’ experience. The implications of research and practice development in improving health care for cost savings will be discussed.
Peter Dunlop
I am Peter Dunlop and I have Alzheimer’s disease. Before I was diagnosed I was an NHS consultant. I had noticed that I was becoming mentally slower and more forgetful. My GP was helpful and I was fortunate to have a relatively quick diagnosis. Having been diagnosed nobody knew if I should continue to work or not. I therefore decided to stop practising. Having retired, I found new problems with loss of numeracy and spelling. Since then, I joined the EDUCATE group in Stockport, a well established group that regularly visits local and national groups to discuss dementia and its reality. I remain independent including continuing to drive, and enjoy regular trips abroad. My lifestyle has changed dramatically and is at a much slower pace. I work with the EDUCATE group and the Alzheimer’s Society trying to increase the awareness of the dementias. I am also participating in a research trial.

Rachel Dutton, Housing 21

**MYLIFE**

MyLife is an innovative multimedia product specifically for people with dementia. MyLife harnesses internet technologies and brings them together using a simple touch-screen interface. It allows people with dementia to easily access calendars, photos, music and more. The interface can be customised to suit the individual with a little help from a family member or carer. MyLife is the result of joint working between Housing 21, Trent Dementia Services Development Centre and Innovations in Dementia. People with dementia and their carers have been central to the development of this product. This presentation will describe the development of a methodology for trials to evaluate how the product meets the needs of the individual and carers’ views. It will also consider the challenges of adapting the product for different European markets (UK, Norway and Germany), ethical considerations as well as legal or technical issues.

Paul Edwards, Sharon Jones and Jo Crossland (Bradford Dementia Group) and Dawn Parkes (Bradford Acute Trust), Alice Kirtley (Nightingale Home), Robin Cannon (Cannon Care Homes)

**TRANSFORMING THE QUALITY OF CARE ACROSS A RANGE OF SETTINGS**

This symposium will describe culture change projects taking place in two different settings: care homes and acute hospitals. Each approach to transformation has been developed in a partnership between the care providers and the University of Bradford. The projects illustrate how, in a time of scant resources, care practice and care cultures can change even in some of the most challenging situations. Paul Edwards and Alice Kirtley will describe the SPETSIEL Project, which is transforming dementia care in Nightingale Home. Sharon Jones and Robin Cannon will describe a culture change project taking place across a group of care homes in Cannon Care; and Jo Crossland and Dawn Parkes describe an approach to practice development across a large acute hospital NHS trust in Yorkshire. Each presentation will describe the challenges, successes and lessons learned to date.

Daren Felgate and Gilly Brooks, Dementia Care Matters

**WE CAN DO BETTER THAN A WEEKLY OFFERING OF BALL, BINGO AND ‘A LONG WAY TO TIPPERARY’! NURTURING ‘BUTTERFLIES’ IN DEMENTIA CARE**

Dementia Care Matters believe that central to all staff’s roles in dementia care homes is to reach out and connect with people and offer opportunities for meaningful occupation. To achieve this in a care setting takes inspired and motivated leadership, environments that help make sense to people living with a dementia and the nurturing of staff to be like ‘butterflies’. Dementia Care Matters’ approach to nurturing staff to being like ‘butterflies’ has meant moving learning out of the ‘classroom’. Staff can adopt new ideas, approaches and skills but we have learned that achieving real outcomes has been bridging the gap that often occurs between learning and practice. This has meant coaching and modelling with staff out in the living areas of care settings. We will be sharing how this has been best achieved and what this has meant in outcomes for quality of life for people living with a dementia, carers and families.

Zoe Flynn and Bo Chapman, Salmagundi Films, and Rachael Dutton, Housing 21

**STOP FRAME ANIMATION AT THE WATERMILL CARE HOME**

Bo Chapman and Zoe Flynn from Salmagundi films have been exploring the use of stop frame animation as a creative means of communication and life story tool for people living with dementia. They call this concept Frames of Mind®. In May 2011 Salmagundi Films and Housing 21 Research and Evaluation worked in partnership to conduct an evaluation and research analysis of the impact of a Frames of Mind® project at The Watermill care home, investigating outcomes for residents, staff, carers and relatives, in terms of communication, empowerment, wellbeing, cognitive abilities and relationships. Staff training was an intrinsic part of the project, and a particular focus of the research was on how this might make Frames of Mind® a sustainable intervention. Rachael Dutton will talk about the methodology used to evaluate the project. Zoe and Bo will talk about how the project was devised and delivered, using clips from the 12 films made by staff and residents to illustrate their approach.

Rob Gandy

**WHOLE SYSTEM SAVINGS FROM END-OF-LIFE TRAINING IN CARE HOMES WITH DEMENTIA PATIENTS**

This presentation reports on an evaluation of a Greater Manchester end of life care education and training initiative for care home staff. The initiative produced many benefits, for example 63 per cent of patients died in their preferred place of death after the initiative, compared to 48 per cent before. Commissioners will only save money if patients who wish to die in their care home actually die there, and are not admitted to hospital. End of life care training for 1,000 care home staff can cost £34,500. The median Payments by Results non-elective spell tariff is £2,294, which suggests that preventing 15 unscheduled admissions from the care homes involved would cover costs. The procurement of care home places for people with dementia should require staff training in end of life tools, which should pay for itself for commissioners. Whether training is covered by care home payments, or separately funded, would be locally determined.

Anna Gaughan and Polly Kaiser, Life Story Network

**THE LIFE STORY NETWORK: EMBEDDING A HUMAN RIGHTS BASED APPROACH**

As part of the National Dementia Strategy, the Life Story Network has been commissioned to provide a national training programme about life story work in the context of human rights. This presentation will focus on the critical values and principles underpinning the ‘Your Story Matters’ project. The essence of the project centres on the need to help the health and social care workforce build meaningful relationships with individuals with dementia and their families/carers. In this context we will make explicit how using life story work within a human rights framework supports person-centred practice, while helping individuals to claim their rights and staff and organisations to deliver their legal public duty under the Act.

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**Speakers’ abstracts D-G**

www.ukdementiacongress.co.uk
GIVE AND TAKE: INFORMATION USE AND SELF-MANAGEMENT IN DEMENTIA CARE

This qualitative research study sought to listen to the ‘voices’ of people living with dementia in relation to their sense of self, with two linked strands: the first was a analysis of the stories of 20 people with dementia and their nominated family members, by interview on three occasions. Key themes included: (i) difficulty gaining a diagnosis (ii) identity – the impact of the dementia diagnosis on their ‘sense of self’ and (iii) dementia-related information – including content and timing of information. The second strand was the development of a personal development course for a small group of people with a recent dementia diagnosis, plus their partner/close family member. Using the key themes from the first strand of work, the course was developed in partnership with people with dementia and practitioners. The sessions addressed these broad areas: positive identity, ways of looking at illness/wellness, positive role models, assertiveness, strategies to cope with daily life, and promoting wellbeing. The course ran for two hours once a week for seven weeks with three main facilitators, one of whom had a dementia diagnosis. It was piloted twice and evaluated. Through peer support and positive role models, the course helped the participants to regain control of their lives, to be more assertive and more positive in the face of a dementia diagnosis.

ART FOR THOUGHT: SUPPORTING EARLY PATHWAYS OF CARE

Westminster Memory Service and Westminster Arts joined forces to create two arts programmes offering the opportunity for people living alone to come together to socialise and enjoy a series of arts interventions, including reminiscence, arts activity and bespoke interactive visits to places of culture. Art for Thought included trips to the Royal Academy of Arts, Wallace Collection and the National Gallery archives where one service user worked with the archivist to show his own portraits. He also worked alongside a professional photographer to present a portrait workshop, and a visual artist offered practical workshops. Music for Thought included a private concert at the Royal Academy of Music, music making at the Wigmore Hall with Music for Life, and lunchtime concerts. The programmes offer an exciting, cost effective and relevant addition to care, supporting the introduction of dementia services and easing the care pathway.

DEALING WITH UNCERTAINTY AT THE END OF LIFE FOR PEOPLE WITH DEMENTIA

This paper presents the findings from the EVIDEM end of life study. The first phase tracked the care of 133 people with dementia living in six care homes over a year. During that time approximately 20 per cent of residents died. While some of these deaths were anticipated and hospital admissions avoidable, for others the pathway to death was unclear and difficult to anticipate. In phase two we used a participatory research approach called Appreciative inquiry (Ai), to work with care home staff, relatives, people with dementia, GPs and district nurses. This involved facilitated meetings in the care homes that focused on present capacity and shared stories of good practice in end of life care. This presentation will provide examples of how using Ai created opportunities for discovery of good practice, collaboration and discussion between groups who did not usually talk together about living and dying with dementia. It will also share specific case examples of the changes in end of life care for people with dementia, and how effectiveness was evaluated.

COMMISSIONING INTEGRATED SERVICES FOR PEOPLE WITH DEMENTIA: THE SOUTH STAFFORDSHIRE EXPERIENCE WORKING FROM PRIMARY CARE

The Gnosall Practice has five years experience of providing services for people with dementia and related conditions with the support of specialist skills within primary care. The essential features of this successful and cost-effective model have been analysed and used to inform commissioning of similar services through South Staffordshire. These services are to be integrated with social care provision, a unitary budget, shared planning, shared information, shared delivery of care across the spectrum from early identification to continuing support to the end of life. The presentation will be led by healthcare professionals with experience in the service and by senior commissioners from the Joint (Health and Social Care) Commissioning Unit. They will give details of the Staffordshire experience including quantitative and qualitative analyses, financial analysis and projections. They will encourage discussion of alternative models and experiences and shared learning.

IS A RECOVERY FOCUSED APPROACH APPROPRIATE IN WORKING WITH PEOPLE WITH DEMENTIA?

In this presentation we will describe the results of an innovative service improvement project within an acute mental health unit in Hampshire. The project aimed to bring specialist care for people with dementia into line with models of care for people with other long-term conditions and with other users of specialist mental health services, by focusing on recovery. We will demonstrate how changes in philosophy improved both the experience of hospital admission for people with dementia and staff morale. We will explore the methodology used in bringing about change whereby people with dementia can achieve control over their day-to-day living and their future aspirations. We will also suggest that introducing a recovery focused service model has contributed significantly in a reduced cost in pharmacological interventions and a marked reduction in incidents of violence and aggression. We will demonstrate that a recovery focused approach is wholly appropriate; indeed it is of great benefit, both in terms of personal experience and in organisational efficiency.

EDUCATE

EDUCATE stands for Early Dementia Users Co-operative Aiming to Educate. It is a user led group that provides awareness raising and education about the experience of living with dementia. The members of this Stockport-based group speak regularly at public meetings, staff training events and contribute to various policy forums. The group’s strength lies in the high level of mutual support and joint decision making that takes place in its monthly meetings, reinforced by the bonds of friendship that have grown along with the group over the past two years. This has enabled members to gain in confidence as communicators and advocates. Their message – that it is possible to live well with dementia - is making a significant impact on their audiences.
Karen Hayes and Claire Marshall, Welsh National Opera

WELSH NATIONAL OPERA HORIZONS: AN OPERA PROJECT IN RESIDENTIAL CARE HOMES IN GLOUCESTERSHIRE

During the spring and summer of 2011 Welsh National Opera sent a composer, librettist and film maker along with a baritone and two orchestral members to spend time in a pair of residential care homes in rural Gloucestershire. Three separate residencies, each a week in length enabled the team to work in groups, one-to-one and staff workshop sessions in each care home. The brief was to establish how opera might be used as an effective tool for communication and, through a loose devising process, how residents might contribute directly to the creation of a new opera. This presentation will explain some of the discoveries made during this first phase of the project which will see the opera staged in 2013. The presenters will use film and live music to illustrate aspects of their work in the care homes. They will talk about how they see the impact of the work on staff and carers as key to ensuring that this level of creative activity goes beyond the traditional activities officer remit.

Emma Hewat, Dementia UK, Caroline Welsh and Lucy Payne, Music for Life

MUSIC FOR LIFE: A CREATIVE MUSIC WORKSHOP

Music for Life aims to improve the quality of life for people with dementia through delivering interactive, creative music workshops. Projects develop communication skills, enable relationships to form, extend awareness of best care practice as well as provide opportunities for musicians to further develop their skills for work in this context. Engaging with participants through musical improvisation, people with dementia and staff are encouraged to participate in, and direct music making using percussion and/or voice. Residents are encouraged to explore, discover, reminisce and communicate in new ways, expressing their feelings, thoughts and emotions, while being supported to take decisions and make choices using the medium of music.

Barbara Hodkinson

THE BUTTERFLY SCHEME: DELIVERING POSITIVE INTERACTION BETWEEN STAFF AND PEOPLE WITH DEMENTIA IN GENERAL HOSPITALS

Drawing on the experiences of hundreds of carers and people in early stage dementia, the Butterfly Scheme provides an extremely low-cost enhanced dementia care system, supporting people with dementia who find themselves in an acute hospital setting. Via a simple twist, it also includes support for people with delirium and undiagnosed dementia, enhancing delirium awareness and promoting dementia diagnosis. A fast-acting response-based education package for all staff is linked with opt-in discreet identification via the Butterfly symbol. The scheme’s opt-in rate is consistently at or near 100 per cent, demonstrating clear carer support for the scheme. As for staff, they quickly become highly enthusiastic about dementia care, enabling further training (including a role-specific package provided by the scheme for in-house use) to be layered on top of the basic education. Hospital-wide systems are now well-established, allowing every area of the hospital to use the scheme. Well-meaning but inappropriate dementia care dramatically extends length of stay; getting the care right will minimise that length of stay. The Butterfly Scheme is now adopted in many areas of England, but also in Scotland and Wales. Scheme leaders meet regularly in their region to share news and views and receive further scheme input.

Karen Holden and Rob Conway, Taunton & Somerset NHS Foundation Trust

INNOVATION PROJECT TO DEVELOP A DEMENTIA BUNDLE

Taunton and Somerset NHS Foundation Trust is currently working with The Institute of Health and Innovation (IHI) and the Safer Patient Network (SPN) to complete a 180 day innovation cycle to investigate the potential to develop an evidence based dementia bundle, for those with a known diagnosis, within the acute hospital setting. Though the various stages of research and collaborative learning the trust has developed a vision for dementia care across the health community. We believe there are three key elements to a dementia patient’s journey through an acute trust: (i) Admissions - only admitting those who need 24 hour consultant led care (ii) In-patient stay - getting it right for inpatients considering the infrastructure and care elements (iii) Discharge/transfer of care back into the community – planned, timely and safe. The care received within an acute setting is only part of a clear and defined pathway. We will present the initial findings of the project.

Marie Honey and Jill Cunliffe, St Helens & Knowsley Teaching Hospitals NHS Trust

‘MAKING SENSE’: IMPROVING HOSPITAL CARE FOR PEOPLE WITH DEMENTIA

St Helens and Knowsley Teaching Hospitals (STHK) has produced a training DVD to help enhance care for those people living with a dementia and who are admitted to an acute hospital. ‘Making sense’ is a series of short films produced by STHK: they are personal testimonies from those individuals who live and work with dementia every day. These are the people who don’t usually write books or present at conferences but whose experiences and inspirations make a real difference. The powerful experiences which are shared in this DVD depicts how stressful a hospital stay can be, but how individual motivations, attitudes and understanding can make a real difference in getting dementia care right. We hope that the resource will be used to enhance knowledge and skills of every member of hospital staff regardless of grade or profession.

David Howells, Cardiff and Vale University Health Board

CARDIFF’S DEMENTIA CARE HOME TRAINING PROGRAMME: EVALUATION AND CONCLUSIONS

The Enhanced Dementia Care (EDC) Project ran from 2008 to 2011, funded by a grant from the Welsh Assembly Government. This project aimed to prevent avoidable admissions to hospital through development of a crisis response service and improvement of dementia care services in the community. A large part of this project involved providing guidance, training and support for dementia-registered care homes. The training, commissioned from the Bradford Dementia Group and Stirling University’s Dementia Services Development Centre, was for up to 288 staff across 18 care homes in Cardiff. The care homes were evaluated through observation of care, resident and staff interviews and anonymous questionnaires for care staff. Measures included Dementia Care Mapping, ‘DEMOOL’ quality of life interviews and dementia knowledge, care attitudes and carer stress/satisfaction scales. This presentation will share results from the evaluation and discuss what these results mean for staff training and the care of people living with dementia.
Rosemary Hurtley, 360 Forward Ltd

QUALITY IMPROVEMENT IN CARE HOMES: GETTING THE CULTURE RIGHT FOR EXCELLENCE IN DEMENTIA CARE

This presentation will introduce the practice development framework, the 360 Standard Framework. Quality systems of care should be structured around the development and maintenance of positive relationships between and among the resident, their relatives, staff and managers – the relationship triangle. The 360 Standard Framework begins with an audit of the culture of care, which involves an in-depth 360 feedback exercise with data from residents involving people with dementia, relatives and staff so that any intervention builds on the ‘experience’ of each of these groups. The results provide a route map for action planning towards continuous sustained improvement and provide valued added business benefits and efficiency savings. It also highlights training needs analysis and the effectiveness of training for a learning organisation. With this approach, organisations can demonstrate that they are on a journey towards achieving a person-centred culture including the views of people with dementia from face to face interviews using specialist methods of engagement, observation and review of documents.

Steve Illiffe, University College London

THE EVIDEM PROGRAMME: EVIDENCE BASED INTERVENTIONS ALONG THE DEMENTIA TRAJECOTORY

The EVIDEM programme is a five-year, NHS-funded programme of research and development along the whole trajectory of dementia, from early recognition to end of life care. It contains studies of diagnosis and management in general practice, exercise as therapy for challenging behaviour, the management of incontinence in people with dementia, awareness of the Mental Capacity Act 2005, and best practice in end-of-life care. It has also stimulated other research and development work, around care homes and the NHS, the experience of receiving the diagnosis, and the creation of registers of people with dementia who are interested in taking part in research. Many lessons have been learned, about involving people with dementia and carers in research, about recruiting to studies, and about changing professional behaviour and practice. Some of the products from EVIDEM projects have already been adopted by the NHS, even though the programme has not ended. EVIDEM is in its final year, and this presentation will report on the findings and outputs that will be delivered to the NHS in 2012. This will be the first time that the whole programme has reported its conclusions.

Sharon Jones, Bradford Dementia Group

TRANSFORMING THE QUALITY OF DEMENTIA CARE IN TWO CARE HOME SETTINGS

In December 2009, Thornfield Care Home, one of the Cannon Care Home group was featured in the BBC programme ‘Can Gerry Robinson fix dementia care homes?’. Already at the time of airing, the owner and staff, with the help of Bradford Dementia Group, had been able to demonstrate significant changes in practice and service delivery in a home that had been at risk of closure. Bradford Dementia Group has continued to be involved in supporting all three of the homes in the Cannon Care Home Group: Thornfield, Silverleigh, and The Check House. Throughout the past year and a half, further knowledge transfer and development of staff skills and abilities have been performed and supported, including developing Dementia Care Mappers and induction trainers, and continued training on person centred care, therapies, ethics, the law and enriched care planning. This presentation aims to showcase what creative, innovative staff with a shared vision can do to transform attitudes approaches and environments in care settings that are aiming to be centres of excellence in dementia care.

Pam Kehoe, Manchester Mental Health and Social Care NHS Trust

REMEMBERING THE BODY: PROMOTING PHYSICAL HEALTH IN DEMENTIA CARE

This presentation outlines an innovative programme carried out across Manchester aimed at promoting physical health and widening access to health improvement opportunities for people with dementia and their carers. The Manchester Supporting Health Dementia Programme ran in pilot form for two years; it was then independently evaluated by a team from the University of Manchester. This presentation will offer an overview of this innovative service and discuss why a focus on physical health and healthy living is an important but all too often neglected dimension to living well with dementia. We draw attention to the value of supporting people with dementia to maintain or improve their health and, in accordance with the programme’s experience, to outline the benefits for health and wellbeing as well as on economic grounds. In particular, we want to encourage practitioners to ‘remember the body’ in their work and thereby challenge the tendency to perceive dementia solely as a condition of the brain.

Claire Keogh, Housing 21

PORTABLE CARE PACKAGES: CARE FROM HOUSING TO HOSPITAL PILOT STUDY

Housing 21 in conjunction with North Bristol NHS Trust and Bristol Council have developed an innovative three-year pilot project to determine if enabling key workers from the extra care setting to continue providing components of the individual’s care package while they are in hospital will improve the older person’s hospital experience. The project aims to assist in smooth and timely transitions in and out of hospital, reduce re-admissions and increase understanding of general hospital staff about the needs of individuals who have specialist needs such as those with dementia or are recovering from a stroke. The project is being implemented in two stages: initially key workers will provide a friendly face, advocacy and support; the aim of which is to enable tenants as patients to be as settled and as actively involved as possible throughout their hospital stay. During phase two staff from the extra care setting will undertake a more practical role and offer help with eating, washing, help with mobility and personal care depending on their needs.

Andrew Ketteringham, Martina Kane, Chris Quince, Alzheimer’s Society

THE DEMENTIA OPPORTUNITY: IMPROVING OUTCOMES AND SAVING COSTS

Dementia currently costs the UK £20 billion a year. The government recognises that dementia is a major societal challenge, with strategies for improving care and support in place across the UK. However, much of the current spending on dementia does not represent value for money, with inadequate early diagnosis and lack of support resulting in avoidable admissions to hospital and early admission to long term care. This seminar will present evidence from two recent reports on the opportunity for using resources more effectively alongside improving outcomes in dementia care.

John Killick, Dementia Positive

CREATIVE ARTS

The first half of this session consists of ‘On the other side: A performance piece’. This is a collaboration between Diane Amans, dancer and choreographer, and John Killick, poet, to express a variety of moods and emotions about dementia, especially confusion, and the moments of clarity, profundity and humour that can emerge from this. It is a combination of the spoken word, dance and music. The second half of the session involves the showing of two short DVDs about improvised drama work with members of the Scottish Dementia Working Group. Both parts of the presentation will be followed by discussions.
**Pia Kontos, Toronto Rehabilitation Institute**

**DEMENTIA, SELFHOOD, AND THE BODY: TOWARDS A NEW ETHIC OF CARE**

Alzheimer’s disease is a much-feared stigmatising label that carries with it a sentence of social death. The source of these fears is the assumption that with dementia there is a steady erosion of selfhood to the point at which no person remains. Findings from an ethnographic study of an Alzheimer’s Support Unit suggest the contrary, that selfhood continues to be expressed in empathy, social etiquette, and through the body – its gestures, movements, and behaviour – despite even severe dementia. These findings have led to significant practice outcomes for person-centred dementia care, which will be discussed in the context of an art-based educational programme for dementia care practitioners.

**Jackie Kindell, Pennine Care NHS Trust/University of Manchester, and Laura Brierley, Pennine Care NHS Trust**

**FOCUS ON PROGRESSIVE LANGUAGE DISORDERS AND CONVERSATION DIFFICULTIES IN SEMANTIC DEMENTIA**

Frontotemporal dementia is a common cause of dementia in younger people and is likely to be an under recognised cause in older people. Progressive language disorders such as primary progressive aphasia and semantic dementia form part of the spectrum of frontotemporal dementias. Jackie and Laura are specialist speech and language therapists who have been examining their role with this client group. This presentation will share learning from research and clinical multidisciplinary practice, demonstrating the challenges and successes in providing therapy and support to people with language disorders and their families. Information derived from a recent research project examining conversation skills in semantic dementia will also be shared. We hope to stimulate debate and awareness regarding the needs of people with progressive language disorders and their families and to identify much needed future research pathways.

**Vanessa Lawrence, King’s College London, and Jane Stafford, Oxford Health NHS Foundation Trust**

**USING QUALITATIVE METHODS TO ENHANCE THE IMPLEMENTATION OF PSYCHOSOCIAL INTERVENTIONS IN CARE HOMES**

The Improving Wellbeing and Health for People with Dementia (WHELD) programme is an NIHR funded programme, which started in 2010. It aims to provide an effective, practical and evidence-based intervention, which improves the mental health of, and reduces sedative drug use in, people with dementia in care homes; which can be rolled out nationally to all UK care homes as a healthcare intervention. This presentation reports on two WHELD studies. The first by Vanessa Lawrence is a pilot study to be conducted in 16 care homes to optimise the intervention and develop it further for a large randomised controlled trial against usual care. Revised MRC guidance for evaluating complex interventions highlight the importance of understanding the process of implementation within the care environment in which the intervention takes place. Staff beliefs, attitudes and behaviour in their work with people with dementia are key components of this context. Therefore a parallel qualitative evaluation will be conducted to investigate the perspectives of care staff. This presentation will discuss findings from pre-intervention focus groups at the 16 participating care homes. Focus group discussions will provide insight into ideologies, practices and desires among care home staff and help to identify and overcome the potential barriers to the effective implementation of the intervention.

In the second part of the presentation, Jane Stafford will describe the development of manuals that will be used to implement psychosocial interventions in care homes. This has involved undertaking a review of existing manuals with the purpose of identifying those evidenced as being effective. Consequently, the most relevant manuals, representing various intervention elements, have been identified and rated with respect to the WHELD programme objectives. The highest scoring manuals will now be used in a pilot study, which will involve coaching care staff to provide care that is focussed on an understanding of the individual and their needs; and by using combinations of the following components: a structured medication review; exercise; activities and social interaction.

**Dan Lingard,Personally, and Christine Brown Wilson, University of Manchester**

**CREATING A PERSON-CENTRED ENVIRONMENT USING TECHNOLOGY**

I personally and the University of Manchester are working in partnership to evaluate technology and applications that enable staff to implement person-centred care and effectively communicate care decisions. This presentation will (i) consider the current evidence for the use of technology in residential dementia care; (ii) present case studies of how using an integrated approach to technology can improve the experience of the person with dementia; and (iii) propose a framework to evaluate how technology might enhance independence for people living with dementia in care homes. We live in a technological age but technology itself has been criticised for trying to replace the human element of caring. I personally fundamentallyblur the edges of the traditional care services, developing the ‘service’ to meet the clients’ changing needs. The care team are supported by a combination of cutting edge technology and dementia friendly facilities that enable a focus on creating a personal, comfortable and stimulating environment for the person living with dementia. Ipersonally demonstrates how technology can enhance the lives of clients and staff, putting the ‘personal’ back into care while delivering outcomes that are meaningful for the person with dementia.

**Jan Little and Stuart Wright, Brunelcare**

**EVEN 15 MINUTES COUNTS**

At Brunelcare, we aspire to ‘enable our staff to be all that they can be for our customers’ and to ‘help older people to make the most of their lives’. Much work has been done with senior managers, but little with frontline staff that would help them realise and deliver on our aspirations. It is frontline staff who can provide innovative ways of working, but only if we equip and support them, with principles grounded in dementia care as described by Tom Kitwood and others. As a result we have developed a leadership course for staff, to enable them to understand their role and responsibilities more clearly, and identify what they can change to improve the wellbeing of customers and colleagues. They have the opportunity to explore different ways of working to meet the aspirations and dreams of people living with a dementia, shifting away from task based care towards an outcome focus.

**Tanya Little and Susannah Spencer, Bradford Dementia Group**

**DEMENTIA CARE MAPPING UPDATE**

Dementia Care Mapping (DCM) is a well established tool for improving dementia care in formal care settings. It is recommended by the National Institute for Health and Clinical Excellence and the Social Care Institute for Excellence, the Audit Commission and the former Commission for Health Improvement as a method for improving care practice for people with dementia. This workshop will provide an update on current uses of the tool and how DCM is being used in practice and in research. This workshop will also report on the lessons learnt over the past 18 months following the launch of PAS 800, British Standard publication on dementia care mapping and the latest use of the tool to improve the quality of service for people with dementia who live in their own homes. As services continue to demand higher quality in their provision, DCM has secured its place as one of the leading methods of making and sustaining change in dementia care.
Speakers’ abstracts L-P

David Lowery and James Lee, Central and North West London NHS Foundation Trust
PROVIDING PEOPLE WITH DEMENTIA AND THEIR CARERS WITH TOOLS TO IMPROVE THEIR LEVELS OF PHYSICAL ACTIVITY
Our project, EVIDENCE, is currently assessing the effect of regular walking has for particular symptoms of dementia. Physical activity (PA) is cheap and can be utilised by most people with relatively little training. Further, a tailored programme using basic motivational techniques to monitor progress has been demonstrated to help participants reach and maintain their PA goals. We have designed a ‘video toolkit’ that demonstrates these techniques and showcases the experiences of people with dementia and carers utilising these tools. We aim to use this toolkit to promote PA among people with dementia and carers. Viewers learn some basic skills and strategies that can be applied to maintain motivation to incorporate PA into daily routines. We believe widespread uptake of PA can have a positive impact for the individuals involved and the wider healthcare economy. We will ask delegates to test our toolkit to establish whether it motivates them to take up PA, if they understand the content, and to help identify ways of reaching our audience.

Jenny Mackenzie and Peter Friednies, Dementia Care Matters
BUTTERFLIES ON THE MENU MATTERS
In the past, mealtimes were mistakenly measured on speed. Meal experiences rely on establishing mutuality. The risk of staff ‘drying up’ on conversation during meals is high. This presentation will demonstrate how ‘Being a Butterfly’ works during meals.

Carla Madriejo and Sue Sharp, Alzheimer’s Society, Janet Parker and Val Moura, London South Bank University
ALZHEIMER’S SOCIETY’S JOURNEY THROUGH ASSISTIVE TECHNOLOGY
The presentation will discuss the journey of Alzheimer’s Society building their knowledge on and providing appropriate assistive technology for people living with dementia and their carers. It would tell how they learned to look at products in a different way with the assistance of occupational therapists in London South Bank University, and what they are learning about the assistive technology market.

Jill Manthorpe, King’s College London
TRANSITIONS IN UNCERTAINTY: CHALLENGES AND CONTEXTS FOR LIVING WELL WITH DEMENTIA
This two-year study aimed to understand the experiences, expectations and service needs of the person who is becoming the person with dementia, from the perspectives of the older person and their supporter or carer. Data were collected in three areas of England and separate interviews were carried out with 27 people with memory problems as well as 26 key supporters and carers, regarding their perceptions of expectations, experiences and perceptions of the process of assessment and diagnosis. Data analysis revealed that few people interviewed in this study experienced the system of memory assessment as patient-centred. This study identified five transitions in the experiences of participants: ‘Internalising dialogue’: the self awareness that something may be wrong; ‘Confirming positions’: the seeking of confirmation from those closest to the person with memory problems that help is needed; ‘Seeking expert advice’: disclosing position to professionals (usually a GP); ‘Being tested’: undergoing diagnostic investigations and receiving results; and ‘Seeking understanding’: from professionals and other sources. This study suggests that there may be different needs among those presenting to memory services with early suspicions that something is wrong and those presenting later when memory problems are evident. Services did not always appear to be equipped with person-centred responses to individuals’ varying needs and circumstances. While giving a study overview, this presentation will primarily focus on the first two transitions and explore policy and practice implications.

Julie Miller, Alzheimer Scotland, and Angela Kydd, University of the West of Scotland
ALZHEIMER SCOTLAND PALLIATIVE CARE INITIATIVE (PCI)
The Palliative Care Initiative was a one-year partnership project between Alzheimer Scotland and NHS Dumfries & Galloway aimed at building capacity to develop an understanding of a palliative care approach to care for people with dementia among a wide range of health and social care staff. The University of the West of Scotland (UWS) was commissioned to provide an evaluation of the Initiative’s cascade model of training trainers and the impact on practice. The Palliative Care Initiative built on the work of Alzheimer Scotland’s Beyond Barriers project by training 60 trainers to cascade the Beyond Barriers material throughout Scotland. Each trainer was given comprehensive materials sufficient to train 10 staff members/family members. A unique feature of the three day course the trainers were trained to deliver was that carers were trained alongside staff. An open approach was adopted that dying with dementia or of dementia will occur and the whole course examined how a palliative care approach could enhance the quality of care provided both in terms of living and dying. This presentation will give the conference audience the opportunity to hear about the course materials, practically running the initiative and the key evaluation findings.

Gillian Mitchell, Andrew Boyd, Janice Stewart, Barchester Healthcare Ltd
HOW TO ENHANCE THE DINING EXPERIENCE FOR PEOPLE LIVING IN A CARE HOME WITH DEMENTIA
This presentation outlines the approach taken to make small but powerfully positive changes to the experience of eating in a care home. These changes came about by recognising that the dining experience that was in place did little to elevate wellbeing or appetite, and was known to be considered a ‘chore’ for staff. Considering that mealtimes are a major opportunity for social interaction and nutrition and hydration high on the agenda for physical and mental wellbeing, staff knew they needed to change this experience. The presentation illustrates that through utilising an observational tool the real experience of people can be measures from their perspective and an honest approach to change made.

Karen Morrison and Maizie Mears-Owen, Care UK
TAKING DEMENTIA CARE TO THE NEXT LEVEL
This presentation will share Care UK’s vision for the delivery of excellent dementia care services and how they intend to achieve this. The focus will be on two key tools from Care UK’s dementia strategy: their ‘experiential’ staff training and the care home environment, both of which have been tested in a pilot at nine of their homes and have delivered some remarkable and inspiring outcomes. Experiential training enables staff to experience being ‘cared for’ from the point of view of a resident. The training delivers a powerful and lasting message, helping staff to understand the impact of their approach and attitude towards residents and take responsibility. With its work on the care home environment, Care UK’s aim is to create an environment that is stimulating and enables resident with dementia to find their way around independently and safely but at the same time being tasteful and respectful and still looking like a family home.

Sarah Page and Karen Barnes, Greater Manchester West Mental Health Trust
THE HIDDEN TREASURES ALLOTMENT
Greater Manchester West Mental Health Trust’s occupational therapy service has developed a working fruit and vegetable allotment within an acute, secure, inpatient service for individuals diagnosed with advanced dementia. The patients and their carers are part of the process of sourcing, purchasing, sewing, growing and harvesting a wide variety of fruits and vegetables. The patients with advanced dementia experience a sense of mastery and acceptance, providing a new approach to enable independence. Carers have expressed delight at seeing their relative fulfilled and happy. The feeling and sense of pride that the carer expresses is invaluable. This project is being evaluated in collaboration with carers, staff and individuals with dementia to enable a pilot study of this neglected area of practice. We are in the process of compiling a best practice guidance for other services who want to do similar work.
Jill Pendleton, Emma Schofield and Sarah Butchard, Merseycare NHS Trust

POST-DIAGNOSTIC SUPPORT GROUPS: ON THE JOURNEY TOGETHER
This presentation will consider the advantages and challenges of running post-diagnostic support groups jointly for people with dementia and their significant others. The underlying premise is that people are on the journey together and therefore will benefit most from a shared understanding of the situation that they find themselves in which will generate greater empathy towards each other. The presentation will share the learning experiences of some participants and the facilitators.

Annie Pollock, Dementia Services Development Centre, University of Stirling

THE VALUE OF OUTDOOR SPACE FOR PEOPLE WITH DEMENTIA
Using outdoor space is often not sufficiently valued in promoting health and wellbeing, yet there is a substantial amount of literature demonstrating how useful outdoor activities are for us all and particularly older people and those with dementia. There are also alarming reports of how people with dementia may be locked in their home or ward with no access to the outdoors, because there are not enough staff, there is too great a fear of risk or there is simply no suitable outdoor space. This presentation looks at the reasons why being outside is essential for everyone’s wellbeing and how being outside may help people with dementia retain their physical and cognitive ability and improve their mental and physical health. The presentation will explore the benefits and potential costs of outdoor space for people with dementia. It will also look at how the design of the outside can be both disabling and enabling for older people and those with dementia.

Jackie Pool, Jackie Pool Associates Ltd

BEE INSPIRED DEMENTIA CARE: MAKING A DIFFERENCE
The presentation will demonstrate how dementia care teams can create a buzz in their care setting, with exciting and inspiring learning days where participants leave with the Bee Inspired Dementia Care Toolbox: a set of practical tools, resources, and sources of inspiration that empower individuals and teams to initiate and maintain effective change. The Bee Inspired Dementia Care Toolbox has been developed by Jackie Pool, a leading occupational therapist specialising in dementia care workforce development and author of the PAL Instrument. Jackie will describe the impact of Bee Inspired with results from a Department of Health funded project with 32 independent dementia care settings, fitting with key objectives of the National Dementia Care Toolbox has been developed by Jackie Pool, a leading occupational therapist specialising in dementia care workforce development and author of the PAL Instrument. Jackie will describe the impact of Bee Inspired with results from a Department of Health funded project with 32 independent dementia care settings, fitting with key objectives of the National Dementia Care Strategy for improving the quality of care and also for developing and informed and effective dementia care workforce. Bee also supports care providers to meet CQC regulations for having a care workforce with the appropriate qualifications, skills and experience, enabling individuals to live well with dementia.

Caroline Roberts and Mark Sims, Barchester Healthcare Ltd

OUTCOMES MATTER IN DEMENTIA CARE: PROVIDING THE EVIDENCE FOR THE CARE QUALITY COMMISSION ON PERSON-CENTRED DEMENTIA CARE
At Barchester we have spent time considering how to provide the Care Quality Commission (CQC) with evidence of person-centred care, when so often this seems to involve non-measurable and variable things. We use an observational methodology to demonstrate to the CQC that our service supports a person-centred approach to care. It needs to be recognised that this is only one part of the ‘jigsaw’ and this presentation outlines how Barchester is providing evidence that stands up to scrutiny in its Memory Lane communities.

Jan Robins and Emily Malet, Bradford Dementia Group

IT’S NOT ALL ABOUT BLINDFOLDS AND SOFT DIETS: TAKING A DIFFERENT PERSPECTIVE ON EXPERIENTIAL LEARNING ABOUT DEMENTIA.
Experiential learning approaches have become commonplace within many dementia training environments. However, sometimes approaches can be used with trainers giving limited consideration to the experience and emotions of learners. Experiential learning does not have to involve putting people through negative or uncomfortable experiences. This workshop will explore the ethics, benefits and potential pitfalls of experiential learning and will provide practical examples of how effective experiential approaches to learning can be introduced to the workforce to facilitate positive learning. It will include group participation and demonstrations of innovative and creative experiential learning materials and techniques.

Rachel Rogers and Wendy Thomas, Merseyside Dance Initiative

DANCE IN DEMENTIA CARE IN LIVERPOOL: MDI'S PROJECTS SO FAR, RESEARCH AMBITIONS AND FUTURE PLANS
The presentation will explore the methods, benefit and impact of the Merseyside Dance Initiative's dance work in dementia care, discussing the effects for participants and carers and giving an insight into the artist’s reflective journey during a project. In addition to this, the presentation will set out the organisation’s intended areas of research in this field and discuss plans for the future.

Pam Schweitzer, European Reminiscence Network

TIME TRAVELLING THE WORLD OVER: REMINISCENCE WITH ETHNIC MINORITY ELDERS WITH DEMENTIA
Reminiscence and life story work have a particular role to play in the support of ethnic minority elders. For people with dementia from minority groups, there is often a real need to speak about the different parts of their lives and to see how they fit together and affect their sense of themselves in the present. They can then recall with a sense of pride the decisions they have made, the journeys they have travelled, the adjustments they have managed, the way they have surmounted new difficulties in a new country and made a new life. This presentation will describe the reminiscence and arts work undertaken by the European Reminiscence Network in 2011 with Asian and Polish elders with dementia in groups in south-east London. It will also include reference to Pam’s recent experience of introducing reminiscence work in 4 major cities India.

Anna Selby, Milton Keynes Community Health Services/ Milton Keynes Council

THE INTEGRATED DEMENTIA PATHWAY IN MILTON KEYNES
Due to the demographics of a new town reaching maturity, the older population of Milton Keynes is expected to grow exponentially, and with it the prevalence of dementia. The presentation will outline the population challenges in Milton Keynes and the organisation of services which are enabling the development of an integrated dementia pathway. It focuses on the nature of joint commissioning, multi-agency working and exciting opportunities to further integrate services to create a truly holistic approach to supporting people based on need and not age, or even diagnosis.
Daphne Sharp, The Monthly Alzheimer’s Support Evening (The MASE)

THE MASE GROUPS: GIVING SUPPORT TO CARERS ON THE DEMENTIA JOURNEY

The Monthly Alzheimer’s Support Evenings (MASE) are self-funding voluntary groups in South Staffordshire providing social support and information for people with dementia, their carers, family and friends. There are three MASE groups held once a month with an average of 50-70 carers and cared for attending each evening. The first group was started two years ago by people who have lost loved ones to dementia. The groups enable people to speak freely and help take the stigma away from dementia. Strong networks and friendships are formed which helps reduce social isolation. Each MASE group has refreshments, a buffet and entertainment. Leaflets are available detailing services, benefits and resources available for people with dementia and their carers. There is also the opportunity to ask questions of professionals in a protected environment. A trained aromatherapist attends each group, giving carers hand or neck massages during the evening. The MASE has thirty volunteers who are all CRB checked and recognisable by their red blouses or shirts. Some are professionals, many are ex-carers; they are always on hand to answer questions and give emotional support.

David Sheard, Dementia Care Matters

RITUALS, ROUTINES AND RE-ORDERING THE DAY

Rituals are avenues for our emotions. Rituals are created by institutions. Reordering the day is the beginning of removing task orientation. Respecting personal rituals is the way to restore personal balance. This presentation by David Sheard will launch a new tool to reinforce the need for rituals.

Joanna Stevens, Sussex Partnership NHS Foundation Trust

OPEN ENDED: AN ACCESSIBLE INTERACTIVE GALLERY TOUR FOR PEOPLE WITH MEMORY PROBLEMS

This presentation will offer an overview of the development of ‘Open Ended’, an accessible interactive gallery tour for people with memory problems, their carers and families. The Open Ended tour was developed in partnership between Sussex Partnership NHS Foundation Trust and Towner Contemporary Art Museum with input from the Alzheimer’s Society. It aims to support the wellbeing and social inclusion of people with memory problems, their carers and families. Open Ended is based on an innovative and highly regarded project for people with dementia developed and researched at the Museum of Modern Art in New York. Open Ended was developed during 2009/10 and launched in October 2010. The partnership came about because both organisations identified they had common aims to improve outreach, inclusion and accessibility for people with dementia. Involvement was core to the development of Open Ended and included service users, older/younger people with memory problems, their carers plus NHS staff. Open Ended is now being run on a monthly basis by the gallery.

Claire Surr, Bradford Dementia Group, and Joan Palmer, Care Quality Commission

‘SEEING LIFE THROUGH THEIR EYES’: AN INTRODUCTION TO THE CARE QUALITY COMMISSION’S SHORT OBSERVATIONAL FRAMEWORK FOR INSPECTION (SOFI 2)

The Short Observational Framework for Inspection (SOFI) 2 forms an integral part of the Care Quality Commission inspection methodology. SOFI is designed to help inspectors capture the experiences of people with communication difficulties who are unable to reliably talk about their experiences. SOFI has been updated to its second edition, to facilitate its use in regulating a range of both health and social care services. This session will give an overview of SOFI 2, how and where it is used, what data it produces and how this is used in making decisions about compliance with outcomes.

Claire Surr, Bradford Dementia Group

PERSON FIRST... DEMENTIA SECOND: TRAINING AND COACHING FOR THE WHOLE WORKFORCE

This presentation outlines an innovative workforce training programme developed through a partnership between Bupa and the Bradford Dementia Group. It is designed to ensure all Bupa care homes staff have the knowledge and skills to deliver person-centred dementia care. The programme has been implemented in the UK and Australia. This presentation will cover (i) the training programme development process (ii) ‘The essentials workbook’: its implementation and impact on practice in the UK and Australia (iii) training of staff as Person First Coaches to onward deliver learning sessions (iv) The Excellence core modules: implementation and the impact on practice and (v) achievements, remaining challenges and future plans.

Rachel Thompson, Royal College of Nursing

MAKING SPACE FOR GOOD DEMENTIA CARE IN GENERAL HOSPITALS: DEVELOPING A SHARED COMMITMENT

Over the past 12 months the Royal College of Nursing has been facilitating a UK-wide project supported by the Department of Health to influence and guide the provision of dementia care in general hospital settings. As a result a new ‘Commitment to care for people with dementia in general hospital settings’ has been developed and is being supported by a range of stakeholders including other royal colleges and voluntary sector organisations. This presentation will provide an overview of how the commitment was developed based on survey findings of practitioners involved in the delivery of care as well as views and perspectives of people with dementia and carers. The five key ingredients (SPACE) and supporting factors will be explained in supporting staff to deliver positive changes in care. Examples of innovative practice will be shared along with outcomes achieved for both patients and staff. Resources to support the commitment including pocket guides, posters, and pens will be available at this event.

Jayne Wallace, Northumbria University, and Claire Craig, Sheffield Hallam University

MORE THAN MEMORY

In this highly interactive workshop Claire Craig and Jayne Wallace invite you to explore the potential of digital media to support and reinforce personhood for individuals living with dementia. Participants will gain an overview of the wealth of easily accessible resources available with practical ideas as to how these might be used creatively within a range of different settings. Individuals attending the workshop will then have the opportunity to engage in a number of activities including digital storytelling and scrapbooking reflecting on their potential to offer meeting places, where new insights can be gained and relationships develop. The workshop will conclude with a tour of Jayne and Claire’s website: morethanmemory.me where all the resources used within the workshop can be freely downloaded.

Sarah Waller, The King’s Fund

ENHANCING THE HEALING ENVIRONMENT: AN AUDIT TOOL

The King’s Fund’s innovative, award winning, Enhancing the Healing Environment programme effects service improvement through environmental change by providing clinically led multidisciplinary teams, including service users and estates staff, with the knowledge and skills to undertake environmental improvement projects. Though the programme there is emerging evidence to demonstrate the link between environmental transformation and positive outcomes for patients in acute and mental health wards including reductions in falls, incidents of violence and aggression, and the potential for reductions in the use of anti-psychotic medication. Working with 23 trusts we have developed an audit tool to assist service users and staff to assess the ward environment where people with cognitive problems and dementia may be cared for. In developing principles for the development of supportive design for people with dementia The King’s Fund has also found that in ward environments designed around their needs patients with cognitive problems and dementia are more likely to engage in meaningful activities. In addition there have been improvements in staff morale, recruitment and retention.
Mark Walton, Greater Manchester West MH Foundation Trust

EXPLORING BEHAVIOURS THAT CHALLENGE IN DEMENTIA: ‘TAKING A THEORY AND MAKING IT AN APPROACH TO PRACTICE’

This presentation will discuss how a model of challenging behaviour in dementia has been implemented in practice. The model was developed several years ago in collaboration with a staff team working within an NHS assessment ward for men with dementia, and built on the work of Cohen Mansfield and James in promoting a needs-led approach to exploring and understanding challenging behaviour. This model involves an advanced practitioner and assistant psychologist facilitating a weekly case analysis session, exploring in detail the patient’s background coupled with their current presentation, observations from practice and any recorded incidents. Implementing this approach has not been without its challenges, but a recent evaluation has provided evidence of how much this has contributed to staff understanding of the patient, shaped their interventions and further developed their knowledge.

Wendy Ward, Hertfordshire Partnership NHS Foundation Trust

BME DEMENTIA PROJECT IN HERTFORDSHIRE

In response to the National Dementia Strategy, Hertfordshire Partnership NHS Foundation Trust launched a new memory service. When reviewing the original memory service it was found that members of black and minority ethnic communities did not seem to access the service. Within Hertfordshire a separate project was developed to engage with these groups. The presentation aims to explore this project and will look at some examples of positive engagement.

Katherine Watt, Alzheimer’s Society

PEER SUPPORT AT YOUR FINGERTIPS: HOW ALZHEIMER’S SOCIETY IS REACHING OUT TO PEOPLE THROUGH TALKING POINT, ITS ONLINE COMMUNITY

With over 16,000 registered members, Talking Point is Alzheimer’s Society’s active and growing online community for anyone affected by dementia. People have the chance to ask questions, read about others’ experiences and share their own, 24 hours a day. This interactive session will focus on Talking Point, exploring the following questions and more: (i) What are the benefits for people with dementia and their carers, of accessing peer support online? (ii) What are the advantages for an organisation, in offering it? (iii) Are there any challenges, and, if so, how might they be overcome? Please come ready to share your ideas!

Lucy Whitman

PEOPLE WITH DEMENTIA: TELL US YOUR STORIES!

Would you like to contribute to a new anthology of personal accounts by people with dementia? I am looking for personal stories in which you describe your life both before and after you developed dementia. What sort of person are you and what is important to you? How did you first become aware that something was amiss, what was your experience of diagnosis, and how has your life changed since then? I hope the book will reflect the social diversity within the UK, and reveal the individuality of different people’s experiences of living with dementia. The book will be published by Jessica Kingsley Publishers, who published my anthology of carers’ stories, ‘Telling tales about dementia: Experiences of caring’. I am gathering contributions in a collabora- tive way, and I will provide help and support if required. You may wish to write your own chapter, either on your own or with help from someone else, or you may prefer to be interviewed. If your story appears in the book, I want you to feel happy that it truly reflects your experiences, thoughts and feelings, and your own way of expressing yourself. This lunchtime workshop is a chance to hear more about the anthology and consider whether you would like to get involved. For more contact, email towitburg@aol.com or go to www.lucywhitman.com

Suzanne Wightman, South West Yorkshire Partnership NHS Foundation Trust

‘NOTHING ABOUT ME WITHOUT ME’: PORTRAIT OF A LIFE

‘Portrait of a Life’ is a multimedia toolkit for story work, breaking new ground as a comprehensive A-Z of life story work, a one-stop-shop! The ‘Portrait of a Life’ team received a Mental Health Foundation grant to develop the toolkit. It comprises a training DVD, short film, DVD Rom (learning resources, video clips, documentation and an e-learning guide to developing electronic journals) and a comprehensive written guide. The DVD features contributions from eminent professionals, Alzheimer’s Society Ambassadors and many individuals who have been engaged in life story work and family carers. The work has been shared in the UK, Greece, Australia, Singapore and Canada and is now available as a published document and has been purchased by a variety of care settings throughout the UK and Channel Islands.

Stuart Wood and Sheena Wyllie, Barchester Healthcare Ltd

SOUND MATTERS

This presentation charts a training workshop programme based on developing musical communication and awareness in dementia care. It will also illustrate the use, understanding and delivery of ‘musicality’ by staff members enhances real communication and connection with individuals with a dementia. Based in 12 Barchester Memory Lane communities across the UK, the training workshop programme developed staff awareness and involvement in musical aspects of communication and environment, tracking key interactions and staff insights. The presentation will draw on a wide range of supporting material and will set out the framework for how best to make musicality a core part of care.

Bob Woods (on behalf of the REMCARE team), Bangor University

REMINISCENCE GROUPS FOR PEOPLE WITH DEMENTIA AND THEIR CARERS: WHAT ARE THE EFFECTS?

This presentation will be the first opportunity to hear the results of the REMCARE trial, funded by the NIHR HTA programme. Since 2007, research teams in Wales, Bradford, Hull, London and Manchester have been evaluating joint reminiscence groups for people with dementia and their carers, following the manual ‘Remembering yesterday, caring today’ developed by Schweitzer & Bruce (2008, Jessica Kingsley). In total, 976 people with dementia and carers took part in the study, and were randomly allocated as a dyad to either attend a series of 12 weekly groups, and 7 monthly maintenance sessions, or to continue with ‘treatment as usual’. Twenty eight groups were run, in community centres, church halls and museums as well as on NHS premises. Facilitators came from a wide variety of backgrounds, including occupational therapy, nursing, clinical psychology and art therapy. The primary outcome measures relate to the quality of life of the person with dementia and the stress experienced by the care-giver, but data is also available on changes in the person’s autobiographical memory and mood. The cost effectiveness of the approach is also being evaluated. The REMCARE study is the largest and most detailed study of reminiscence work with people with dementia ever undertaken in the UK and internationally. Its results will form a major part of the evidence-base for these and other psychosocial approaches.

Freyा Wynn-Jones, Julian West, Jane Haughton, Sam Glazer, Glyndebourne

GLYNDŒBOURNE OPERA WORKSHOPS FOR PEOPLE WITH DEMENTIA AND THEIR CARERS

Glyndebourne is an opera house situated in the Sussex countryside. It is home to the annual Glyndebourne Festival, Glyndebourne on Tour and a widely respected Education Programme. For the past four years, the Education Department has been working alongside the Alzheimer’s Society to provide an opera project for people with dementia and their carers. The project runs 4/5 weekly sessions each winter and aims to provide an opportunity for participants to enjoy high quality, enjoyable activities with an emphasis on personal creativity and interaction in a local and renowned setting. The workshops focus on one specific opera each year and include elements of composition, movement, singing and design with an emphasis on personal creativity and interaction. The project aims to maintain the confidence of both the cared for and carer, and to reduce stress and social isolation so that they can continue to participate in social activities together within their community.
Elizabeth Bartlett and Abicare Services Limited

**TRAINING AND SUPPORT FOR HOME CARE STAFF WORKING WITH PEOPLE WITH DEMENTIA**

Home care workers enable many people with dementia to remain living in their own homes, but clearly their work requires great sensitivity. The poster describes a training programme developed by Elizabeth Bartlett with Abicare Services Limited, a company working in the south of England and Wales. A key feature of the training is using quotes from people with dementia and their families, as well as explaining the characteristics of dementia. It also encourages staff to share experiences. With this approach, staff feel they develop their skills in working with people with dementia and also empathise with them more readily.

Elaine Carruthers, Care UK

**THE ORCHARD CENTRE**

Care UK’s Orchard Centre in Epsom, Surrey, is open 24 hours a day, seven days a week and provides activity-focused care, support and respite care for people with dementia aged 50 and over. The aim of centre is to help people with dementia to remain independent, active and socially engaged, enabling them to stay living in their own homes. This unique service is flexible and responsive – people can use the centre as little or as often as they like. Some visit the centre every day while others use the service on occasions when their carers are unavailable.

Louise Daly and Agnes Higgins, Trinity College Dublin

**CONSTRUCTIONS OF SEXUALITIES IN DEMENTIA**

This poster summarises a literature review conducted to inform the future design of a study to explore existing, and develop enhanced, care practices to respect and support sexuality for people with dementia living in a residential care setting. Commonly, sexuality in dementia is referred to in terms of problematic or inappropriate behaviours and how such behaviours might be assessed and addressed. As a human need, sexuality is a much broader concept that is fundamental to our quality of life, our relationships and our emotional and physical wellbeing. We argue for a widening of the sexual lens as fundamental to supporting sexuality as a human need for people with dementia.

Tanya Denmark, University College London

**DEVELOPMENT OF A COGNITIVE SCREENING TEST FOR DEAF PEOPLE**

Establishing the norms of healthy ageing in the Deaf sign language community in respect of cognitive and linguistic functioning is a necessary precursor to the development of assessment tools that might be used to detect unusual changes associated with dementia. The tests, with instructions entirely in BSL using standardised video format, were developed and piloted using a similar format to the Addenbrookes Cognitive Examination and Mini Mental State Examination, with test domains sampling memory, visuospatial, language and executive function abilities, as well as orientation to time and space. Normative data was collected from 174 participants aged 50-89 years during an England Deaf Darby and Joan holiday. This poster presents details about test development with preliminary results showing changes in test performance across age cohorts, correlation with non-verbal intellectual ability and plans for the collection of data from patients with cognitive disorder and dementia.

Paul Edwards, Bradford Dementia Group, and Catherine Hawcroft, Knightsbridge Furniture Productions

**USING KNOWLEDGE TO INFLUENCE EXCELLENCE IN DESIGN IN DEMENTIA CARE**

This poster explains how Knightsbridge Furniture and the University of Bradford have combined their skills to develop high quality, evidence-based furniture for people with dementia. Over the past two years Knightsbridge and the university have been engaged in a knowledge transfer partnership that has enabled the company to develop its position and increase its profile as experts in design for dementia care. Knightsbridge combined existing ideas from the field of design for dementia care environments with a more in-depth understanding of the issues faced by users through working with University of Bradford and local care home Stonehouse Manor.

Rachel Edwards, Avon and Wiltshire MH Partnership NHS Trust

**PERSON-CENTRED DEMENTIA CARE TRAINING FOR PRIMARY CARE TEAMS**

An educational training programme for primary care teams on person-centred approaches to the recognition and management of dementia was developed and tested. The training includes clinical information about dementia and its diagnosis, and emphasises the importance of early recognition of the symptoms of dementia and the ways that this is important for patients and carers. A set of guidelines for the programme has been produced to assist health professionals to deliver the training to primary care teams and the aim is to roll this out nationally. The poster reports on the experiences of delivering the training programme and feedback received.

Emma Ferguson-Coleman, University of Manchester

**STUDYING DEMENTIA IN THE SIGNING DEAF COMMUNITY**

The Alzheimer’s Society has funded a large project on dementia in the signing Deaf community. This poster focuses on two aspects of this project: describing the experience of dementia from the cultural perspective of signing Deaf people with dementia and their carers; and exploring what Deaf people know and feel about dementia including diagnosis, family and community support, and service needs and access. The poster outlines the methodological and ethical challenges faced in data collection with Deaf people with dementia and presents progress on the project to date.

Veronica Franklin Gould, Arts 4 Dementia

**ARTS 4 DEMENTIA: EDUCATIONAL OUTREACH FOR PEOPLE LIVING WITH DEMENTIA IN THE COMMUNITY, THEIR FAMILIES AND CARE WORKERS**

Arts 4 Dementia is helping to develop outreach for arts venues to re-energise and inspire people living with dementia in the community and their carers. This poster will outline our initial pilot projects in art, poetry and communication and our educational partnership model. I will discuss the ideal format for weekly outreach for dementia at arts venues, and explain the composition and aim of our Arts 4 Dementia Best Practice Conference in November. Penny Hibberd, Dementia Services Development Centre South East

An algorithm for workforce development in care homes.

The project team gained views about ‘working lives’ within a care home from residents, family members and care workers. A mixed method approach was implemented to gain views about working lives in a care home by using reminiscence sessions with residents, focus groups with staff members and anonymised questionnaires to family members. The project resulted in the development of an algorithm that has provided a visual pathway for the organisation to enable workforce planning and personal development for staff.

Practice development opportunities and supervision needs can be mapped to staff roles and grades.
EVALUATION OF MEDWAY’S DEMENTIA ADVISERS PROJECT

The Kent and Medway Dementia Advisers provide face-to-face contact to people in their own homes, telephone advice and support to meet the needs of the person with dementia and their carer. The evaluation team distributed and facilitated in three phases, over one year: questionnaires to people with dementia, carers and dementia advisers; focus groups with carers, people with dementia and dementia advisers; a 360 degree evaluation with the lead adviser and work-based observations of dementia adviser telephone consultations. Findings highlighted the positive improvements this service brought to the dementia care pathway in Medway, for example continuity of practitioner, consistent and good quality signposting.

Sophie Hodge and Emily Doncaster, Royal College of Psychiatrists’ Centre for Quality Improvement

THE ADVANTAGES OF ENGAGING MEMORY SERVICES IN ACCREDITATION DURING TIMES OF FINANCIAL CONSTRAINT

The Memory Services National Accreditation Programme (MSNAP) is a quality improvement programme for memory services in the UK, focusing on the areas of assessment and diagnosis. It is a standards-based programme that aims to support services to bring their quality up to a standard where they can reach accreditation, and to recognise clinics that are already providing a high quality service. It is managed by the Royal College of Psychiatrists. This poster will present case studies of some of our member services who have benefited from the process by being able to demonstrate improvements in efficiency and value, and also increasing access to the resources they need to provide a good service.

Yvonne Lee, Age UK Oldham

AGE UK SERVICES FOR PEOPLE WITH DEMENTIA

Age UK Oldham and Age UK would like to demonstrate some of the innovative services that local Age Uks provide across the country for older people living with dementia and their carers. These services offer genuine community personal support, an aim of the National Dementia Strategy. They also represent strategic ways of saving costs, but not at the expense of truly personal services. We highlight a range of services, including: Innovations in Day Care, Home Not Away, Choosing the Right Care, Dementia Café, Life Story Project, Advocacy and Community equipment shop. We will also provide copies of the new Age UK Expert Series booklet, ‘Living life with dementia – local Age UK and Age Concern contributions to quality outcomes for people living with dementia and their carers’.

Julie Newton, Age Concern Central Lancashire

POSITIVE OUTLOOK PROGRAMME

This poster introduces the Positive Outlook Programme run by Age Concern Central Lancashire. The programme is designed to maximise quality of life for individuals with dementia and their carers. Sessions cover: life story, maintaining memory, physical health, activities of daily living and community facilities. Couples work together and in peer groups to discuss difficulties and gain support in problem solving. People with dementia participate in a cognitive stimulation programme, giving them the opportunity to engage socially and enjoy meaningful interaction. Hobby/leisure sessions are offered to couples aiming to encourage activity within the home environment. Life story work engages couples to produce a DVD of memorable photographs with music and a written narrative.

Karen Rudman and Lenon Mashingaidze, Royal Berkshire NHS Foundation Trust

IMPROVING DEMENTIA CARE IN HOSPITALS

At the Royal Berkshire NHS Foundation Trust, active patient representatives and a motivated staff group have driven a range of improvements in the care of patients with dementia. The National Dementia Strategy objectives provided structure for the improvements that were needed. Key achievements, led by the Dementia Steering Group, include training over 500 staff in dementia awareness, developing a dementia care pathway, making improvements to the physical environment and developing a BPSD care bundle. We also have a Mental Health Liaison Team for Older People.

Kritika Samsi, Kings College London

UNDERSTANDING WILLFUL NEGLECT AND ILL-TREATMENT UNDER THE MENTAL CAPACITY ACT

The Mental Capacity Act (MCA) 2005 implemented in England and Wales in 2007 provides an important legal framework for safeguarding people whose mental capacity are affected. Two new offences of willful neglect and ill-treatment to protect vulnerable people (outlined in Section 44 of the MCA) are now punishable by law. A longitudinal study with 115 practitioners working with people with dementia and carers explored training, knowledge and experience of the Act. Findings indicated limited understanding of offences, thresholds and procedures to follow. Training was limited. This study, along with a group discussion with 15 experts in safeguarding, will be used to develop an easy-to-use toolkit. The toolkit will be developed for different audiences and to be used in a range of settings.

STEVE SIMPSON AND JANET CRAVEN, DORSET COMMUNITY HEALTH SERVICES

A discharge audit for dementia patients on an assessment ward

A discharge audit and follow-up study (Ball et al 2004) on the duration of stay for dementia patients on an elderly mental health assessment ward over three years (2008-10). The main emphasis was on the duration of stay in relation to funding since the introduction of Continuing Healthcare was introduced in 2007 to fund NHS long-term care patients at home or in residential care.

Claire Smith, Tunstall Healthcare Ltd

SUPPORTING PEOPLE WITH DEMENTIA AT HOME USING TELECARE

In February 2009 Selwood Housing was commissioned by Wiltshire Council to conduct a pilot to establish how well telecare could support people with dementia to live independently in their own home and assess the impact on carers. The pilot aimed to delay admissions to residential care and reduce readmissions to hospital, as well as promote independence and support carers. It was also hoped it would reduce costs. Results included a reduction in hospital and care admissions, improved medication management, reduced risks and carers reported feeling supported. The service also realised significant financial savings.

Damian Utton, Pozzoni LLP

CREATING RESIDENTIAL FACILITIES THAT WELCOME THE WIDER COMMUNITY

Providing facilities that can be used by the wider neighbourhood as well as residents, their families and staff can have several benefits including the interaction between people with dementia and the wider community. This poster draws on the experiences of built examples and innovative solutions and explores two key issues: (i) Is the outcome an improved quality of life and improved health and wellbeing for residents? (ii) The capital cost of providing such facilities balanced against the benefits created, essential in the present climate of new commissioning procedures and restrictive finances.

Damian Utton, Pozzoni LLP

PASSIVE ENVIRONMENTAL DESIGN AND THE BENEFITS FOR PEOPLE WITH DEMENTIA

Environmental sustainability and passive environmental design have been topical issues for several years and there is a growing consensus on the main principles of passive environmental design. The quality of the built environment can have an impact on health and general wellbeing and this is especially true for older people and for those who live with dementia, who may be more sensitive to the built environment and to changes within it. This poster uses case studies of completed care schemes to show the benefits of an integrated, innovative and cost-effective passive design approach.

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Penny Vaughan and Rachel Boulton, CAMTED, Cambridgeshire and Peterborough Foundation Trust

**ENHANCING MEALTIME EXPERIENCES IN CARE HOMES**

This poster describes our experience of working with care home staff to enhance their ability to provide person-centred care at mealtimes. The work is part of a broader training and practice development programme being offered to care homes in the Huntingdonshire area. Before providing input into the home we meet with the manager and observe a mealtime at the home. We then run one or more workshop-style training sessions, in which we discuss good practice at mealtimes and help the home to identify objectives for changing their practice, in order to offer greater choice, meet individual need and offer a more congenial mealtime experience for their residents. They then identify a meal-times champion to take forward this work, and we support them in implementing their objectives.

Helen Walton, Dementia Care Matters

**MERGING BUSINESS AND QUALITY IN DEMENTIA CARE: BUTTERFLY PROJECT FINDINGS**

Dementia Care Matters has been working with over 30 Butterfly Project care homes across the UK and Ireland, and now several have achieved the Butterfly Service award. This poster shares some of the outcomes from Butterfly Projects. Homes have reported significant benefits, such as: increased wellbeing, collation of quality of life evidence, reduced staff turnover, sickness and absenteeism, fewer falls and safeguarding alerts, and achieving weight gain for identified individuals. These outcomes have resulted in an improving profile and reputation for the homes involved. Visiting professionals watch with interest as staff transform the lives of people living together.

Sue Wood, Taunton and Somerset NHS Foundation Trust

**DEMENTIA CHAMPIONS**

At Musgrove Park Hospital in Taunton, Somerset we have developed and continue to develop a network of Dementia Champions across the whole organisation. The champions act as experts in their ward areas working with staff to improve the care patients who also have dementia receive within the hospital. There are currently Dementia Champions on all ward areas and in several other patient areas within the trust and also within the portering staff. The Champions are staff nurses, health care assistants and allied health professionals of various grades.

Sue Wood, Taunton and Somerset NHS Foundation Trust

**ENHANCING THE HEALING ENVIRONMENT FOR PEOPLE WITH DEMENTIA**

In 2010 a five-person team from Musgrove Park Hospital in Taunton Somerset led by a senior nurse embarked on the King’s Fund Enhancing the Healing Environment Programme which focused on dementia care. The team’s aim was to transform the ward to provide a safer, less traumatic acute hospital admission, maintaining and promoting independence for people with dementia. The physical environment has a major role in the care and support of people with dementia. A ward designed to meet the specific needs of people with dementia will enable them to retain their functions, skills, reduce their anxiety and enhance the healing process. The work was completed in October 2010 and is now being evaluated.

Victoria Wray, Sussex Partnership NHS Foundation Trust

**DEMENTIA CRISIS SERVICE**

As a specialist mental health trust Sussex Partnership aims to deliver a continuous fully integrated service to people with dementia and their carers. The Dementia Crisis Service forms an essential component of our dementia strategy. It is a community based multidisciplinary service which works across extended hours, seven days per week. This poster explains the role and function of the team, the pathways through the service and the partnerships which support service delivery. Vignettes give examples of who is using the service, and the audit of our first year of operation shows the impact of the service.
NEW: Making a Difference 2
An evidence-based group programme to offer cognitive stimulation therapy (CST) to people with dementia. The manual for group leaders, vol 2
By Elisa Aguirre, Aimée Spector, Amy Streeter, Juanita Hoe, Bob Woods and Martin Orrell
This second cognitive stimulation (CST) manual offers a further 24 carefully researched group sessions for use in all care settings. The manual comes with a new DVD showing filmed examples of sessions with leaders and people with dementia. This will be of particular benefit to those who are new to this approach.
Paperback, colour (64 photocopiable pages) plus DVD. ISBN 978 1 874790 99 0  £17.50 + £1.50 p&p

Chocolate Rain: 100 ideas for a creative approach to activities in dementia care
Written, illustrated and designed by Sarah Zoutevelle-Morris. This practical and attractive handbook is for those working in all care settings who seek creative solutions to improving the well-being of people living with dementia. All ideas have been successfully tried and tested.

Dementia and Sexuality: The rose that never wilts
Dementia and Sexuality offers understanding and a positive attitude to care staff and relatives about the sometimes challenging sexual behaviour of people living with dementia. It describes the possible causes and shows that, armed with this knowledge, a satisfactory outcome for all can often be achieved. The author, Elaine White, has been consulted about sexual behaviour for many years, and is therefore able to include for the benefit of readers many true stories from her work.

Time for Dementia
A collection of writings on the meanings of time and dementia, edited by Jane Gilliard and Mary Marshall, illustrated by James McKillop. This collection of writings, from both professional and personal perspectives, offers insight into the meaning of time; making time; clocks; time to love; being in the moment; night time; past times; pastimes; and making good use of time.

And Still The Music Plays
In 22 compelling stories, clinical psychologist Graham Stokes draws on his memories of people with dementia he has met to bring us all a greater understanding of the condition and why some behave in the way they do. The central theme is that everyone with dementia is unique, with a distinctive personality and experiences. The book is designed for all – professional and family carers alike – who want to know more about dementia.

Dementia Diary
This collection from renowned author John Killick invites us into the lives of people with dementia. Through the poems and stories he opens our eyes, ears, hearts and minds so that we see, hear and understand so much more about dementia and individuals, their joys, humour and fears.
Paperback, 56pp, ISBN 978 1 874 790 97 7  £7.50 + £1.50 p&p each
ALSO: Dementia Poems CD, £9.99 + £1.50 p&p each

2nd Edition: You are Words
Every word in this book has been spoken by a person with dementia. People with dementia are often ignored and dismissed because they can no longer communicate in the ordered, conventional way we are all used to. John Killick has given them time to talk, listened with care, then distilled and recorded their words in a way that compels our attention.
Paperback, 70pp, ISBN 978 1 874 790 92 4  £7.50 + £1.00 p&p each.
ALSO: Dementia Poems CD, £9.99 + £1.50 p&p each.

Designing Homes for People with Dementia
Good design helps to make the environment more understandable, resulting in huge benefits for everyone. The 25 case studies illustrated in this book demonstrate the principles of good design for people with dementia. The examples are drawn from nine countries across Northern Europe, North America and Australia. This book is an invaluable resource for anyone committed to improving the built environment for people with dementia.
By Damian Utton BA (Hons) DipArch RIBA, ISBN 978 1874790 28 0  £55 + £1.70 p&p

Dementia: Walking not Wandering
Fresh approaches to understanding and practice. This book addresses the important issue for those working with people with dementia in care homes, hospitals, day care centres and the community. Both theoretical understanding and practical guidance are offered.
Edited by Mary Marshall and Kate Allan, ISBN 1 874 790 68 X  £13.50 + £1.50 p&p

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For more information on our dementia care services visit [www.barchester.com/memorylean](http://www.barchester.com/memorylean)