It’s your life, and that’s what matters.
Dementia care is everyone's business

Presented by: Helen Reeves, Operational Lead for Walsall and Inpatient Services, St Giles Hospice
Aim

• Overview of service and why it was commissioned
• Why is it different?
• Key achievements
• The future
Studies have found that people with dementia are often admitted to hospital unnecessarily (Toot et al, 2013) from care homes by staff who have not received enough support to help them understand dementia and how to support them at the end of life.

Walsall CCG had a higher than average hospital admission rate for people living with dementia, therefore, an innovative service was commissioned to help increase patients staying in their care homes where appropriate.
The beginning
A collaboration project between Pathways 4 Life (Age UK, Walsall and Accord) and St Giles Hospice Walsall.

Commissioned in June 2015 by Walsall Clinical Commissioning Group

Aim to reduce unnecessary hospital admissions for people living with dementia in care settings

Namaste is a key aspect of the service specification to deliver in care homes
Overview of the service

• Support is provided by a range of methods:
  • Observations
  • Support sessions
  • Forums
  • Steering Group
  • Carer’s group
Namaste

- Developed by Professor Joyce Simard
- Namaste Care is a sensory based programme
- Care is delivered with ‘a loving touch’
- Brings pleasure and meaning to activities
Dementia Support Workers promote the use of Namaste Care™ in all care homes and provide sessions on how this can be achieved.

Homes can access as much or as little as they want and have ongoing contact to ensure their needs are met.
Benefits of namaste

- Potential decrease in behaviours that may challenge
- Improved quality of life
- ‘Removes the gloves’
- Cost effective
- Allows individuals tranquillity and dignity at end of life
Results of Namaste

• 4 homes have engaged with the concept of Namaste

• DSWs for Care Improvement and End of Life have attended Train the Trainer

• Trained over 80 apprentices and support workers at the Manor Hospital

• Anecdotal evidence of decreased behaviours that may challenge and staff feeling better connected with residents

• One resident in a home started to use more language
Results of the DSW Service

• As a direct result of the service we now have a community dementia steering group that brings together a range of professionals including care homes, ambulance service, hospital, hospice, community professionals, commissioners to name a few. Here we focus on how we can all work collaboratively to improve care for people living with dementia. The service is now recurrently funded and this in part is due to the service having a direct impact on decreasing the number of people living with dementia being admitted to the acute sector.
Results of the DSW Service

• Feedback from care homes:
• “Great resource” “Very informative and fitted in to the care and support needed for our clients” “All information will develop my own knowledge within and outside of the workplace” “To be more open to the needs of people even if they find it hard to communicate”” Very helpful, made me think a lot more of the way I come across” “I hope I can put all this information into practice in my workplace when dealing with clients and colleagues”
Results of the DSW service

- 11 care homes are now part of the Walsall Activity Coordinator Forum, created by the DSW service.
- 4 care homes have implemented elements of the Namaste Care™ Programme.
- 3 care homes have implemented Advance Care Plans as a result of the service.
- 7 care homes have implemented the use of Pain Scales as a result of the service.
- 4 care homes awarded Recognition of dementia care improvement by the Mayor of Walsall celebrating their engagement with the service.
Challenges

• Engaging with care homes. Building and sustaining momentum
• Joined up working with other professionals
• Not understanding work already being undertaken across the borough
• Just another quick fix service!
Achievements

• Finalist at the 8th National Dementia Care Awards 2017 for Best Training Initiative

• Presented at the Dementia Congress 2017 for an end of life care session showcasing the collaborative service

• Highly commended at the West Midlands Academic Health Science Network Awards 2016 for person centred care innovation.

• Winner for best innovative service at the Accord Great people awards
Future

• There is no quick fix to improving cross boundary and sector working however, as proven by this service by acknowledging that we all have a part to play and that we can all positively influence patients care change does not have to cost anything other than the time and the dedication of the staff involved.

• The Dementia Support Worker Service will continue to work in collaboration between themselves and other organisations – sharing of ideas, knowledge and expertise to continue to improve dementia care for patients and carers across the whole of the Walsall borough regardless of setting.
“You must be the change you wish to see in the world.”
Thank you for listening – Any Questions?

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Reference