

# Dementia Care (Learning and Development in Line with the Good Work), Access to Timely Diagnosis and Dementia Care in Hospitals

<b>Organisation</b>	Hywel Dda University Health Board	<b>Date of Report</b>	10/10/2023	<b>Report Prepared By</b>	
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As outlined in the '[Good Work – Dementia Learning and Development Framework](#)' all staff who work for NHS Wales need to have a good awareness of dementia and the issues that surround it so that they can support people with dementia to live well. NHS organisations are required to evidence the actions that have been implemented to deliver and record training at an informed, skilled and influencer level.

Individuals are diagnosed early so that the individual and their families can plan for the future, access support services and commence treatment and interventions at any appropriate point.

Responses should consider the relevant [Dementia Care Standards](#). Specifically **standard 17** for learning and development, **standards 3 -6** for supporting diagnosis and **standard 11** for hospital charter.

**Reporting Schedule:** Progress is to be reported bi-annually. This form is to be submitted on:

- 16 October 2023 (covering the period 1 April 2023 to 30 September 2023)
- 15 April 2024 (covering the period 1 October 2023 to 31 March 2024)

Completed form to be returned to: [hss.performance@gov.wales](mailto:hss.performance@gov.wales).

## Dementia Care (Learning and Development in Line with the Good Work)

	Achievements for 2023-2024	Issues Impacting Delivery	Corrective Actions
<b>Informed Level</b>			
<b>Training delivered at an informed level.</b> Focusing on Dementia Friends training programme and essential communication skills.	<b>Update at 30 September 2023</b>		
	94.12% of staff have received Dementia Awareness training via eLearning. An increase since March 2023.	Natural turnover and absence will keep % below 100%	None needed
	<b>Update at 31 March 2024</b>		

	<b>Achievements for 2023-2024</b>	<b>Issues Impacting Delivery</b>	<b>Corrective Actions</b>
<b>Skilled Level</b>			
<b>Actions to identify staff groups that require training at a skilled level.</b>	<b>Update at 30 September 2023</b>		
	HB Task & Finish group has now met several times. The group are populating a Training Needs Analysis to identify staff groups that require training. Once completed, this will inform decision-making at a senior level with regards to further training to be procured or developed to meet this need. The group is also reviewing use of existing training to ensure efficient use of resources.	Service pressures. Capacity issues in clinical areas.	
	<b>Update at 31 March 2024</b>		
<b>Training delivered at a skilled level.</b> Covering the well-being themes of: rights & entitlement; physical & mental health; physical environment; social & economic well-being; safeguarding; meaningful living; meaningful relationships; community inclusion & contribution.	<b>Update at 30 September 2023</b>		
	31 completions of e-learning via ESR, for skilled level training. Investigating opportunities for Champions Training to be piloted in HB areas. Liaison, via task and finish group, with West Wales Care Partnership regarding Dementia Framework, work continues to finalise document prior to launch-next meeting Oct 2023		Dementia Champions training Lead (currently carried out within residential care) Lead responsible is working with acute area Lead to support delivery across other teams.
	<b>Update at 31 March 2024</b>		

<b>Mechanisms to record the completion of training at a skilled level.</b> Including details of how the organisation will measure the impact the learning is having on practice and people living with dementia and carers.	<b>Update at 30 September 2023</b>		
	The HB task & finish group have agreed to record Champions training on ESR to support reporting.	Lack of framework and training resources	
	<b>Update at 31 March 2024</b>		

	<b>Achievements for 2023-2024</b>	<b>Issues Impacting Delivery</b>	<b>Corrective Actions</b>
<b>Influencer Level</b>			
<b>Actions to identify staff groups that require training at an influencer level.</b>	<b>Update at 30 September 2023</b>		
	This is also being reviewed as part of the task and finish group.	Decision-making with regards to who applies to what training and why appears to be ad-hoc and inconsistent.	This is being explored with key clinical teams and through the task and finish group in order to understand decision-making and whether action needs to be taken to apply this more consistently.
	<b>Update at 31 March 2024</b>		
<b>Training delivered at an influencer level.</b>	<b>Update at 30 September 2023</b>		

<p>Focusing on: drivers, policy &amp; research; effective service mapping &amp; co-ordinated delivery; collaborative &amp; integrated working; shared values; creating &amp; owning a clear &amp; shared vision; culture &amp; language; delivering excellence; creative approaches; safeguarding and; quality assurance &amp; improvement.</p>	<p>We have successfully supported people to undertake the following Influencer level Higher awards.</p> <p><b><u>HIGHER LEVEL AWARDS APPLIED FOR WITHIN HB</u></b></p> <p><b><u>2020- x 1 -</u></b>  Dementia Wellbeing Community Team - Expert Practice in Delivering Person Centred Dementia Care-  Postgraduate Award in Professional Development</p> <p><b><u>2023-24 x 1 -</u></b>  Dementia Wellbeing Service-  Person-Centred Dementia Studies-  PG Certificate  Community-  Core Topics in Mental Health Science: Dementia and Psychosis-  Msc in Mental Health Science</p>		<p>We have started to draft a HDdUHB Training Needs Analysis which will support.</p>
<p><b>Mechanisms to record the completion of training at an influencer level.</b>  Including details of how the organisation will measure the impact the learning is having on practice and people living with dementia and their carers.</p>	<p><b>Update at 31 March 2024</b></p>		
	<p>Training Needs Analysis is under development despite the Framework remaining unpublished.</p>	<p>Both documents need to be aligned.</p>	<p>Continuing to work on document being easier to navigate by users.</p>
	<p><b>Update at 31 March 2024</b></p>		

	Achievements for 2023-2024	Issues Impacting Delivery	Corrective Actions
<p><b>Provide detail on any delivery of integrated learning and development, particularly with social care and 3rd sector.</b> If you have a learning and development plan please include a link here.</p>	<p><b>Update at 30 September 2023</b></p> <p>The Regional Dementia Steering Group via West Wales Partnership Board has commissioned work to produce a regional (co-designed and coproduced) L&amp;D Dementia framework – aligned with Good Work) for <u>health and social care</u> providers founded on rights and evidence based care for people living with Dementia and Their Carers. Hywel Dda UHB will adopt this when it has been approved and signed off.</p> <p>As above, the framework is being finalised for both Health &amp; Social Care, drafts and outlines as below (status for July 2022). The application of this is an item on the Delivery Table update for nursing and midwifery 5 year strategic framework.</p> <p><a href="#">Main Framework - English (canva.com)</a></p> <p>The Health Board’s Dementia Community Wellbeing Team, as part of Older Adult Mental Health services, has continued to deliver and evaluate their Stepped Care model. This is an evidence-based model which delivers the Foundations for Dementia Wellbeing training to staff members from care homes in order to develop them into Dementia Care Coaches who can work to embed person-centred, rights-based approaches into dementia care in the home. There are clinical protocols and the locally designed behavioural recognition tools which support this model. A key element of the model is ongoing support to homes that have completed the course from the Dementia Community Wellbeing team, to help them practically plan and implement new approaches</p>		

	and cultural change within their homes and provide specific case management support for people living with dementia in the homes, with the intention of reducing avoidable escalations in care. The programme has been delivered to 16 care homes across the region's 3 local authorities over the last year and an initial evaluation found positive results on improvements to the confidence and ability to deliver person-centred care for staff who participated. The second cohort has just begun.		
<b>Update at 31 March 2024</b>			

## Access to Timely Assessment, Diagnosis of Dementia and Post Diagnostic Interventions

	<b>Achievements for 2023-2024</b>	<b>Issues Impacting Delivery</b>	<b>Corrective Actions</b>
<p><b>What actions are you taking to support timely assessment, diagnosis of dementia and post diagnostic interventions?</b></p> <p>Please consider how this work aligns with the relevant Dementia Care Standards when responding and how your training actions above are supporting this work.</p>	<b>Update at 30 September 2023</b>		
	<p>Service Risk Register Item: 1422 Memory Assessment Services (MAS) remains on the Service level Risk Register.</p> <ul style="list-style-type: none"> <li>• Waiting lists for Referral to Assessment: 05 breaches</li> <li>• Waiting list from Referral to Diagnosis: 13 breaches</li> <li>•</li> </ul> <p>These are concentrated in Ceredigion MAS and predominately to do with waits for neuropsychology (cancellations by patients) and CT-Head scan results. Three out of four teams are operating without any breaches at this point. The one team has a small number. Broadly this is deemed as business as usual now and the intention is to stand down the Risk Assessment subject to</p>	<p>Level of support from GP clusters/GPs around on-going prescribing of memory drugs in some clusters remains negligible. This consumes capacity in MAS to diagnose efficiently. And in addition GP engagement in annual reviews, let alone in keeping with the Dementia Standards of 6 monthly.</p> <p>Medical workforce/ diagnostic capacity has been stabilised since the last submission.</p> <p>Demand for assessment and diagnosis remain closely</p>	<p>Advanced Practitioner appointed to for Ceredigion, start date Dec. 1<sup>st</sup>. This should improve the small waiting time list in this team and add valued clinical leadership and diagnostic capacity.</p> <p>Use of Slippage (approved) specifically to support fixed term posts to shore-up delivery of post diagnostic interventions, including the Admiral Nurse Service delivery.</p>

	<p>executive approval. So it's a sustained position operating without a waiting list in the region.</p> <p>Reporting via IPAR for OT waiting times. On trajectory to end the waiting list. Currently only 07 breaches.</p> <p>Meets Dementia Standards 2, 3, 4, 6, 7, 8, 9, 10.</p> <p>Establishing reporting mechanisms to Regional Partnership Board for quantitative metrics and qualitative measures (inc. Case Studies)</p>	<p>aligned with capacity, seen a referral increase post summer. If this trend increases it could prove challenging.</p> <p>Recruitment &amp; retention of Occupational Therapists remains significantly challenging to enable the post diagnostic intervention suite. Some Home-Based Memory Rehabilitation and Journey Through Dementia programmes have been delivered but not routinely and consistently. Dementia Wellbeing Senior B8a OT is off work. OT B6 vacancies remain at WTE 2.0. One new starter in January 2024.</p> <p>Admiral Nurse Service for carers of People Living with Dementia depleted due to one vacancy, one maternity leave and one long term sickness.</p>	<p>Courses/ interventions are paralleled with interventions for People Living with Dementia and their Carers.</p> <p>Service Delivery Manager appointed (pending clearance and start date) to improve the efficiency and effectiveness of overall service delivery and transformation from a Memory Assessment Service to a regional Dementia Wellbeing Service.</p> <p>Sub-work-stream 'task and finish' group reviewing the Service Level Agreement and service offering around end-of-life care wrap-around support is in place.</p> <p>Procurement is live for the Dementia Wellbeing 'connector' (Standard 12) roles to be a named contact for People Living with Dementia throughout their journey. Timeline for commencement of Third Sector Service April 2024.</p>
<b>Update at 31 March 2024</b>			

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## Dementia Hospital Charter: Receiving Safe & Effective Dementia Care in a Hospital Setting

	Achievements for 2023-2024	Issues Impacting Delivery	Corrective Actions
<p><b>What actions are you taking to ensure people with dementia and their carers receive safe and effective dementia care and treatment when in hospital?</b></p> <p>Please consider how this work aligns with the relevant Dementia Care Standards when responding and how your training actions above are supporting this work.</p>	<b>Update at 30 September 2023</b>		
	<p><b>The Optimising Nutrition and Hydration project-</b> Optimising Nutrition &amp; Hydration status of patients living with Dementia has been shown to reduce (and potentially eliminate) the incidence of UTI/ AKI, together with dramatically reducing the risk of falls.</p> <p>Additionally, a SAFER project in EUCC is looking at fluid chart compliance. The next PDSA cycle is focussing on accuracy of fluid balance chart completion, educating staff in this regard.</p> <p>Ward-based training programme has been developed. The focus is to make sure that people living with dementia are optimally hydrated and nourished during their hospital stay. Training specifically to identify patients optimal hydration target per day and ‘Every Contact Counts’ so that all members of the MDT who have contact with the patient, will offer them a drink. Training also prompts staff regarding the timely and accurate completion of fluid balance (intake) charts.</p> <p>At Falls and pressure damage scrutiny meetings, learning, themes and trends are shared with all ward managers. Specifically, this relates to the presenting complaint of people living with dementia- identifying that over 75% of falls that are suffered by patients at Bronglais Hospital are with patients with UTI/ AKI; falls; delirium/ Dementia; at risk of malnutrition and poor</p>	<p>Workforce capacity and operational pressures limiting ability to prioritise time and resource towards improvement work.</p>	<p>New workstream lead appointed. Plans in development to re-establish the Workstream 4 Dementia Friendly Hospital Charter Steering Group and ensure appropriate representation to give this the strategic focus and direction required.</p>

	hydration status. Education with ward staff is ongoing, to identify the patients at risk, BEFORE they suffer a fall, and most importantly to address their poor hydration & nutritional status.		
	<b>Update at 31 March 2024</b>		