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Ymddiriedolaeth GIG
Gwasanaethau Ambiwlans Cymru
Welsh Ambulance Services
NHS Trust

Welsh Ambulance Services NHS Trust

Dementia Plan

2017-2020

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Introduction

Dementia is set to be the 21st century's biggest healthcare challenge. At the Welsh Ambulance Services NHS Trust, we are working towards improving the experience for people living with dementia who use our services, as well as considering the impact it will have on our workforce.

Our services are focused in three areas – unscheduled care, planned non-emergency transport and telephone and online advice. Our unscheduled care services (emergency and urgent care) provide support to patients with illnesses that are immediately life-threatening through to minor injuries. Our planned non-emergency transport services help thousands of patients each year to get to their hospital and medical appointments. NHS Direct Wales and 111 services provide telephone and online advice to patients who feel unwell, helping to signpost patients to, or arrange, the most appropriate care for them.

Our staff are so often in the frontline when it comes to helping people living with dementia. We want to make sure that they are trained and informed about the condition so that they have a good understanding of how to best support patients, families and carers.

In this document, we outline the current position in Wales and some of the strategies that are driving this work. We highlight the role the Welsh Ambulance Services has to play and the work we will deliver over a 3 year period to improve the services we provide for people living with dementia.

Our Vision

By 2020 we will be an organisation that responds to both the clinical and emotional needs of people living with dementia, their carers and families. We will be more dementia aware with a skilled and effective workforce. We will deliver a better quality service with improved service user experiences and outcomes.

What is dementia?

The Alzheimer's Society estimate that there are over 45,000 people with dementia in Wales and describe dementia as:

'A set of symptoms that may include memory loss and difficulties with thinking, problem-solving or language. These changes are often small to start with, but for someone with dementia they have become severe enough to affect daily life. A person with dementia may also experience changes in their mood or behaviour. Dementia is caused when the brain is damaged by diseases, such as Alzheimer's disease or a series of strokes. Alzheimer's disease is the most common cause of dementia but not all dementia is due to Alzheimer's. The specific symptoms that someone with dementia experiences will depend on the parts of the brain that are damaged and the disease that is causing the dementia' (Alzheimer's Society)

The statistics tell us that 1 in 14 people aged 65 or over will be affected by dementia and this will affect more women than men. Dementia is not a natural part of ageing and doesn't just affect older people. Over 40,000 people under 65 in the UK have dementia, and Alzheimer's Society Cymru estimates that 2-3,000 people under 65 in Wales have dementia. Improved life expectancy means that as more people are living longer, more people are developing dementia. As our population ages, dementia is one of the most significant health and social care issues we face. Dementia shortens life expectancy and many people will die of dementia, but also many will have other life limiting illnesses at the same time.

Background – A Welsh Perspective

There are many strategic drivers to this work, some of which include:

The Welsh Government are soon to launch their Together for a Dementia Friendly Wales Strategy 2017-22 which will focus on key areas for improvement.

Recommendations have been identified within a number of reports published in Wales including the National Dementia Vision. Wales also has strong systems in place to ensure quality and safety with documents such as Delivering Safe Care, Compassionate Care (2013); the Prudent Healthcare approach and The Health and Care Standards (Welsh Government, 2015) that provides a quality assurance system within the NHS in Wales.

The Social Services and Well-being (Wales) Act 2014 provides legislation that places co-production at the centre of the development and delivery of health and social care services across Wales. Everyone, adult or child, has a right to be heard as an individual; as a citizen, in shaping the decisions that affect them, and to exercise greater control over their day to day lives. Other principles that are central to the Act include the concept of helping people to maximise their own well-being, prevention and early intervention.

The Wellbeing of Future Generations (Wales) Act 2015 is about improving the social, economic, environmental and cultural well-being of Wales. The Act will make public bodies think more about the long term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach.

We are also aware of the links our dementia plan need to have with other wider work such as The Ageing Well in Wales Strategy; Together for Mental Health - A Strategy for Mental Health and Wellbeing in Wales; and More than Just Words: Strategic Framework for Welsh Language Services; as well as other Local Dementia strategies. Our Dementia Plan is also closely aligned to the Trusts Mental Health Improvement Plan which identifies the importance of providing person centred care.

Dementia Friends

As a Trust we are supporting Dementia Friends, an Alzheimer's Society initiative, to help people develop an understanding of dementia and turn it into action to support service users and employees who are affected by the condition. It is the biggest ever initiative to change people's perceptions of dementia. It aims to transform the way the nation thinks, talks and acts about the condition. We have a Dementia Friends Action Plan that aims to:

Raise awareness of the Dementia Friends social action movement

- We will raise awareness to partners and communities that we are working to become Dementia Friends
- We will encourage staff to attend Dementia Friends Information Sessions and arrange as many for staff as possible, where possible
- We will encourage staff to become Dementia Champions
 - To deliver Information Sessions to colleagues
 - To link into local Dementia Friendly Communities
- All staff will attend Dementia Awareness through Continuous Professional Development Programme (available to all staff)
- Through Dignity Champions and Community Engagement Team will engage more with Dementia Friendly Communities and local community groups.
- Dementia Friends badges will be worn by those who have attended sessions
- 'Working to become Dementia Friendly' logo will be encouraged to be used as an email signature with key members of staff.

Promote Information and signposting

- Dementia Friends information, leaflets and posters will be displayed in all Trust premises and promoted through different channels, to staff, volunteers and partners

Emergency Services Commitment on Dementia

As part of the Prime Ministers Challenge on dementia, the different emergency services have been asked to come together to be more dementia friendly. The Fire, Police and Ambulance Service have therefore all signed an Emergency Services Strategic Commitment.

We know that any emergency situation is stressful and this is especially true for people living with dementia, their family and carers. Emergency services have the skills and understanding to work with communities to support people in these situations.

Our services are delivered to the communities we serve by our most important asset, our staff. We understand that as people live and work longer it is increasingly likely that some of our colleagues will find themselves with caring responsibilities for people living with dementia or may themselves develop the condition.

The strategic commitments include:

- We will work towards being dementia friendly employers with suitable employment policies and procedures in place to allow us to support colleagues who become carers or those who themselves develop dementia.
- We will ensure staff have the necessary awareness, skills and understanding to recognise and support people living with dementia before, during and after an emergency incident.
- We will work together and with our local partners to maintain and improve the general safety of people living with dementia, their families and carers.
- We will support Alzheimer's Society in their quest to develop more dementia friendly communities and Dementia Friends in line with the Prime Minister's Challenge on Dementia and the subsequent duty on all public services.

These commitments will improve our services and care for people living with dementia, our policies and procedures, practices, and training. All that we do will require regular updates and assessment to ensure we keep pace with developments in the fight against this disease.

Good Work – A Dementia Learning & Development Framework for Wales.

There is a growing need for the health and social care workforce to understand the issues involved in good dementia care and support. All staff need a solid awareness of dementia and the issues surrounding it to ensure that their approach supports people with dementia and carers to live well. Training and learning opportunities around dementia across the workforce in Wales are not consistent. The Framework identifies three broad groups of people; those who are **Informed**, those who **Skilled** and those who are **Influencers**.

Informed people – for everyone

Informed people understand what dementia is and how it affects a person with dementia and those around them. They also understand how to communicate effectively. They will have the knowledge and skills associated with the Dementia Friends training programme in Wales, and essential communication skills.

Skilled people – for frontline staff

Skilled people are informed but have also developed more detailed and comprehensive knowledge and skills across a range of key learning and development topics, according to their experience, role, interests and needs. For example, they could have spent an extended period of time providing care and support for people with dementia, or have engaged in further training, personal and professional development opportunities and organisational development activities.

Influencers – for leaders

This will be for people who are informed, possibly Skilled and who also have a management, leadership and/or strategic role. It is not just managers who can be leaders, this can apply to anyone who is able to inspire, lead or influence others. People may take on leadership roles at different times and in different circumstances. These people are critical in ensuring that others become Informed and/or Skilled over time. Influencers could be service or organisational managers, commissioners, regulators or dementia/carer activists.

Strategic Aims

'Best Practice Guidance for Ambulance Services' from the Association of Ambulance Chief Executives provides Ambulance Services across the UK with best practice for people living with dementia.

The five 'best practice aims' are:

1. Deliver person centred care that supports the patient living with dementia.
2. Develop a skilled and effective workforce able to champion compassionate person centred care and recognise the early signs of dementia.
3. Modernise our approaches to communicating by seeking and acting on feedback from people living with dementia and their carers to improve the quality of service we provide.
4. Become dementia friendly organisations with environments and processes that cause no avoidable harm to patients living with dementia.
5. Develop effective partnerships with local agencies (police, fire, health, social care, and third sector) to improve care and outcomes.

These provide a great framework for our Welsh Ambulance Services Plan and we have used these areas to focus our work. (See Action Plan).

Delivering the Plan

The action plan will be coordinated through:

- A Dementia Taskforce consisting of a range of staff supporting different areas of work
- A Training plan to implement the Good Work Framework

Work will be coordinated and reported through the Quality, Safety & Patient Experience Committee, and the Trust Board will be updated regularly.

Long term vision

The Trust will consider the longer term implications that Dementia will have on the population in Wales as well as the impact on Health, Social Care and Third sector services. The resource impact (financial and workforce) required to deliver the service for the future will be considered and included in the Trusts long term strategy.

Action Plan

Aim 1. Deliver person centred care that supports the patient living with dementia.

2017-2018	2018-2019	2019-2020
<p>To capture the views of service users, carers and families regarding the care they receive through the Patient Experience & Community Involvement Team.</p> <ul style="list-style-type: none"> • Use different methods of gathering this feedback including Storytelling, interviews, focus groups, surveys, events • Review all experiences, including Concerns, Patient Safety and Adverse Incidences to monitor any safeguarding issues • Share this feedback with staff to raise awareness of good practice /areas where improvement is needed. <p>To capture the views of staff who are delivering services to people living with dementia</p>	<p>Use Dignity and Dementia Champions programmes to share work and link into local work</p> <p>Encouraging staff to become Dementia Ambassadors</p> <p>Introduce Skilled training for identified staff groups across the Trust. Care should be based on the needs of the individual with dementia and will maintain their dignity and respect</p> <p>Explore our service area environments to look for opportunities where we can make our services more dementia friendly</p> <ul style="list-style-type: none"> • Hospital liaison sites • Fleet • Twiddle mitts <p>Review how the Trust identifies and supports people living with dementia and their carers/families.</p> <ul style="list-style-type: none"> • Making every contact count • This is Me documentation 	<p>Identify the learning needs of the organisation to ensure we are delivering person centred care. This will be led by the Quality, Safety & Patient Experience Directorate</p> <p>Monitor and review the impact Trust services are having on people living with dementia, and their carers/families. Consider the impact on other communities of people, i.e. learning disabilities, Deaf people, Black & Minority Ethnic and LGBT+ communities. Respond to these themes accordingly, for example by providing additional training, or looking at specific pieces of work</p>

<p>Educate all staff and volunteers about dementia (Informed level), relevant to their role, with an emphasis on being person centred. Link this with the Dementia Friends plan. Ensure a minimum of 75% of staff are trained on dementia care, this is in line with a Welsh Government Target</p> <p>Develop a Dementia Taskforce which consists of different staff groups and external partners who will be involved in local Dementia work for the Trust. Also involve people affected by dementia</p>	<ul style="list-style-type: none"> • Signposting and referral to different local services • Range of information materials and resources provided by the Trust and other partners including Communication tips, Communication App. <p>Establish Wellbeing and support services for staff, as carers or for those who may be affected by the condition</p>	
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Aim 2. Develop a skilled and effective workforce able to champion compassionate person centred care.

2017-2018	2018-2019	2019-2020
<p>Put a system in place to capture the different Dementia awareness sessions delivered across the Trust (Dementia Friends, NHS Wales). This will tell us what staff have had what training and where the gaps are.</p> <p>Involve people living with dementia, staff, carers in developing and delivering learning opportunities across the Trust</p>	<p>Develop a high quality awareness and training structure that is mapped against the Good Work Framework. Ensure the learning resources identified for the different levels of staff is appropriate. The learning resources need to be inclusive of the life course of dementia.</p> <p>Ensuring consistency of training by agreeing a Trust wide training plan for different parts of the service (e.g. Contact Centres, Emergency Medical Service, Non Emergency Transport, Volunteers)</p> <p>Using a blended approach of eLearning and face to face training to ensure training can continue to be delivered during times of peak demand.</p> <p>Incorporating Dementia Friends sessions into induction training & welcome days.</p> <p>Monitoring and evaluate the implementation of the training.</p> <p>Engage with the University Curriculum programme</p>	<p>Engage with other partners to explore opportunities for joint awareness and training.</p> <p>100% of all staff and volunteers will have done dementia awareness training, and have the necessary skills and values to care effectively.</p>

Aim 3. Improve approaches to communicating by seeking and acting on feedback from people living with dementia and their carers to improve the quality of service we provide.

2017-2018	2018-2019	2019-2020
<p>Explore different methods of capturing feedback from people living with dementia and their carers/families.</p> <p>Establish links with dementia groups and carers groups across Wales</p>	<p>Engage with people living with dementia, their carers/families through focus groups.</p> <p>Ensure people living with dementia are actively invited to and can access any public facing aspects of the Trust, such a patient forums, AGM, storytelling at meetings.</p>	<p>Clear links with a range of partners, including Health & Social Care, & Third Sector.</p>

Aim 4. Become a dementia friendly organisation with environments and processes that cause no avoidable harm to patients with dementia.

2017-2018	2018-2019	2019-2020
<p>Achieve Dementia Friendly Community status</p> <p>Deliver on the Trusts Dementia Friends Action Plan</p> <p>Identify an Executive Lead for Dementia</p> <p>Develop and promote a range of information materials and communication resources for different staff groups, including information from partners such as Alzheimer’s Society, Age Cymru.</p>	<p>Promote the Standards for a Dementia Friendly Environment (See Appendix 1) to all staff to ensure that reasonable adjustments can be made when required.</p>	<p>Include dementia-friendly assessments for all new service developments and vehicle upgrades.</p> <p>Ensure that dementia friendly aspects are included in Equality Impact Assessments for new processes and procedures.</p>

Aim 5. Develop effective partnerships with local agencies (police, fire, health, social care, third sector) to improve care and outcomes.

2017-2018	2018-2019	2019-2020
<p>Review existing care pathways to improve any identified deficits to streamline care and avoid taking patients to Emergency Departments when this is not the most appropriate pathway.</p> <p>Promote awareness of the Herbert Protocol internally to staff and work with the necessary partners.</p> <p>Promote the protocol to people living with dementia, carers and families.</p>	<p>Develop partnerships with dementia health/social care providers, Third Sector, Police and Fire and Rescue services</p> <p>Through Dementia Friendly Communities work, link with different partners to promote and share work</p>	<p>Review clinical pathways, for example, how to refer patients that have or may have dementia to appropriate local health and social care services.</p> <p>Review existing links with the relevant health, social care and third sector partners</p>

APPENDIX ONE

Standards for a Dementia Friendly Environment (suggestions for frontline Emergency Medical Services and Non-Emergency Service Transport Services)

These standards are written in the first person to ensure that dementia-friendly design is understood from the perspective of the person with dementia, who may have all the impairments of old age combined with the cognitive and perceptual impairments of dementia.

I will feel calm and relaxed.

- Keep noise to a minimum. Overstimulation from noise can be very distressing for people with dementia. Consider reducing noise in whichever ways are possible.
- People with dementia often like to be able to see staff/relatives all the time so try to facilitate this whenever possible.
- Allow plenty of time to settle a person with dementia onto the ambulance. For NEPTS crews, try to ensure the person is able to sit in the same place for each journey as the familiarity will be reassuring for them.
- Maintain dignity and respect.

I am as safe as possible from falls.

- Using dynamic risk assessment, ensure that potential hazards are identified before moving the patient; including the patient's normal level of mobility. Ensure handrails and grab handles are clear and easy to grip.
- The floor is kept free of trip hazards.
- Lights are kept in good working order.
- The general light level is good.

I am as safe as possible from infection.

- Normal infection prevention processes apply.

I will be able to see as well as possible.

- There is plenty of light – both natural and artificial.

(Based on the University of Stirling's Dementia Services Development Centre Standards for Dementia-friendly Design, 2012)