

## Concurrent Session Information

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**Concurrent session – 12.00 – 13.00**

**Please note there are two presentations in each session**

### **Session 1:**

#### **CrossReach – Our Promoting Excellence Journey in our Care Homes**

**Presenter: Pamela Mackay, Dementia Development Co-ordinator**

In this session Pamela will outline the significant work undertaken in CrossReach to develop the organisations' Care Home staff, knowledge and skills in keeping with the NES/SSSC 'Promoting Excellence' dementia knowledge and skills framework. Pamela will explain the approach she has lead in her organisation, which has involved mobilising the dedication and passion of CrossReach's 'Dementia Ambassadors' and wider group of staff, giving examples of the innovations they have taken forward to improve the experiences and outcomes of care for people living with dementia, and families and carers in CrossReach Care Homes. Pamela will also share reflections on how her participation in the DSILs programme has continued to support her work.

#### **DSILs Developing Others**

**Presenter: Kate MacKay, New College Lanarkshire and NorthCare (Scotland) Limited**

Kate's work straddles social care, education and health care. She is a College Health and Social Care Lecturer and also works as a Nurse Advisor for Quality at Northcare (Scotland) Limited. In this session Kate will describe the work she has undertaken in New College Lanarkshire to embed the Promoting Excellence Framework in the Care and Administrative Practice Higher National Certificate course. She will also discuss her DSIL programme-inspired project in Northcare (Scotland) Limited, aimed at enabling workers to be able truly to empathise with the experiences of older people with dementia. Her project is called 'Face2Face' with Dementia and explores empathy, through experiential learning, involving simulation suits and mp3 players, that help staff experience, not only physical and sensory issues commonly experienced by older people, but also try to get a sense of what it must be like to have dementia as well. In this session Kate will also outline the impact of the initiatives she has taken forward.

### **Session 2:**

#### **'You Can Teach an Old Dog New Tricks'**

**Presenter: Karen Spiers, NHS Lanarkshire**

In this session Karen will discuss how as a participant in Cohort 1 of the DSIL programme, she used refreshed, and new skills and knowledge, in her role as Practice Improvement and Development Nurse - developing and delivering new learning sessions for the inpatient nursing staff using the programme materials. Sessions included classroom and interactive simulation. Nurses transferred learning into practice demonstrating their capability at the Skilled/Enhanced Level of the Promoting Excellence framework. Karen also produced pathways, incorporating the Newcastle Model, within the admission and discharge process for people to ensure a collaborative care planning process. Karen's passion to ensure practice supports the best quality of life possible for people living with dementia motivated her to successfully apply for a more frontline post as a Senior Charge Nurse in an acute admission ward. The programme has continually provided her with signposting, evidence-based materials and skills for practice. As the SCN of the ward Karen will discuss how she has enabled a number of new practices, including new and improving partnership working with families.

## **‘Turning a Spark into a Flame’**

**Presenter: Wullie McLoughlan, NHS Lanarkshire**

Wullie will discuss how over the past 15 months the DSIL programme has helped him develop, broadened his horizons and confidence, and re-kindled his love of nursing. Growing his ‘spark into a flame’ has enabled him to re-evaluate and improve nursing practice, affecting real change within his ward. Working with fellow DSILs he has introduced weekly appreciative enquiry meetings, which has helped all members of his team take ownership of the ongoing developments in the ward. Monthly carers Support Group were established and Wullie used his networking skills to link in with the voluntary sector to help evaluate, develop and adapt to the carers needs. Recently all the team’s hard work has paid off as they won the ‘Best Clinical Team Award’ for NHS Lanarkshire - 2019. Additionally, the Carers’ Support Group was Highly Commended at the Mental Health Nursing Forum Awards in 2019.

### **Session 3:**

## **Bridging the Gap, the Introduction of a Dementia ANP to West Lothian Health and Social Care Partnership**

**Presenter: Melissa Rowlands, NHS Lothian**

In this session Melissa will describe her role as a Dementia Advanced Nurse Practitioner. Her role is a developing one, therefore forever changing and evolving. Maintaining patient centred care and improving the experience for those living with dementia and their carers is the main aim of the role. Evidence and feedback is paramount to the role developing and forever changing. Melissa aims to combine specialist mental health nursing skills with advanced practice skills. Working with hospital at home services this involves bridging the gap of physical health and mental health providing a seamless service for the person living with dementia and their carer to prevent people being admitted to hospital. When admission cannot be prevented but when the person is medically stable the role also involves working with hospital at home services on supported discharge back home as soon as safely possible.

## **Enhancing Dementia Post Diagnostic Support (PDS) Through the Use of Technology**

**Presenter: Maureen Cossar, NHS Lanarkshire**

Maureen will discuss her role in developing a PDS online resource that compliments the PDS service already being provided in NHS Lanarkshire, and how this new technological advance is now an integral part of this service. Everyone receiving a diagnosis of dementia is provided with information on how to access the online resource, directly following their diagnosis. The online resource offers practical advice to people living with dementia and those who support them. People with dementia and families and carers were involved throughout the development and testing of the resource. Maureen will describe how the content of the DSIL program influenced the wide variety of topics available within the resource, and how the development of her knowledge, skills and confidence have supported dissemination and evaluation of the resource.

### **Session 4:**

## **Making Connections - a Multi-agency Approach to Dementia Education in the Highlands**

**Presenters: Anne Campbell and Lorraine Watson, NHS Highland**

In this session Anne and Lorraine will describe their award winning approach to disseminating dementia education across a number of agencies in the Highlands. Both work as Senior Nurse Practitioners with NHS Highland’s East and Mid Ross community mental health team, and after starting the DSIL programme in 2016, they soon identified areas for improvement in dementia care locally and devised a training programme designed to address this. The dementia training they devised focused initially on home carers – individuals employed by third-sector organisations to help meet the needs of people with dementia living at home. Then, approached by HMP Inverness, they drew up bespoke dementia training for prison officers working with growing numbers of older prisoners. The police, too, were looking to raise awareness among officers of how to support people with dementia, so the education spread to this sector as well. Anne and Lorraine will discuss the positive impact of their work, including improved cross agency working, and improved experiences and outcomes for people living with dementia.

## **Collaborative Learning – Connecting Facilitators and Learners Through Dementia Education** **Presenters: Tracy McEwan, Gillian Gibson, Rachel Pickles, Helen Skinner, NHS Fife**

This oral/poster presentation will outline how a dementia education programme is being implemented across NHS Fife, Fife Health and Social Care Partnership, and Local Authority and private care homes across the region. A team of dementia education facilitators from NHS Fife is working with the Psychology Team from NHS Education for Scotland to test the delivery of the Essentials of Psychological Care in Dementia (Care Home) training programme to a mixed audience of NHS staff (Hospital and Community) and Care Home staff. The training programme is at the Skilled Level of the Promoting Excellence Framework. The presentation will share how a team of facilitators has been established which comprises of care home liaison nurses, mental health and general nurses, a psychologist, allied health professionals and a care home manager. The benefits of a multi-professional team who work in different settings will be described. The learners are registered and unregistered staff who work in a variety of settings including private and local authority care homes; acute, mental health and community hospital settings; and community settings. The benefits of joint learning will be discussed. Pre and post measures are taken to evaluate the training. The presentation will describe the results of these evaluations and show how there has been an increase in knowledge and skills of the learners.

### **Session 5:**

#### **Working in Partnership to Improve Mealtime Experiences** **Presenters: Saro Mutebuka and Mairi Johnston, NHS Lothian**

In this session Saro and Mairi will share their work as DSIL's which has improved the experience and outcomes of care for people with dementia, their carers, and staff. Using experience based co-design methodology as part of the Focus on Dementia improvement programme, one of the key areas identified for improvement was enhancing the meal time experience for people with dementia their carers and staff. The work has used quality improvement methodologies including driver diagram and PDSA cycles; it has focused on some quick wins and practical steps. Staff have been really engaged and have worked in a multidisciplinary way utilising the expertise of a range of stakeholders. Examples of success are smoothie making, rearranged where some of the noisiest activities taking place, introducing silicone utensils, staff eating with patients and most recently, a themed evening which carers are invited to attend. There are a number of longer-term plans including creating a more dementia friendly environment. The work is still progressing and key stakeholders and the team are still working together.

#### **NHS Lothian Rapid Response Team – Helping People with Dementia to Stay at Home for Longer** **Presenters: Emma Hare and Karen Ritchie, NHS Lothian**

The NHS Lothian Rapid Response Team (RRT) is a nurse led intensive home treatment service offering an alternative to hospital admission for people aged over 65 facing mental health crisis in Edinburgh. RRT is able to help people with dementia to live at home for longer by supporting them through a period of crisis, often visiting them daily to carry out a full mental health assessment in the comfort of their own home. Emma and Karen will discuss how through participation in the DSIL programme, RRT staff have had the opportunity to take part in training to enhance staff knowledge of the holistic nature of dementia care, including considering complex physical care needs, pharmaceutical care and end of life care. Following participation in courses provided by the DSIL programme, RRT have been able to develop a physical health screening tool to ensure that focus is placed on physical factors during assessments. This means that RRT has been able to ensure that no unnecessary admissions to mental health wards take place in cases where the presenting issue can be resolved by making changes to meet physical health needs.