

Dementia Action Alliance Action Plan

Care home Guidance note



This note states why and how care homes can improve the lives of people with dementia. It also provides guidance on how they can join the Dementia Action Alliance and publically state their commitment through developing an Action Plan.

What is dementia?

The term 'dementia' describes a set of symptoms that include loss of memory, confusion, and problems with communication and reasoning. There are many types of dementia. The most common are Alzheimer's disease and vascular dementia.

Dementia is caused by diseases of the brain – it is not a result of the normal process of ageing. The symptoms will gradually get worse as it progresses but everyone experiences dementia in their own way and this will depend on individual, physical and environmental factors.

Unfortunately people's lack of understanding and impatience can make these problems worse. Care homes have an important role to play in providing excellent care which ensures people living with dementia can continue to enjoy a high quality of life.

Why is dementia important to you?

Dementia is important to care homes because:

- There are 800,000 people living with dementia in the UK
- 80% of care home residents have dementia or severe memory problems, much higher than previously thought (Low Expectations, Alzheimer's Society 2013).
- 82% of the public believe that people with dementia and those that care for them need more help and support (You Gov 2011)
- By not undertaking actions to support people with dementia your organisation may not be compliant with the Equality Act 2010, which recognises dementia as a disability. This means that your organisation should make reasonable adjustments to avoid discrimination
- An estimated 22 million people in the UK have a family member or friend who has dementia. Consequently 49% of the public state that they are more likely to support a company if they know it supported people with dementia (You Gov 2011)

How can you help?

By joining the Dementia Action Alliance and developing a short Action Plan, you can become part of the national movement to improve the lives of people living with dementia. The first step is to sign up to the National Dementia Declaration, the Dementia Care and Support Compact and the Dementia Pledge.

Sign up to the National Dementia Declaration

Summary of sign-up		
National Dementia Declaration	Dementia Care and Support Compact	Dementia Pledge
Aspirations for the whole of society. Can be signed by all organisations	Care home specific aspects of the Declaration	Leadership and workforce development for the delivering Compact

National Dementia Declaration

The National Dementia Declaration lists seven outcomes that all businesses, charities and public bodies can collectively work towards to improve the lives people with dementia and their carers. These are:

1. I have personal choice and control or influence over decisions about me
2. I know that services are designed around me and my needs
3. I have support that helps me live my life
4. I have the knowledge and know-how to get what I need
5. I live in an enabling and supportive environment where I feel valued and understood
6. I have a sense of belonging and of being a valued part of family, community and civic life
7. I know there is research going on which delivers a better life for me now and hope for the future

By signing up to Declaration you will be joining an Alliance over 600 organisations publically state that people can live well with dementia and that all of the society has a responsibility for ensuring that it happens.

To read about the history of the Declaration, visit:

<http://www.dementiaaction.org.uk/nationaldementiadeclaration>

By signing up to the National Dementia Declaration, you are also automatically signing up to the Dementia Care and Support Compact and Dementia Pledge.

Dementia Care and Support Compact

The Dementia Care and Support Compact which spells out what the Declaration means in practice for care homes.

People with dementia using our services will be able to say:

- I am respected as an individual
- I get the care and support which enables me to live well with my dementia
- Those around me and looking after me are well supported and understand how to maximise my independence
- I am treated with dignity and respect
- I know what I can do to help myself and who else can help me
- I can enjoy life
- I feel part of a community and I am inspired to participate in community life
- I am confident that my end-of-life wishes will be respected. I can expect a good death.

Your commitment

We will:

- Focus on quality of life for people with dementia, as well as quality of care. By knowing the person, their life history and their personal culture, our staff will deliver a personalised package of care and support
- Set a benchmark for high quality, relationship-based care and support for people with dementia. We will inspire and encourage our sector to take responsibility for delivering this, building on existing good practice
- Engage and involve the wider community to improve their support for people with dementia, including GPs and healthcare professionals
- Play our part in supporting the wider community, sharing the knowledge and skills of our staff, and inviting people into our care settings
- Work with commissioners of care for people with dementia to ensure they commission quality care services appropriately; and
- Clearly set out how we have delivered on this Compact to make a difference for people with dementia, their carers and families. This will link into the work on quality and transparency being taken forward as part of the Care & Support White Paper.

Dementia Pledge

The Dementia Pledge sets out a clear message to those who use their services and the public at large within the community. It provides guidance on the delivery of the Dementia Care and Support Compact.

A commitment to the Dementia Pledge will mean a care provider will work towards demonstrating that they can meet the four principles of the Dementia Pledge. This commitment shows that a provider really cares about developing their workforce's understanding of dementia and adapting the service to meet the needs of the person living with dementia.

www.dementiaaction.org.uk/dementiacompact

Key Principles

- Know the person
- Quality of Care
- Quality of Life
- Everybody has a leadership role
- Value focused care

<http://www.dementiapledge.co.uk/about>

Join the Dementia Action Alliance

Dementia is everyone's responsibility. By joining your local Dementia Action Alliance you can have regular contact with likeminded care providers, businesses and organisations who are undertaking similar actions to improve the lives of people living with dementia. This could save you money by allowing you to bulk purchase training and work collectively to create dementia friendly communities.

To join a local Dementia Action Alliance you just need to draft a short Action Plan. The Action Plan is a public statement of how your care homes are working to improve the lives of people with dementia, including actions to fulfil the Declaration, the Compact and Pledge. Your Action Plan will be added to the Dementia Action Alliance website and appear alongside the commitments of other Alliance members.

To view other members Action Plans visit: <http://www.dementiaaction.org.uk>

To download the Action Plan template visit: <http://goo.gl/HNFP3I>

Once you've completed the Action Plan email it to:
dementiaactionalliance@alzheimers.org.uk

Draft an Action Plan

The section below provides guidance on and suggested content for each question and simple actions taken from the [Compact Self-Assessment tool](#) you may wish to commit to improve the lives of people living with dementia.

Question template

1. The National Dementia Declaration lists seven outcomes that the DAA are seeking to achieve for people with dementia and their carers. How would you describe your organisation's role in delivering better outcomes for people with dementia and their carers? For example:

- Delivery of continuing quality of life to people in the later stages of dementia when their needs are complex and potentially challenging to carers and the continued involvement of their families and local communities in their lives.

2. What are the challenges to delivering these outcomes from the perspective of your organisation? For example:

- *Failure to diagnose early*
- *Poor information and minimal support to people post-diagnosis resulting in isolation, medical emergencies and crisis admissions to care homes and hospitals.*
- *Insensitive treatment of people with dementia in general hospitals due to poor knowledge and leadership*
- *Insufficient personal information about new residents due to lack of continuing relative involvement and/or of life-story work well before admission*
- *Inappropriate prescribing of anti-psychotics and insufficient review of their continued use*
- *Insufficient community involvement in our homes because of fear and taboos arising from poor public understanding*
- *Inadequate public funding of dementia care in care homes which compromises staff quality and numbers and, as a consequence, the lifestyles we can provide for residents*

3. What are your plans as an organisation to respond to these challenges between now and 2014?

It is recommended that care homes commit to actions that are included within the Compact self-assessment tool. These can be found at

Key actions include:

- *Ensuring Team/Practice/Ward/Care Setting/Area has an identified/named lead (and deputy) for dementia*
- *The Team/Practice/Ward/Care Setting/Area unit provides dementia training to all relevant staff*

- *Creating systems for all nurses and care staff to ask family and/or friends during an admission, if the person has had any problems with their memory in the last 12 months*
- *Creating evidence that nurses/care staff know the characteristics of dementia.*
- *Creating evidence of person centred planning and using a relationship centred approach to working with people with dementia.*
- *Strengthening partnership working across health and social care.*
- *Developing systems to obtain and measure impact of service delivery through patient and carer feedback*
- *Creating a carer's strategy that provides carers with a holistic assessment and information and advice*
- *Seeking carers' views throughout the assessment and treatment process.*
- *Regularly updated carers and involving them in care plans, treatment and discharge planning.*
- *Initiatives to ensure zero tolerance of inequality which supports Staff to stand up against 'dementiaism', 'carerism' and 'ageism'*
- *Where appropriate, using professional expertise and business acumen*
- *Introducing creative approaches to service provision, to improve choice, personalisation, efficiency and effectiveness*
- *Providing access to clinical supervision for all nurses/care staff*
- *Ensuring robust systems are in place to safeguard vulnerable adults*
- *Training Nursing and care staff in end of life care and/or can access specialist advice to ensure that people with dementia receive high quality care at the end of their lives at any time of the day or night, regardless of the setting*
- *Developing leaders of the future by providing excellent practice placements*

Note: the Self-Assessment tool is for internal use. Your Action Plan should contain the highlights you wish to state publically and provide regular public updates on.