

THE QUALITY COMMITTEE

Date of Meeting:	23rd ^h July 2016											
Title of Report:	Our Dementia Pledge Progress Six Months											
Status:	• Public											
Report of:	Sue Smith Executive Chief Nurse											
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Purpose of the Report:	<table border="1"> <tr> <td>For Decision</td> <td></td> <td>For Assurance</td> <td></td> <td>For information</td> <td>X</td> </tr> </table>						For Decision		For Assurance		For information	X
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Executive Summary:	<p>This quality assurance paper provides information on the UHMB trust position with regards to our public commitment towards of working towards the Dementia Carer Voices ‘You Can Make a Difference’ campaign.</p> <p>As a trust we signed up to this campaign in February 2015 since the signup staff, volunteer and governors have made personal and collective pledges.</p> <p>The campaign also called upon health and social care professionals to reflect on the lived experience of people affected by dementia, and identify key messages or actions from their stories that they can take away and apply to their everyday practice to improve outcomes for people living with dementia and their care givers.</p> <p>This campaign, primarily targeted at health and social care professionals and students, has travelled across the country with the simple message that we can all make a difference, no matter what our role.</p> <p>The highly adaptable nature of the campaign has encouraged people from all backgrounds to participate, and has meant that along with professionals and students, MSPs and members of the public have readily pledged their support as part of a national project.</p> <p>The campaign seeks to empower individuals to make a positive difference in the lives of people living with dementia, their families and carers. It aims to encourage people to do what they can to make their journeys easier, often in simple ways. Perhaps the most common pledge is</p> <p style="text-align: center;">“I pledge to see the person and not the dementia.”</p>											
Recommendation(s):	The Committee is asked to note the contents of this paper											

<u>Implications and Monitoring Assurance Framework Summary</u>			
Links to Trust Values: - Please indicate below with an (X) those values that this report relates to			
Our patients should be treated with compassion, dignity and respect. Their experience is our most important measure of achievement		X	
Our <u>people</u> are the ones who make the difference. They understand what we value, believe in it themselves and portray this through their work		X	
Our partnerships make us strong. By investing in them, we will deliver the best possible care to our communities		X	
Our performance drives our business. Providing consistently safe high quality care is how we define ourselves and our success		X	
Our promotion of innovation and technology will enable us to better meet the challenges of the future			
Links to Strategic and Divisional Objectives(s)			
Directly linked to the:-			
<ul style="list-style-type: none"> UHMB Quality improvement strategy 2016 – 2019 			
Patient Involvement Strategy			
<ol style="list-style-type: none"> 1. Provide services that are safe, person centred, delivered in appropriate environments and sensitive to the needs of the individual. 2. To work in partnership with other organisations and local authorities to develop seamless service provision. 3. Use our positive reputation to develop new services and expand existing ones. 4. Provide and develop services that are efficient, cost effective and responsive to the needs of the people who use them. 5. Work with our members to achieve our vision. 			
Links to Risks on Board Assurance Framework (BAF),Corporate (CRR) or Divisional Risk Register (DRR)			
N/A			
Please indicate below with an (X) that all areas have been considered			
Have all implications been considered?	Any Action Required?		Comment
	Yes Detail in report	N/A	
Quality and Safety		X	
Legal		X	
Financial		X	
Human Resources		X	
IM&T		X	
Estates		X	
Patients and Carers		X	
Engagement and Communication		X	
Equality and Diversity		X	

Previous Meetings committee/group and date the paper was presented and what the outcome was...

Executive Chief Nurse weekly meeting 13th June 2016 for information

Version Control:-

1.0

UNIVERSITY HOSPITALS OF MORECAMBE BAY NHS FOUNDATION TRUST

Our Dementia Pledge Progress Six Months on April 2016 report

Dementia Carer Voices began its flagship ‘You Can Make a Difference’ campaign in February of last year, which has gone from strength to strength. The campaign calls upon health and social care professionals to reflect on the lived experience of people affected by dementia, and identify key messages or actions from their stories that they can take away and apply to their everyday practice to improve outcomes for people living with dementia and their care givers.

This campaign, primarily targeted at health and social care professionals and students, has travelled across the country with the simple message that we can all make a difference, no matter what our role. The highly translatable nature of the campaign has encouraged people from all backgrounds to participate, and has meant that along with professionals and students, MSPs and members of the public have readily pledged their support.

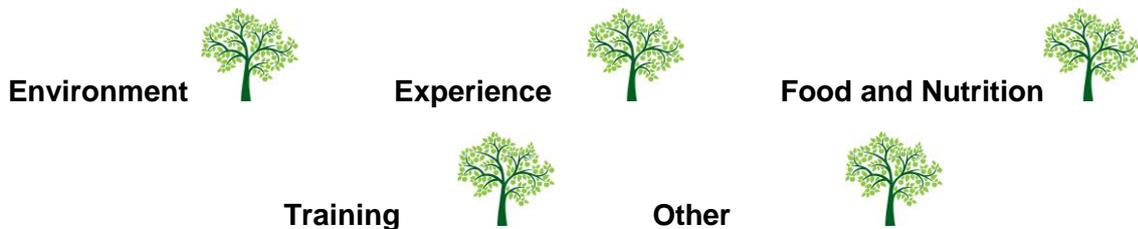
The campaign seeks to empower individuals to make a positive difference in the lives of people living with dementia, their families and carers. It aims to encourage people to do what they can to make their journeys easier, often in simple ways. Perhaps the most common pledge is *“I pledge to see the person and not the dementia.”* This is an invaluable shift towards a more person centred culture, which puts the focus back on the person at all times, recognising them as experts in their own lives and shifting the balance of power towards individuals.

Project Engagement Lead Tommy Whitelaw sharing his experiences in caring for his late mother, Joan, along with the experiences of carers who have shared their stories with the project in the hopes of improving the experiences of people living with dementia, their families and carers. The campaign provides people with the opportunity to reflect on these personal stories and make their own pledge to make a difference.

Within the UK in 2015, the campaign gathered around 7000 pledges to make a difference. The pledges are inspired by the Make a Difference campaign, and are collected in a variety of means. This includes in person at awareness talks, at events such as conferences, via email and online through the blog site and twitter account.

In October 2015 our people the staff and volunteers within the University Hospitals of Morecambe Bay NHS Foundation Trust filled 32 pledge trees, this being a total of 640 organisational and personal pledges. Six months on we asked our dementia champions as part of their quarter two conference to review these pledges and identify which pledges have been adopted.

We decided to theme the 640 pledges into five core areas



Our dementia champions reviewed the pledges In April 2016 and have confirmed the following pledges have been delivered and embedded within the trust.



Environment

- Wards now allow the patient to bring a blanket from home
- When possible wards now try to leave sufficient lighting on during the night
- Wards have reviewed their signage which helps patients navigate around the ward
- Wards now have day and night clocks
- Wards are now aware to use visual clues to aid communication
- Our people state they are more aware of their tone and pitch of voice
- Staff said they now explain and help patients feel more comfortable on the ward



Training

- We now provide a warm happy smile to all patients
- We now make time to complete our dementia training
- People are keeping their knowledge of Dementia updated by attending training sessions
- Volunteers now have their own training booklet
- As a ward manager I now ensure my staff are trained in dementia
- I have asked my staff to watch Dementiaville



Other

- We are more aware to respect patient personal space
- We now understand more about giving individual care
- Our staff now understand to communicate at eye level with all patients
- We are now more understanding of the families stress
- Volunteers now sit and play games with our patients
- We allocate time to coordinate diversion therapy
- We are making the MDT aware of the butterfly scheme



Experience

- We now take the time to ensure carers are aware of the butterfly scheme
- We try and see the feelings behind the words
- We now ensure the families and visitors can contribute to the patients care
- We take the time to build a relationship with the patient
- Our people now introduce themselves with “hello my name is”
- We gather information from the care givers
- We always introduce and regularly explain any procedure to the patients
- We now make conversation enjoyable by focusing on things the person remembers

- We now think about our gestures so the person gets the right message
- We remind each other to be warm and smile
- We take time to listen to our patients which makes them feel better
- We now have an activity plan which prevents patient frustration
- I have made time to chat with my patients 1-1
- I have seen volunteers and staff sitting with patients working on jigsaws
- We now have some old music which we play on the ward
- We now encourage families to bring familiar things to the patient's bedside
- We are now mindful to always be approachable for patients, visitors and colleagues
- We now take the time to ensure carers are aware of the butterfly scheme
- We always use the patients name when communicating
- We now have volunteers and staff who play games with the patients
- We are now aware to speak with our patients adult to adult
- I show the patient my ID photo and name
- We treat the families of those people with dementia with empathy and understanding
- We try and take our time and be calm when approaching our patients
- We ensure that every patient with dementia is allocated onto the butterfly pathway



Food and Nutrition

- We take time to find out the patients choice of food and beverage which they like
- We have improved patient nutritional care by using the dementia menus and snacks
- We now provide a range of appropriate food and drink
- We have ordered new dementia friendly crockery
- We have a range of suitable cutlery to offer and understand finger foods are ok
- We have purchased new red cups and glasses to help with hydration
- We provide support at mealtimes

Personal Pledges

 <p>Anne Faulkner</p>	<p>My aim is to feed back to the rest of the Physio department. I will make more effort to get carers to fill in the Forget-Me-Not Passports and find ones that have been completed and read them carefully.</p>	<p>I have made more effort to get patients relatives to fill in the forget me not passports and have read them when they have and I have used topics from them as a basis whilst treating my patients.</p> <p>I have also made an effort to push drinks and food with those who have poor oral intake and tried to implant the idea that after their physio that they will be feeling very hungry and thirsty after working so hard.</p> <p>I have also been using the snacks provided in the fridge for them-especially the sandwiches which I CUT OFF THE CRUSTS AND CUT INTO SMALL triangles.</p>
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 <p>Ashley Dawber</p>	<p>I pledge to return to the DSU and pass on all the fantastic information we have received today, to make patients and carers visits stress Free.</p>	<p>Since I made this pledge I have been and continue to be involved in the Dementia Conference days, I look forward to the upcoming day at North West Auction Mart. I have since taken over the role as Dementia Champion for the DSU as one of my colleagues has now retired. I have put together a “Dementia Folder” for the DSU containing information for staff, patients and carers.</p> <p>This information relates to UHMBT systems such as the butterfly icon, there is a lot of hand outs and information from charities and all other information provided to myself and my colleagues. We have been making full use of the “John’s Campaign” and all believe it is important and helpful to have carers involved in the care of dementia patients.</p>
 <p>Christine Wightman</p>	<p>In the Waiting Room at DSU (WGH). We have a very out of date Leaflet Rack. I plan to update this with more relevant information especially appertaining to Dementia Care.</p>	<p>We were waiting for our day room to be refurbished, which has now happened. I got in touch with Jocelyn from Age UK in Kendal and she gave us some up to date leaflets, which are now on display, though I will be on the look- out for more resources</p>
 <p>Lynn Wright</p>	<p>I am going to put up a Pledge Tree in my department where I work and ask my Colleagues to fill it in. Inform them of what I have learned in my capacity as Dementia Champion.</p>	<p>Since I attended the Dementia course I put up a Pledge tree and some of my colleagues have filled it in. not as many as I was hoping but not everyone feels the need to put things in writing. Since I attended the Dementia course</p> <p>I put up a Pledge tree and some of my colleagues have filled it in. not as many as I was hoping but not everyone feels the need to put things in writing.</p> <p>I have made a Dementia file full of the info I was given.</p> <p>Also I put up a notice in the waiting room in x-ray WGH to say ‘ Carers are welcome here’</p>
 <p>Lisa Winn</p>	<p>To Encourage and support my staff to improve the Service we provide to Dementia Patient's and their Families.</p>	<p>I invested in a Dementia memory box for the ward which allows staff to spend time with some patients going over old memories and photographs. Enabling them to feel settled and safe in the strange environments of a hospital setting.</p>

 Nicola Cragg	<p>To continue to learn about Dementia and share with my colleagues and to support John's Campaign...</p>	<p>Since attending the dementia care day we have displayed information gathered on the day on a notice board outside the ward. The display involved the butterfly scheme and also lanyards for John's campaign. We have therefore been able to discuss the board with both visitors and staff and have welcomed carers with open arms (I like to think that we already did this anyway) Identifying that the need for a patient to have family support far outweighed restrictive visiting hours.</p>
 Siobhan Wilkinson	<p>I am going on a dementia Champion Training in Preston October 2015 to gain more knowledge and to be able to train people and make a difference. Also to find out if Cumbria Partnership at WGH are implementing the John's Campaign.</p>	<p>I am now a Dementia Friend Champion with the Alzheimer Society. However due to my work commitments I have not been able to do any training courses which I know Dianne Smith would like me to do.</p> <p>I haven't had any feedback about John's Campaign from Cumbria Partnership. I will get in touch with the Sisters on the Wards again and see if they have</p>
 Barry Rigg	<p>Secure funding for new dementia friend crockery</p> <p>Order the crockery</p>	<p>External funding secured</p> <p>Crockery arrived May 2016</p>

Our Royal Voluntary Service volunteers play an important role in supporting our wards, departments and patient experience within our five hospitals, I am pleased to note that the RVS on ward dementia support volunteers at FGH and RLI won star of the Month for April 2016.


Celebrating Success


Social media comments



Ward 20 RLI @Ward20_UHMBT · Apr 18
 Very proud of our volunteer Kitty today presenting 
[@RoyalVolService](#)



[View conversation](#)



Ward 20 RLI @Ward20_UHMBT · Apr 18
 Exciting dementia Crockery coming soon!
 [@developmentseps](#) [@UHMBT](#)
[@diannesmith65](#) #dementia #wecare

 Dianne Smith retweeted



Jackie Daniel
 @JackieDanielNHS

New proposed NHS crockery colours being trialled [@UHMBT](#) shown to help patients with #Dementia [@NHSSupplyChain](#)
[freshthinking.uhmb.nhs.uk/2015/08/14/fgh...](#)

17/08/2015 15:25

9 RETWEETS 5 FAVOURITES



Barry Rigg
 @developmentseps
[@hospitalcaterer](#)
[@tommyNtour](#) makes the salads look great. Can you see the high raised plate side #freedom range pic.twitter.com/LFNBkOoD&D

Impressions	959
times people saw this Tweet on Twitter	
Total engagements	49
times people interacted with this Tweet	
Photo or video clicks	29
number of clicks on photos or videos in this Tweet	
Retweets	5
times people retweeted this Tweet	



Barry Rigg
 @developmentseps

Supporting the last 9yard
[freshthinking.uhmb.nhs.uk/2015/08/14/fgh...](#) which plate do you prefer 1= white. 2= orange.
[@hospitalcaterer](#)



Top Tweets

All Tweets



Bay Trust Radio @baytru... 15/08/2015
 LOCAL NEWS: FGH Trials New Colourful NHS Crockery



FGH Trials New Colourful NHS...
 Furness General Hospital (FGH...
[baytrustradio.org.uk](#)



Glensy Marriott ✨
 31/07/2015
 @developmentseps @hospitalcaterer
 @UHMBT Yellow every time Barry



joanna phillips
 @JoJolyn19 31/07/2015
 @developmentseps @hospitalcaterer
 @UHMBT yellow



Sue Livsey @LivseySI 31/07/2015
 @developmentseps @hospitalcaterer
 @UHMBTplate one, it looks so more appealing!



Joanne Shawcross @joa... 31/07/2015
 @developmentseps @hospitalcaterer
 @UHMBT yellow definitely

