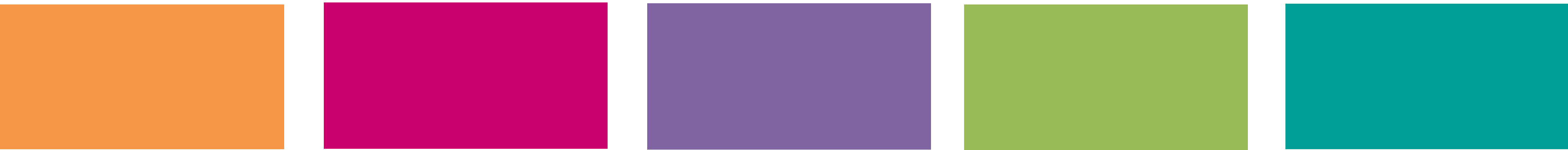
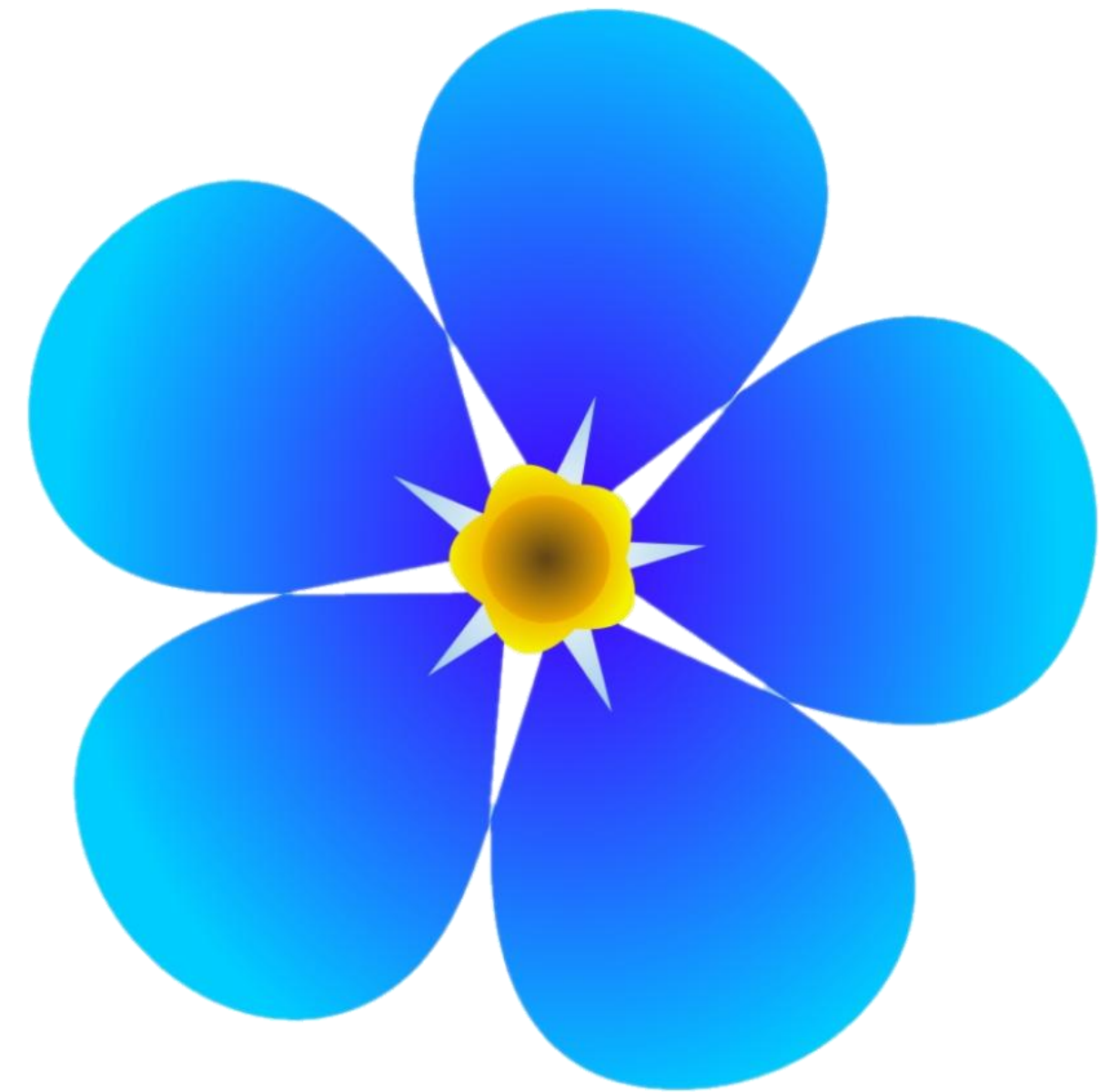




# **Annual Progress Report against the All-Wales Dementia Care Pathway**

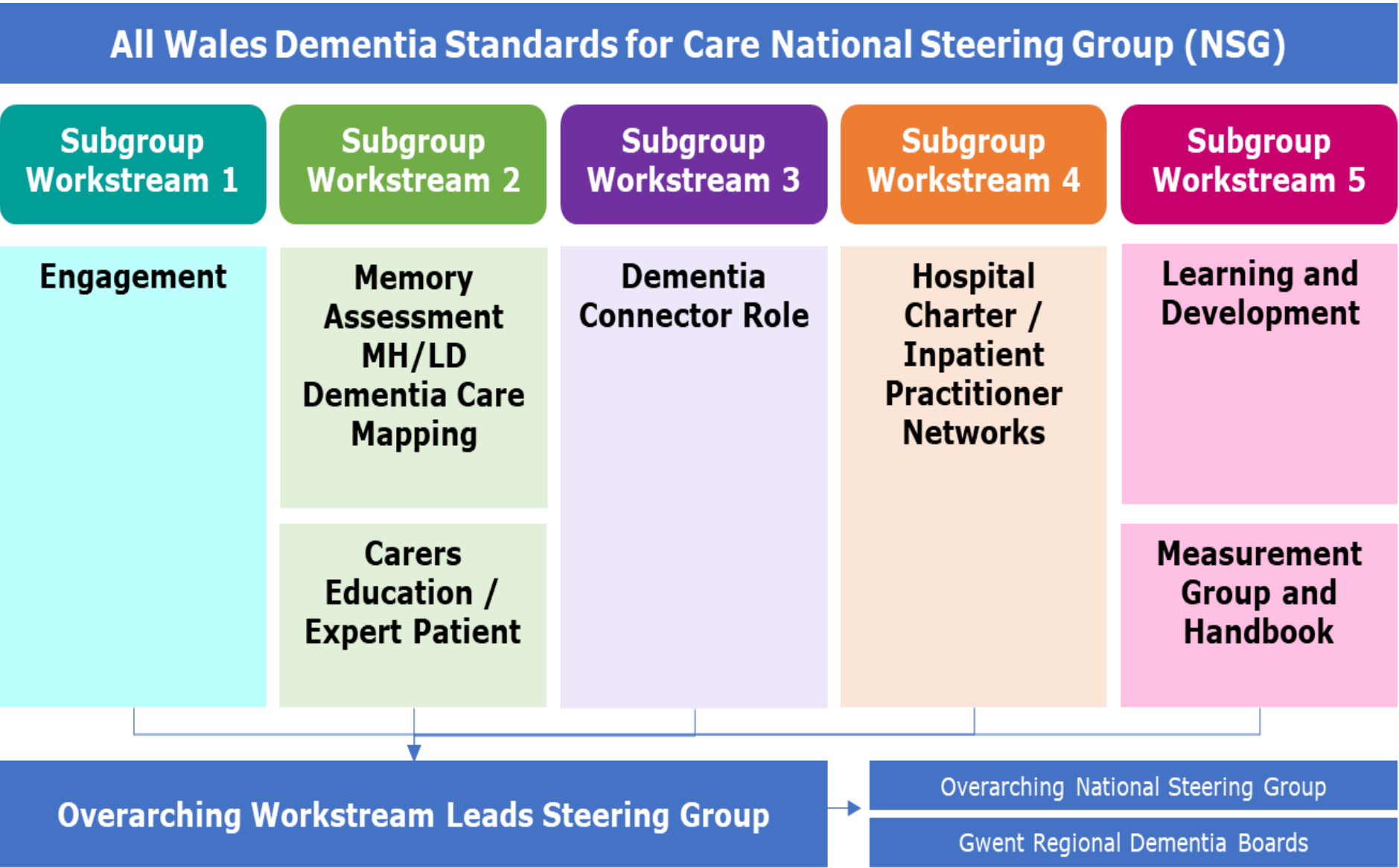
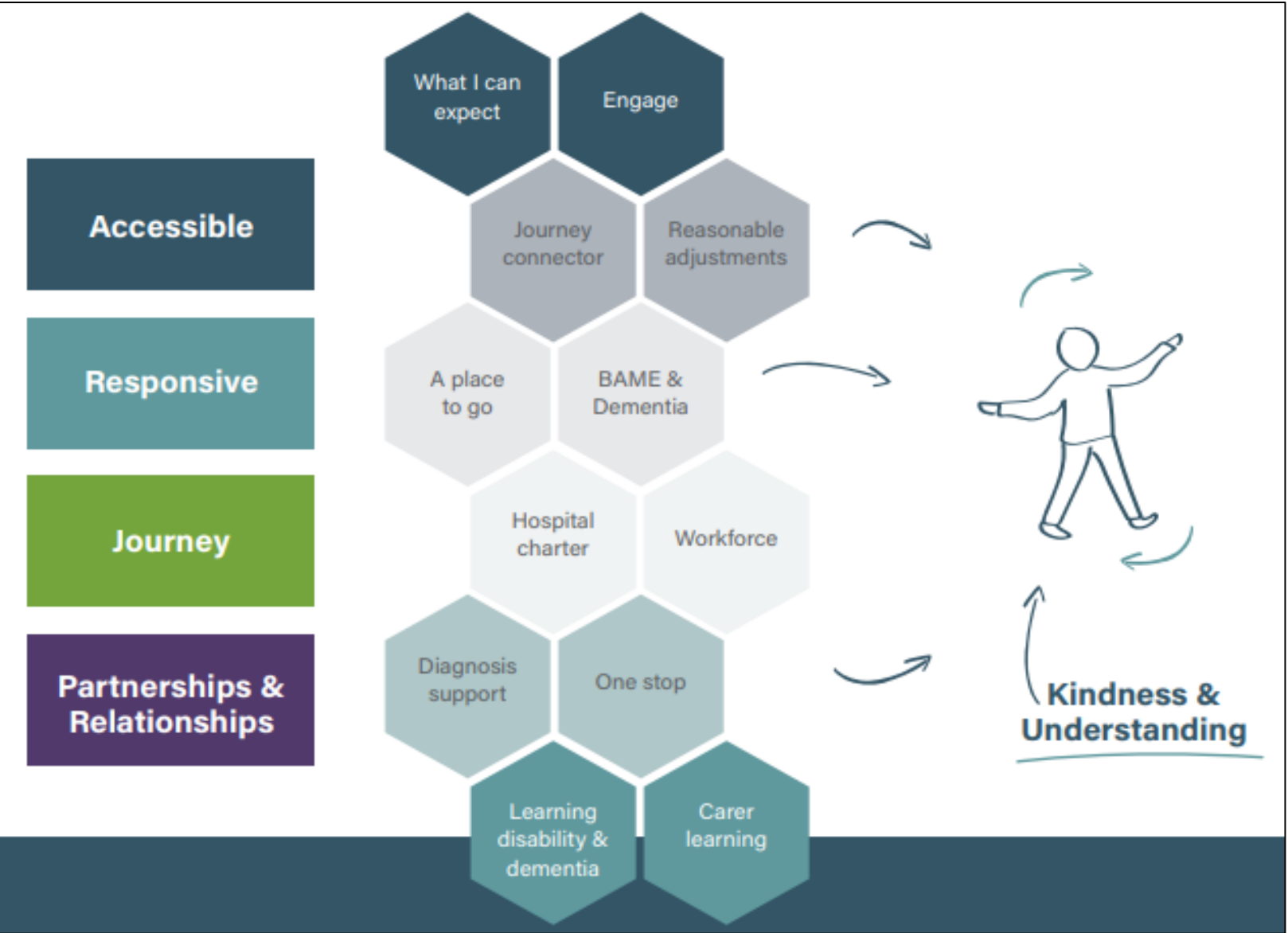
**Prepared for the Regional Dementia Board**

**2024**



# Introduction

This annual report (2024) reflects the work that the **Patient Experience and Involvement Team** of the Aneurin Bevan University Health Board in collaboration with the **Regional Partnership Team**, the Gwent Regional **Dementia Board** and Dementia Friendly Communities programme has delivered against the aims, objectives and priorities aligned to both the **Dementia Action Plan for Wales** (2018-2022) and the **All-Wales Dementia Care Pathway of Standards** (2022). A readiness programme and the appointment of a Regional Programme Manager has enabled the implementation of the Standards into the Regional Dementia Action Plan and workstream programmes.



# Workstream Highlights:

## Workstream 1 Community Engagement

Workstream 1 focusses on **community engagement**. Over the last 12 months 36 engagement events have taken place across the region. This has included attending community groups specifically for people living with dementia and their carers, whilst attending other events involving the wider community. Engagement has focused on seeking feedback from citizens around current services and identifying gaps in care. There has been a priority to share information around the **12 risk factors for dementia** with the aim of increasing knowledge and understanding of promoting a **healthy brain and reducing risk associated with dementia**.

To test the model, the engagement workstream has focused on Newport City as the first region to carry out the 'Listening Campaign'. Feedback informs the Dementia Community Plan for Newport, influenced by the views of people with lived experience. The **Dementia Community Plan** will be replicated in each local authority area in Gwent. This work has identified the need for **hubs** with a dementia specific focus, which would enable people to access support and information in one place.



# Dementia Friendly Communities (DFC)

The Dementia Friendly Communities (DFC) Gwent Network **has over 200 participants**. We are currently working across all primary schools in the area, supporting **Dementia Friends** sessions and helping schools set up carers and parents' sessions where required. They connect schools to local hospitals/supported living encouraging **intergenerational activities** to promote emotional wellbeing. We are working with organisations across Gwent to build further awareness and understanding, **tackle stigma** and help support communities with setting up activities/ services to achieve more inclusive dementia friendly environments.

We are working with **employment services** and continue our work with various groups across the localities, sports and social as well as third sector agencies to raise awareness of people who might be working and needing extra support. As part of this work, we encourage organisations to look at their own **employment policies** to help support people living with dementia, their families, and carers in the workplace.

The DFC have created a **logo** to support awareness, understanding and promote collaborative working.



**Gwent sy'n Deall Dementia**  
**Dementia Friendly Gwent**

# Regional Dementia Conference

The **Regional Dementia Conference** was an interagency, multi-disciplinary networking opportunity to launch the Dementia Standards of Care and share good practice. The Conference was attended by over **200** delegates from across the region.



**Person-Centred Dementia Care Team**  
We are committed to supporting the workforce to deliver and embed the highest standard of dementia care for patients and carers.

**Regional Dementia Conference**  
**Influencing, Shaping and Improving Dementia Care**

**24 May 2023 9am-4.00pm**  
**Christchurch Centre, Malpas Road, Newport. NP205PP**

Programme	
9:00am	Registration and Refreshments
9.30am	<b>Introduction to the Day</b> Jill Evans, OBE, FRCN, Senior Organisational Development Practitioner
9.40am	<b>All Wales Dementia Standards</b> Ian Dovaston, Public Health Wales, Improvement Manager.
9.50am	<b>Workstream 1 Community Involvement and Experience</b> Tanya Strange, Head of Nursing & Chair of the Dementia Board Joanne Hook, Senior Nurse, Person Centred Care Team.
10.00am	<b>Workstream Lead 2a &amp; 3 – Memory Assessment Services &amp; Dementia Connector</b> Alison Marshall – Lead Nurse, Older Adult Mental Health.
10.10am	<b>Workstream Lead 2b – Person &amp; Carers Programme</b> Sophie Foote, MEC Team Lead, Older Adult Mental Health
10.20am	<b>Workstream Lead 4 – Dementia Friendly Hospital Charter</b> Donna Wigmore - Dementia Specialist Practitioner Amanda Whent, Lead Nurse Dementia.
10.40am	<b>Workstream Lead 5a – Learning &amp; Development</b> Amanda Whent, Lead Nurse for Dementia, Person Centred Care Team
10.50am	<b>Workstream Lead 5b – Measurement</b> Natasha Harris, Service Manager, Partnerships and Development for Gwent Regional Partnership Board
11.00am	Q&A Panel
11.15am	Refreshments

11.45am	<b>Dragons Rugby Wales and Dementia</b> Karen Burgess, Dragons Rugby, Inclusion Officer.
12.00pm	<b>Dementia Friendly Communities</b> Natasha Harris, Service Manager, Partnerships and Development for Gwent Regional Partnership Board
12:15pm	<b>Young Onset Dementia</b> Sarah Harries, Head of Clinical Services for Hospice of the Valleys Carolyn Regan – Dementia Support Worker within the CARIAD Dementia Service for Hospice of the Valleys
12:30pm	Lunch - NETWORKING
13:30pm	<b>Hearing Loss and Dementia</b> Wendy Trump, Clinical Scientist, Head of Adults Services for Audiology
13:45pm	<b>Dignity &amp; Continence Project for Patients living with Dementia</b> Professor Katie Featherstone, Professor of Sociology and Medicine and Director of the Geller Institute of Ageing and Memory, University of West London. Victoria Coghlan, Advanced Nurse Practitioner for Bladder and Bowel Service.
14:00pm	<b>Nutrition, Hydration and Dementia.</b> Nokhuthula Nyoni-Smith. Lead Dietitian. Aneurin Bevan University Health Board
14:15pm	<b>Care pathway for oral health care for people living with Dementia</b> Vicki Jones, Clinical Director of Community Dental Services Consultant
14:30pm	Q&A Panel
14:45pm	Refreshments
15:15pm	<b>Assistive Technology and Dementia</b> Matthew Lloyd, Prevention and Well-being Programme Manager, Regional Partnership Board.
15:30pm	<b>Positive Approach to Care (PAC) interactive session.</b> Matt Galloway, Practice Facilitator, Older Adult Mental Health Dawn Morgan, Team Lead, Older Adult Mental Health.
15:45pm	<b>Closing Remarks Reflection on Pledges and Next Steps</b> Jill Evans, OBE, FRCN, Senior Organisational Development Practitioner.
15:50pm	Evaluation / Raffle
16:00pm	END- Have a Lovely Evening Thank you for coming 

This document is available in Welsh / [Mae'r ddogfen hon ar gael yn Gymraeg](#)

**Feedback**

Based on feedback relating to signposting and sharing information, we have established a **dedicated dementia email** address where people can contact the **Patient Experience and Involvement Team** if they are unsure of who else to contact. This has been well received.

## Workstream 2(a)

### Memory Assessment Service Pathway

The aim of **Workstream 2(a)** is to ensure the development and creation of a seamless and **robust pathway** for people diagnosed with Dementia, their carers and others engaged with people living with Dementia.

10 **Data Measurement Sets** have been agreed nationally and regionally and are being recorded to support impact and benchmarking of services.

Workstream partners are currently speaking to people living with dementia, families and carers, to encourage them to join the **Community of Practice**, a forum to help review and deliver good practice in **Gwent**.

## Workstream 2(b)

### Carers Education and Support

**Workstream 2(b)** aims to ensure that people living with dementia, carers and families are offered learning, education and skills training. This offer will be 'stage of condition' appropriate and will be provided at significant points of a person's journey.

- The **MEC** (Mapping, Education and Carers) team, funded from the RIF Regional Investment Funds, have developed a Gwent wide **Carers Information Course** that now runs in six-week blocks in all five Gwent region boroughs. These are face to face courses. The same course can be held virtually.
- Carers are also offered **Positive Approaches to Care** training, which is a person-centred approach and intervention in dementia care.
- A **resource pack** for Carers has been developed and is in use. This is in both paper and digital formats.
- The team are positively working towards increasing the number of carers attending courses, by developing a poster to be displayed in all **GP Surgeries**, all Hospital Entrances/Restaurants/Inpatient Units. The team are currently developing a **Padlet** for Carers to access a wide variety of up-to-date information.



**FREE INFORMATION COURSE**

**Do you know someone living with Dementia?**

**Would you like to learn more**

- WHAT IS DEMENTIA
- BRAIN CHANGES & EFFECTS IT MAY HAVE ON THE INDIVIDUAL
- LEGAL MATTERS/LASTING POWER OF ATTORNEY/MAKING A WILL
- ADVANCE CARE PLANNING
- HEALTHY LIFESTYLE
- LIVING WELL & SAFELY AT HOME
- FINANCIAL ENTITLEMENTS
- IMPORTANCE OF PHYSICAL HEALTH

**AND MUCH MORE ADVICE & SUPPORT**

A **FREE** information course facilitated by NHS professionals specialising in dementia care, with guest speakers from within the NHS, Emergency Services, Social Care and Third Party organisations. Local venues, Face-to-Face Courses and Online Out-of-Hours Courses are available.

Please call the MECs Team on 01495 748637 or email [abb.comh.dementiaservices@wales.nhs.uk](mailto:abb.comh.dementiaservices@wales.nhs.uk) for information for your local area Or alternatively talk to a health or social care professional for a referral

## Workstream 3

### Dementia Connector

# Dementia Connector: Model Development

We are continuing to scope and collect details of **connector roles** in Gwent. We aim to develop role descriptors, **skills and qualifications required** and funding to identify what we already have available and what we may need to develop.



A **commissioning review** will take place to consider Service Level Agreements with third sector parties and this will inform future planning. This will be a collaborative approach with all stakeholders in Gwent. The Dementia Connector role will help a person **navigate** their care journey, supporting the person living with dementia and their carers/ families and enable timely assistance when required.

Connectors will help and support people, to optimise their wellbeing and access support when needed.

## Workstream 4

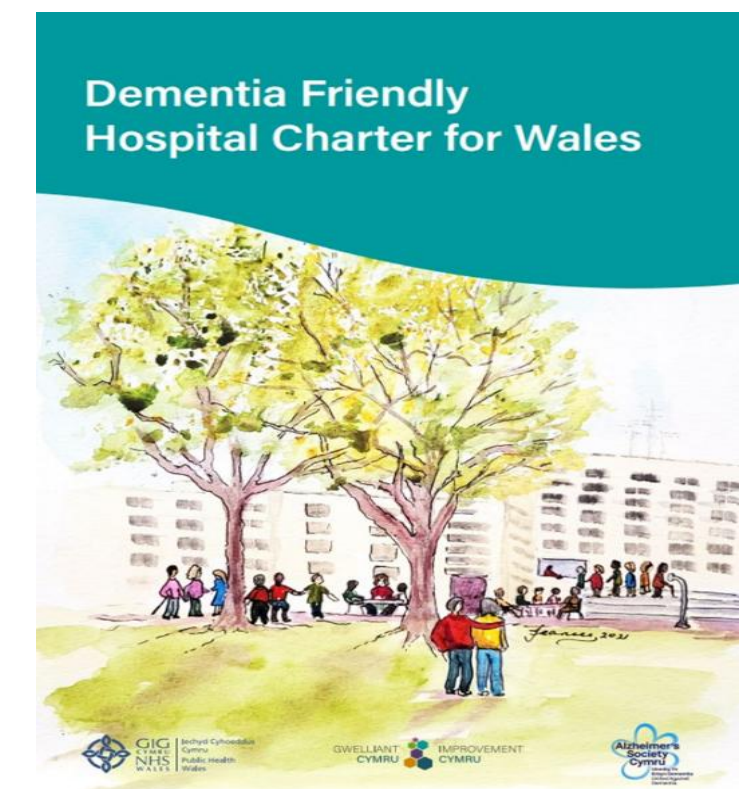
# Dementia Friendly Hospital Charter

The **Hospital Charter** aims to improve the experience of people living with dementia when they are in hospital. This experience must recognise an individual's personhood, diversity and preferences, shaped by recognising the importance of dignity, respect and kindness.

It provides a **set of principles and indicators** that focus on the needs of people with dementia and their families, carers and supporters and offers an **improvement guide** to assist hospitals in their self-assessment against the dementia friendly principles. Importantly, the Charter **informs people** of what to expect when they receive care and visit a dementia friendly hospital.

### Improving In-Patient Person-Centred Dementia Care

Since the launch of the Standards and the Dementia Friendly Hospital Charter in 2022, much has been done across Aneurin Bevan University Health Board to improve people's lived experiences when they are in **hospital**, including better support for, and inclusion of carers. Wards have proactively engaged in Ward Improvement Plans to help improve **patient experience** in their areas. Professional case discussions and the visibility of the Patient Experience and Involvement Team at ward level are having a very positive impact. **Staff feedback** suggests that having the dedicated dementia intranet pages and access to **expert advice** through the dedicated e-mail address has significantly helped. What follows are examples of the initiatives that are having positive impacts on patient care, carer and staff experience. Many of these initiatives have been informed by feedback.



# Responding to Patient and Family Feedback

Over the past year we have **listened** to the views of our communities, patients, carers, staff and stakeholders. Our involvement strategies have included either face to face discussions or discussions via webinars and, coupled with a review of written communication, are now better able to identify and drive forward both what we do well and action the improvements needed.

**Feedback**, specifically from people in hospital, carers and staff has identified these main themes which we use for **learning which we now use for the priority action plan.**

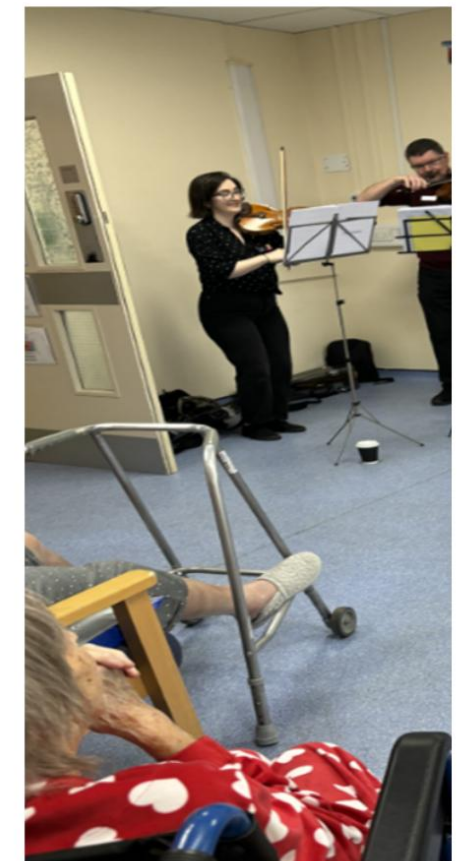


# Person Centred Meaningful Activities and Engagement

There is clear **research** evidence to show that engaging people in meaningful activity and engagement has significant benefits both to physical and psychological recovery. A **successful 1<sup>st</sup> Phase** of this programme has been in place in the General hospitals and evaluated to have a positive impact on patient experience of care.

Through a partnership agreed **Meaningful Activity and Engagement programme**, we aim to build on this 1<sup>st</sup> phase and embed a multi-disciplinary person-centred dementia approach to care in the community. **NHS Charities Together** have supported this programme by granting the funding to deliver this programme.

We aim to develop and **rollout** a meaningful activity strategy to a range of care homes in Gwent, HMP Usk, the hospital wards within ABUHB, informed by the needs of people living with dementia and their carers across the area, with a suite of meaningful activity resources and learning opportunities. It will be supported by a **practitioner's forum** to support staff, volunteers and carers gain skills, knowledge and confidence to deliver non-pharmacological interventions and embed **person-centred** meaningful activity.



# Delivering the Meaningful Engagement Programme

The programme is led by the specialist Dementia Practitioner and overseen by the Lead Nurse for Dementia. A bid was secured through the support of the **NHS Charities Together Grant** which has enabled the recruitment of **2 secondment opportunities** for an 18 months:

- Dementia Practice Educator
- Regional Dementia Meaningful Engagement and Activity Co-Ordinator

The programme will be delivered through a series of actions and measures, managed by a **Meaningful Engagement and Activity Steering Group** which includes:

- Identifying **resources** and approaches which facilitate meaningful engagement.
- Promoting **Biographical tools** such as 'This is Me', 'What matters to me' documents to identify individual interest, hobbies, and routines.
- **Dementia Volunteer Companions** - working with our Frind i Mi volunteers, we will link volunteers with care homes. They will be supported with training and supervision sessions.
- **Learning and Development** - through our Dementia Carers Workstream and linking in with a wide range of partners, we will offer awareness training to identify meaningful activities that would support the person they care for.
- Through our **enhanced care framework**, we will work with wards and families on admission and discharge to ensure meaningful activity is considered in care planning.
- **Dementia Champions** will be identified and will proactively strive to educate communities as to the importance of meaningful activity to wellbeing.
- By linking schools with care homes we will support the **Intergenerational** Dementia Friendly Communities programme.



# ABUHB Activity Co-ordinators

## Meaningful Activities Feedback

This is an outstanding service, providing activities and company for patients whilst having fun.

Cannot thank you enough for your help with my mother. It has been a great help to her demeanor. Thank you.



Through the development Meaningful Engagement with people living with Dementia, the role of the **Activity Co-ordinator** has been development and recruitment for this role is taking place in each Division. There is now a **Task and Finish** Group to develop the role further and provide structure and support for those staff in post.

The role of the Activity Co-ordinator is to provide meaningful engagement, emotional, physical and mental support and **stimulation**.

## Meaningful Activities Feedback

Paula is doing an amazing job getting patients involved with the activities.

Patients are interacting with each other, singing and appear calmer.

Patients look forward to spending time in the activity corner. One lady called it her happy place.



## Progress so far:

- 10 Activity Co-ordinators currently in post
- Task and Finish Group established with representation from all divisions
- Peer Support group for Activity Coordinators in place
- Support from The Patient Experience and Involvement Team – Regional Meaningful Engagement Dementia Activity Coordinator has worked closely with each Activity Coordinator
- Induction and framework to be developed
- Standardised uniform to be introduced

# Care Fit for VIPS

To support implementation of the Dementia Friendly Hospital Charter, we have introduced **VIPS** into our hospitals. VIPS will support clinical teams to deliver person-centred care through:

**V**aluing and promoting the rights of the person.

**I**ndividuals needs- provision of individualised care according to needs.

**P**erspective: staff understanding care from the perspective of the person with dementia.

**S**ocial-social environment enables the person to remain in relationship

**Phase 1:** 15 hospital Wards over 7 sites.

A dedicated tab was made available on the Dementia staff intranet page to support staff to **access resources** required easily.

**Experiential opportunities** have been made available to the staff on wards implementing VIPS.



Care Fit for VIPS



## ACHIEVING EXCELLENCE IN DEMENTIA CARE – THE TOOLS FOR CHANGE

ABUHB are introducing **Care Fit for VIPS** into our hospitals. Care Fit for VIPS is an online toolkit to help our areas improve the **quality** of dementia care and **people's experience**.

The VIP Framework describes **25 indicators** of best practice in delivering person-centred care, through manageable steps.



### Review

The VIPS Assessment tool helps you rate your service's progress. Stronger colours show more progress!

[Review VIPS](#)



### Discover

Our Resource Library helps you find the best information. We have done the searching for you.

[Discover Info](#)



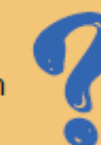
### Transform

VIPS Improvement Cycles help you to plan, record and provide evidence of continuous service improvement.

[View Cycles](#)

### What does **VIPS** mean?

**V** - Values people – Values and promotes the rights of the person  
**I** - Individual's needs – Provides individualised care according to needs  
**P** - Perspective – Understands care from the perspective of the person with dementia  
**S** - Social – Social environment enables the person to remain in relationship



### Get in touch with us:

If you need support with VIPS please contact:  
[ABB.PCCTDementia@wales.nhs.uk](mailto:ABB.PCCTDementia@wales.nhs.uk)



Bwrdd Iechyd Prifysgol Aneurin Bevan  
Aneurin Bevan University Health Board

# Implementing Care Fit for VIPS – 1 year on

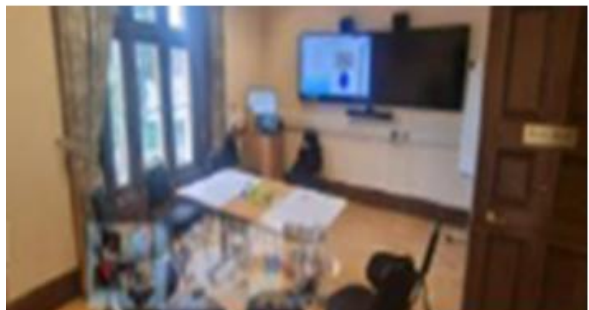
There have been some challenges identified from feedback and these are being worked through:

- Leadership
- Cluttered spaces
- Funding
- Works and Estates costs
- Time / protected time for this work
- Need to formalise so VIPS is priority
- Recruitment
- Toolkit is time consuming
- Department moves /reconfiguration of areas
- Responsibility sitting with key individuals and not spread to wider team.

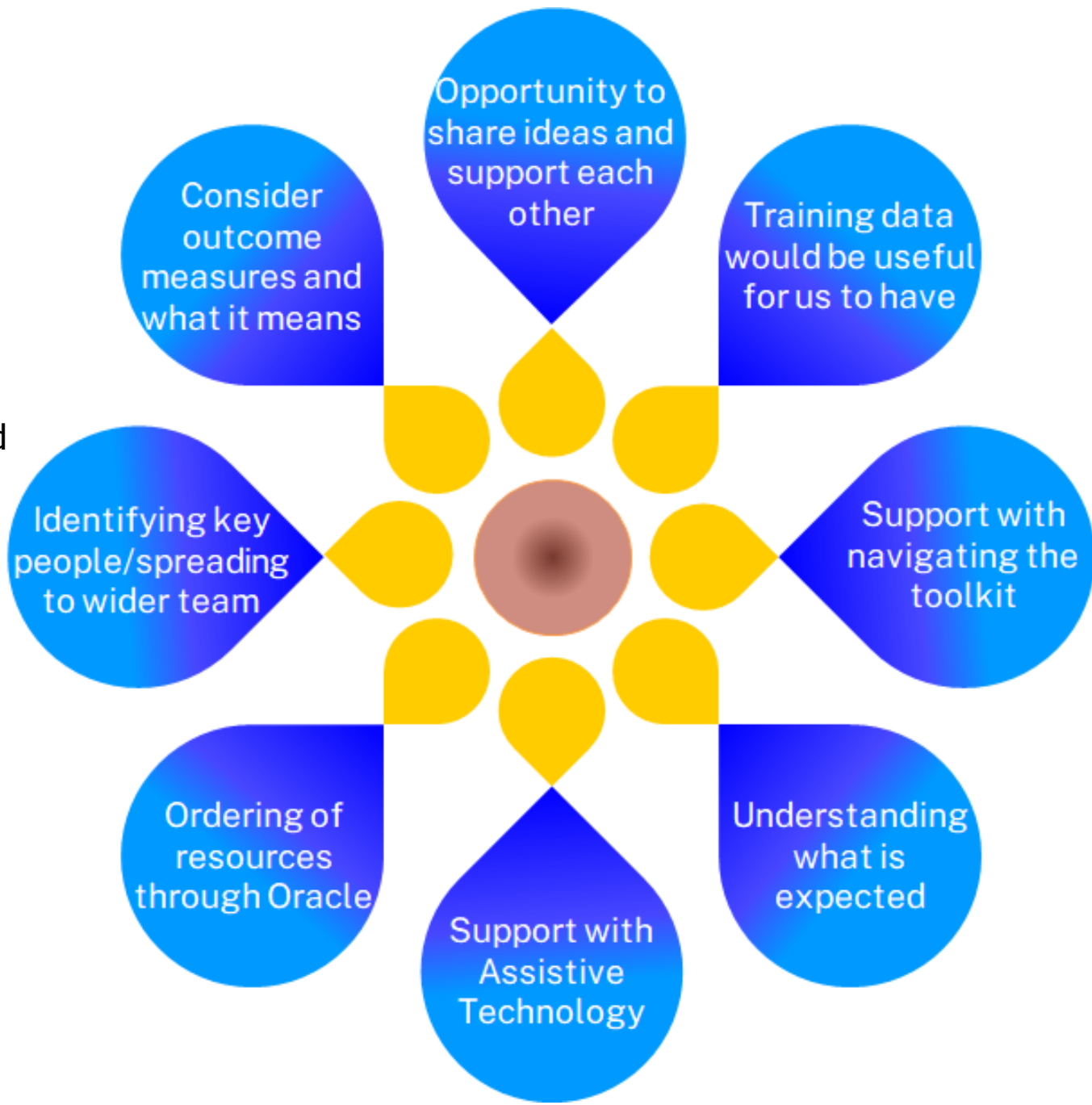


**Series of Workshops**

**Staff Feedback:**  
“Thanks for great training session regarding VIPS. It was inspirational”.



## Monthly Support Group Themes

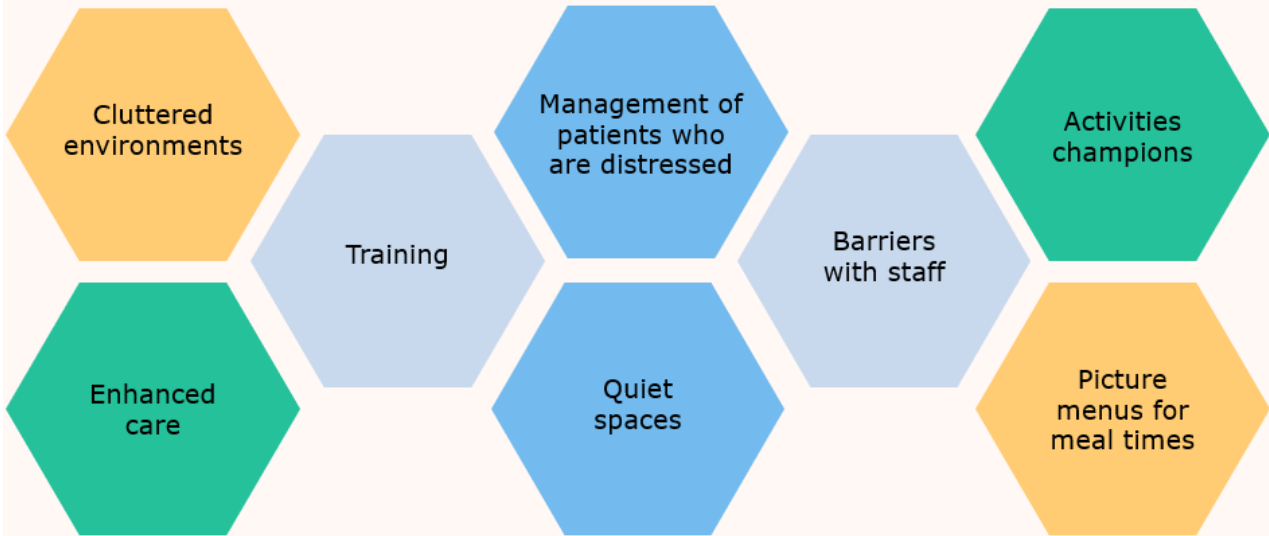


### Next Steps

- Review engagement in the phase 1 areas to decide if we will continue with all 15 areas
- 1 New area commenced in May 24
- 3 areas have booked in for Workshops following individual feedback sessions.

## First PDSA Ideas from Staff

What did people want to work on in their areas?



Review Visits	Areas Engaged
Bedside Boards in use	15 Areas (not fully embedded in all)
Dementia Champions in Area	13 Areas
Resources for ME in area	15 Areas (not fully embedded in all)
Display in Area	12 Areas (3 waiting to go back up due to site move)
Supporting John’s Campaign	15 Areas
VIPS poster and log in accessible to staff	4 Areas
Feedback Forms for Resources / Experiences	2 Areas
Feedback session to Ward Managers and Senior Nurses	WM – 9 out of 15 SN – 4 out of 7

# Evaluation of VIPS / Themes

- All **15 areas** have made improvements in their areas
- **50%** of wards engaged with individual workshop sessions and these areas saw further progress with the wider team.
- Areas that have an activity co-ordinator in post have seen a **higher level of engagement** with all support offered.
- Whilst all areas used the tool kit as a guide, all areas found it **difficult to evidence progress** through the toolkit.
- Main theme from leadership was as this is not formalised; it is often **superseded by higher priorities**.



## Feedback



## PDSA Cycles in Progress

Evidence of **good practice** include:

- Nurse Practitioner using '**Meaningful Engagement prescription**' as part of treatment plan in medical notes.
- Picture Menus
- Development of **day room spaces**
- Employment of Activity Co-ordinators
- Training plans
- '**Come dine with me**' nutrition and hydration
- Safe space / quiet corner
- Hairdressing Services e.g., Salon Sunday
- **Environmental audits** and development

# Enhanced Care Review

Undertaken November 2023 - March 2024 by the Patient Experience and Involvement Team, led by the Senior Nurse and the Dementia Specialist Practitioner. This audit considered:

- During the **pandemic**, requests for Enhanced Care (EC) increased significantly.
- Although there has been a reduction in requests for enhanced care just before the review, it was felt that more could be done through the **Care Aims Framework** to enhance patient, carer and staff experience, and reduce agency and bank use.
- Executive Team agreed to review of EX across wards with the **highest usage**.
- **Aim** was to improve Quality, Safety and Patient Experience and reduce costs
- Pilot at **YYF** (highest numbers of EC at the time) followed by extended review.
- Review of current EC, documentation, PSAG Boards, Bedside Boards, **EC Framework**.
- EC **Review Tool** Developed
- EC would focus on (summary):
  - ✓ Patients **care journey** since admission
  - ✓ Care package **prior** to admission
  - ✓ Patients' **capacity** (e.g. to consent to EC)
  - ✓ Number of **ward moves**
  - ✓ Patients **presentation/condition**
  - ✓ **Reason** for EC
  - ✓ **Level** of EC being provided
  - ✓ Package of care anticipated on **discharge**
  - ✓ Consideration of **alternatives** to EC
  - ✓ **Staff** feedback

## Next Steps:

- Enhanced care and falls- focused MDT review to identify alternative strategies
- Enhanced care and dementia - look to reduce ward moves
- Increasing communication with patients, families and carers- open visiting and active encouragement of families in care through John's Campaign.
- Better engagement with volunteer support
- Embedding meaningful engagement
- Re launch of revised EC framework, risk assessment and flow chart alongside a training programme
- Support for staff re psychological safety and confidence
- Consideration of the resources required to drive forward alternatives to restrictive EC e.g. employment of dedicated Clinical EC lead/s

# Dementia Champions

We developed and implemented a **Dementia Champions Campaign** during the month of February 2023 and used this to form actions for 2024:

- Meet the Dementia Champions **in person**
- **Raise awareness** of the role
- Develop and **support** existing Dementia Champions
- Listen to their **feedback**
- **Recruit** new Dementia Champions
- Share the **resources** available to Dementia Champions
- Share the **Reflective Workbook**
- **Identify** those that wish to continue to be a Dementia Champion
- Update the Corporate **Register** of Dementia Champions
- Provide the Dementia Champions with their ABUHB **Daisy Badge** and lanyard

I was asked to visit as the patient was very low, crying and feeling confused. I face videoed her daughter which made a massive difference as she felt cut off due to her daughter (her main carer) being poorly and unable to visit.

(Dementia Companion)

A yellow poster for 'Dementia Champion's Month February 2024'. It features several blue hearts and a central blue daisy flower. The text on the poster includes: 'Dementia Champion's Month February 2024', 'We want to meet you!', 'To Thank you for all you do, hear your experiences and shape how we can better support you in your role.', 'Shaping, Influencing and Improving Dementia Care', and 'Contact us at: ABB.PCCTDementia@wales.nhs.uk'. Logos for GIG CYMRU NHS WALES and Bwrdd Iechyd Prifysgol Aneurin Bevan University Health Board are also present.

**Dementia Champion's Month February 2024**

We want to meet you!

To Thank you for all you do, hear your experiences and shape how we can better support you in your role.

Shaping, Influencing and Improving Dementia Care

Contact us at: [ABB.PCCTDementia@wales.nhs.uk](mailto:ABB.PCCTDementia@wales.nhs.uk)

GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Aneurin Bevan University Health Board

Dementia Champions act as **role models** for other staff members as well as 'connectors' between the wards and the Patient Experience and Involvement Team. They offer **inspiration**, feedback, suggest actions needed to improve the patient and carer experience as well as how the ward environment may be improved.

We encourage Dementia Champions to attend **Dementia Awareness and Meaningful Activity training** to improve their knowledge, skills and inclusive practice and the Bitesize Training sessions have been developed to identify who the ward-based Dementia Champion is.

Two **videos** have been developed to showcase the role of Dementia Champions .

These videos are now part of the **training to recruit** new Dementia Champions and build our network of staff and partnerships both internally and externally.

# Person Centred Bedside Patient Boards

Following a successful introduction of the Person-Centred (safety) Bedside Boards, **1400** Boards were purchased and delivered to all the hospital sites within ABUHB.

A mid-way **Impact Evaluation Review**, supported by the Value Based Healthcare Team was undertaken in October 2023 of the 34 wards where boards are erected, Patients, public, visitors, families, carers and staff were asked for their **feedback** on the boards.

The Team developed and shared posters and leaflets with **QR codes** which fed into Microsoft Forms, providing the team with immediate analysis. These were shared through **social media** platforms as well as Pulse web pages. Paper questionnaires were also shared.






The **evaluation** identified that the boards had been very well received by both patients, families and visitors, volunteers, ward staff and the multi disciplinary staff working within the **care settings**.

One of the key staff that benefitted from the boards were **facility staff** who were able to greet the patient by name and, for example, provide the correct drink that the person preferred.

Feedback was used to support further actions such as adding magnetic pen holders and pens; developing briefing communication strategy for carers and staff through the communication teams, using **videos**, briefing newsletters and carers support groups.

Gives us information to be able to hold a conversation with them about a topic that they make like.

(Volunteer Visitor)

MY NURSE TODAY IS:		MY PREFERRED NAME IS:	
LANGUAGE		English <input type="checkbox"/> Welsh <input type="checkbox"/> British Sign Language <input type="checkbox"/>	Other:
COMMUNICATION		Independent <input type="checkbox"/> Hearing aids <input type="checkbox"/> Lip reading <input type="checkbox"/> Spectacles <input type="checkbox"/> Interpreter required <input type="checkbox"/>	Other:
DIET		Menu: High energy snacks <input type="checkbox"/> No oral diet <input type="checkbox"/>  Food allergies:	Independent <input type="checkbox"/> Assistance needed <input type="checkbox"/> Full assistance <input type="checkbox"/> Dentures <input type="checkbox"/>
FLUIDS		Level 1 <input type="checkbox"/> Level 2 <input type="checkbox"/> Level 3 <input type="checkbox"/> Level 4 <input type="checkbox"/> Fluid restriction: _____ ml No oral fluids <input type="checkbox"/>	Preferred drink: <div>Tea <input type="checkbox"/> Sugar <input type="checkbox"/> Coffee <input type="checkbox"/></div> <div><input type="checkbox"/> Milk <input type="checkbox"/> Sweetener <input type="checkbox"/> Squash <input type="checkbox"/></div>
MOBILITY		Independent <input type="checkbox"/> Assistance <input type="checkbox"/>  Other:	Supervision <input type="checkbox"/> Falls Risk <input type="checkbox"/>
OTHER CLINICAL CONSIDERATIONS: Include relevant PSAG symbols here			
WHAT IS IMPORTANT TO ME			
MESSAGES			

# John's Campaign



**Is the person you are visiting  
living with dementia?**

**Are you the main carer?**

**We embrace John's Campaign, where carers have the  
right to ask to continue supporting loved ones when  
they are in hospital.**

**Please let the ward staff know if you are the main  
carer and ask about flexible visiting.**

*John's Campaign* (JC) recognises the importance of **involving carers** who wish to support people living with dementia when they are in hospital. The information for JC is embedded into the staff induction programmes. The "Introduction to ABUHB Dementia Care", alerts staff to the need to recognise the importance of carers and maintain a positive attitude to the involvement of carers, demonstrating sensitivity to their needs and recognising their value to care.



For **Dementia Action Week** (May 2023), we celebrated the re-launch of John's Campaign on all our wards. Information leaflets and resources were made available on the internal Dementia Intranet pages, included in all the Health Board Induction programmes, **carers education groups** and through our Workstream 1, community engagement meetings.

To increase public awareness of JC, carers leaflets for were promoted and made available through **Carer's Networks**, ABUHB Carer's Internet page and our Dementia Internet page, Our dedicated email address was also included and the public asked to contact us if they wished to discuss further: [ABB.PCCTDementia@wales.nhs.uk](mailto:ABB.PCCTDementia@wales.nhs.uk)

# Intergenerational Practice

We are proactively developing meaningful intergenerational activities programmes in partnership with schools, colleges, wards and care homes. We know this approach supports:

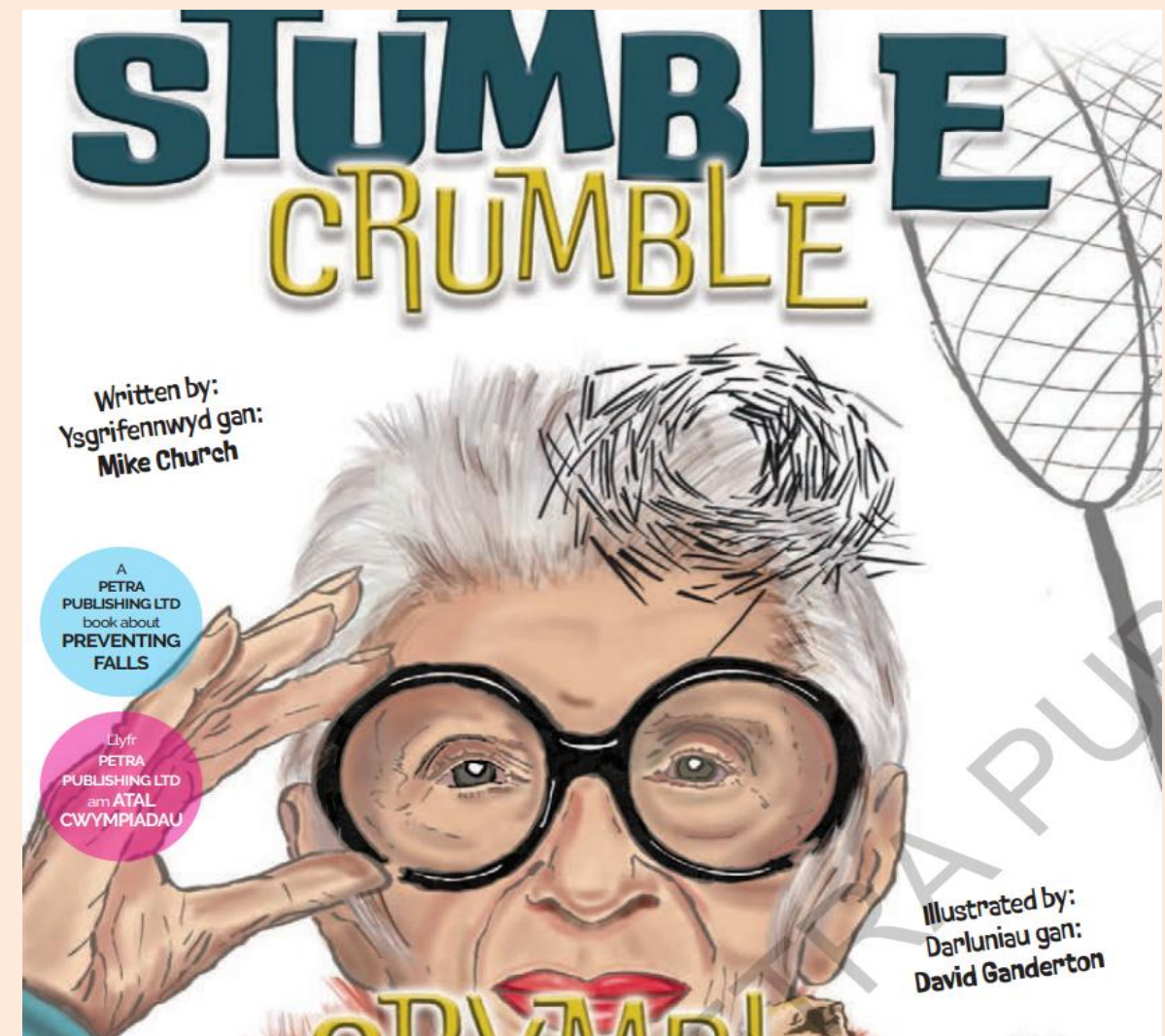
- Reduction in loneliness/isolation
- Reduction in behaviours that are distressing
- Increased creativity/ mobility
- Increased knowledge about person-centred dementia care
- Reduction in falls
- Positive experience for patient and staff feedback

We have commenced linking the **16 care homes** in the Meaningful Engagement programme to the intergenerational programme with the aim of increasing the relationship between these areas and supporting with learning from schools, hospitals and care homes who already participate in the scheme.



## Falls Awareness and Prevention Book:

Following the success of *Billy the Superhero* and *The Elephant in the Room*, we have worked with publishers, storytellers, therapy staff and schools to produce a **falls** awareness book. '**Stumble Crumble**' aims to raise awareness of all the risks associated with falls and the importance of falls prevention **across the ages**, highlighting increased risks when people have a cognitive impairment. This book will be launched in August 2024 with schools, Health Board staff and Dementia Friendly Communities.



# Specialist Occupational Therapy Activity Programme



Development of a specialist **OT activity-based** programme suited to the complex needs of OAMH in-patient services:

- **Reduce variation** and ensure standardisation **specialist OT offer of activity programmes** across ABUHB OAMH in-patient units
- **Evidence based/best practice** and recognised Occupational Therapy Models of practice.
- Evaluation using standardised **occupational therapy outcome measures**.
- Maximises engagement of a range of individuals with **different needs** in relation to their motivational level and skills in occupations.
- Suited to people/older people with **complex mental health/physical and cognitive needs**.

## Results:

The service has been accessed by **152 individuals** on average in a 12-month period (in total in the two Boroughs: Newport and Blaenau Gwent).

The average number of self-management strategies people were using in day-to-day life after intervention were 6-7. Three months post-intervention, this remained as 5-6.

The standardised OT assessment OCAIRS (semi-structured interview) was completed before and after intervention and 3 months post. **Improvement occurred in 8-10 of the 11 domains of the OCAIRS** (no deterioration).

Domains of noticeable improvement were to roles, habits, personal causation, goals and readiness for change. Some continued to improve post treatment.

Feedback forms: On a scale of 0-10, 0 being bad, 10 being excellent: Carer score averaged 8.8 and **Participant score averaged 9.6**.

**Older Adult Mental Health to consider extended model of service.**

# Priorities 2025 – WS4 Dementia Hospital Steering Group

Identifying people with dementia using a **Clinical Workstation - Alert Code 136.**

Developing an **improved pathway of transition** to and from hospital through WAST- Welsh Ambulance Workstream.

Raising awareness and support for **Future Care Planning.**

Discharge patient flow priorities - **reducing ward moves** and **improving discharge.**

Participating in the **research** and improvement for Dementia Continence care programme.

Review ABUHB **National Dementia Audit** and ABUHB measures, using findings to improve care.

Embed the **Meaningful Engagement Programme** and Activity Coordinator Roles.

Review and support the **Urgent and Emergency Care pathway.**

Establish a **People Participation Panel** for people living with dementia, their carers and staff.

# Workstream 5(a) Learning and Development

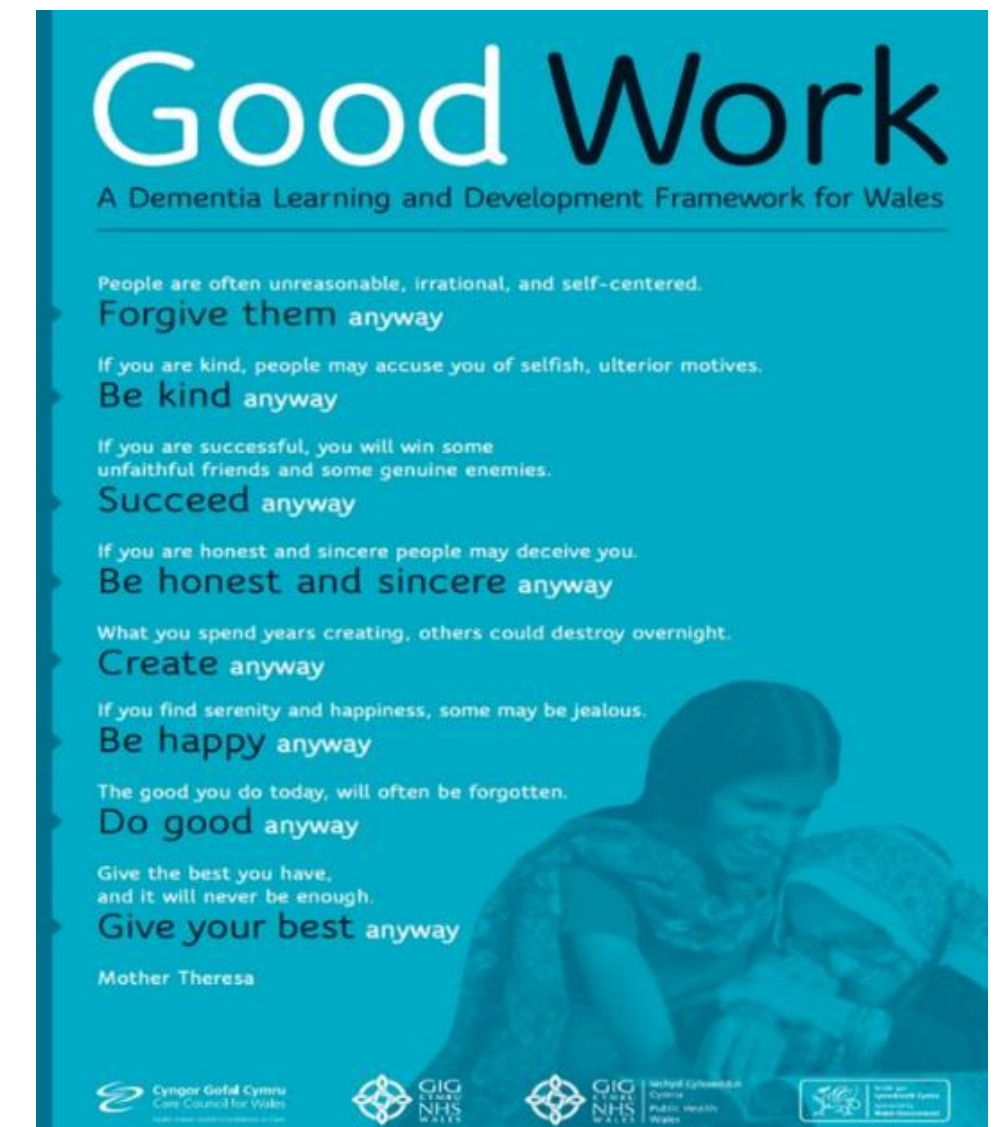
At the heart of the **GoodWork Learning and Development Framework** is what matters to people living with dementia, and aims to empower patients, carers and health and social care staff to ensure dementia care is person centred.

Local dementia training strategies adopt the values that gets to the heart of what matters to people (**compassionate practice**), ensures staff are technically competent and 'fit for practice' (**competent practice**), are personally engaging and contextualised (**wise practice**), fundamentally resulting in a workforce that are **informed, skilled influencers**.

## What we achieved:

Over the past year we have we have developed the ABUHB Learning and Development GoodWork Framework Strategy Plan that is linked directly to the **Dementia Action Plan for Wales** and regional dementia action plan to enable all workforces to engage and achieve the associated aspirations goals and plans.

A series of **Bitesize learning** provided by specialists in areas of practice as well as Staff Induction sessions, meaningful engagement and external learning opportunities have been secured and shared with **all Nursing and Residential Care homes within the 5 boroughs**.



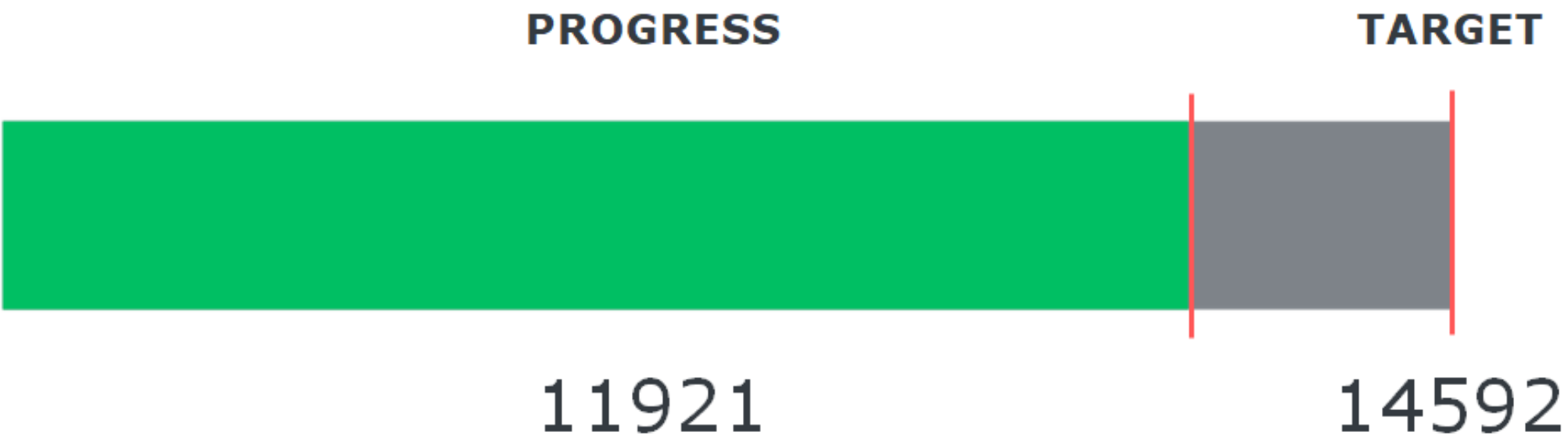
# Learning and Development Progress

## Dementia Specialist Bitesize Sessions Introduced

Session	Number of Attendees
Mental Capacity Act	14
Assistive Technology	13
Audiology	5
Oral Health Care	41
Deprivation of Liberty	42
Dementia Hospital Charter	31
Hydration & Nutrition	40
Pain Assessment	37
Dementia Awareness (induction)	164
<b>Total</b>	<b>387</b>
(95% ABUHB staff 5% other organisations)	

**Dementia Awareness and Meaningful Engagement and Activities Education Training is provided 1 day a month.**

## Dementia Awareness Mandatory Module (online) ESR Compliance for ABUHB



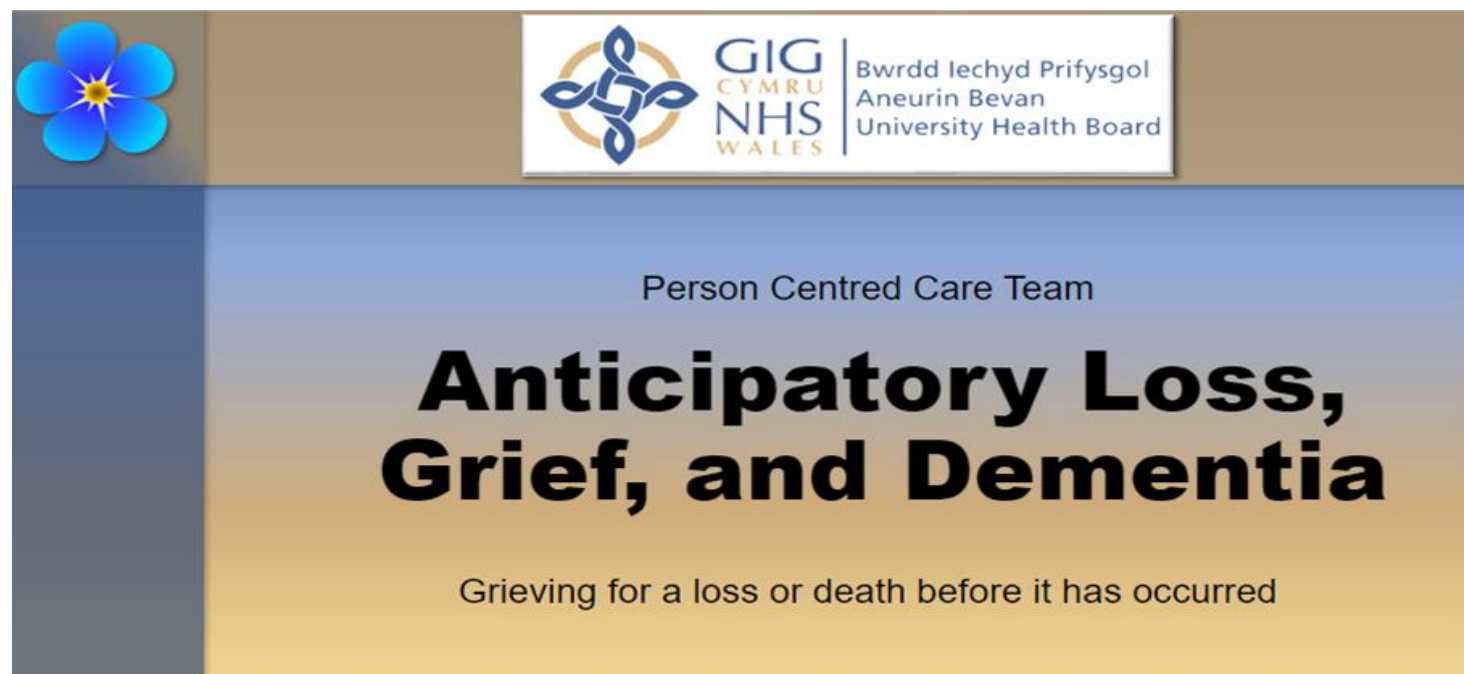
**97** participants have attended bitesize training which include staff, volunteers and outside partnerships and care homes.

**Feedback** – verbal feedback has been positive

Extended to care homes, **prisons** and Primary Care networks.

## Patient Stories

We have listened to **people's experiences** of dementia care, developed patient and carer stories/films and have used these to improve learning.



What we've heard is that people need to be supported when faced with the reality that dementia can lead to people **experiencing loss** of the person they know as the disease progresses.

We have developed a training programme for staff which focusses on **anticipatory loss and grief in dementia**. The training includes the voice and feeling of people and their carers.

The aim of the module will be to increase the knowledge and understanding of anticipatory loss of a person living with dementia and their carer.

## External Training Opportunities

- Organised **Experiencing Dementia** events provided by the award winning Re-Live organisation 200 places were made available via the members of the workstream group to enable multi-partner participation.
- Organised the **Dementia Virtual Bus Training** events open to all partners and delivered training to 90 participants



### "The Virtual Dementia Tour – Your Window into Their World"

We have secured a training opportunity for staff and our partners to provide experience and learning, to enable them to better support people living with dementia.

The Virtual Dementia Tour is all about understanding what a person living with dementia experiences daily to gain a greater understanding.

The tour will visit various sites during March, April and May providing 90 training spaces.

# What we want to achieve going forward

## Dementia Experiential Training

Aneurin Bevan Health Board is in the process of developing an experiential training day for staff working in the Hospitals, Prisons and Care Homes across the region. A task group is being created to create a 1–2-day training to allow staff to engage in an empathetic experience of the challenges people living with dementia face each day.

We would then deliver this training to all of Gwent, workforce and carers. The session would involve slides on the theory behind People with Dementia's experience of pain, hearing loss, loss of vision, etc.

The activity session would be delivered prior to the theory for full impact.

## Reaching out into the Communities

Our plans for 2024-2025 is to provide and deliver Dementia Awareness training across Primary Care to:

- GP Practices
- Pharmacy
- Dental Surgeries
- Optometrist

The first session was held on 6 June 2024 and 27 participants have signed up to join the webinar session.

Feedback will be gathered on the training to ensure that we continue to evolve and meet the needs of this new group of partners.

## Training within a Care Home Setting

Aneurin Bevan Health Board is in the process of developing an experiential training day for staff working in the Hospitals, Prisons and Care Homes across the region. A task group is being created to create a 1–2-day training to allow staff to engage in an empathetic experience of the challenges people living with dementia face each day.

We would then deliver this training to all of Gwent, workforce and carers. The session would involve slides on the theory behind People with Dementia's experience of pain, hearing loss, loss of vision, etc.

The activity session would be delivered prior to the theory for full impact.

## Evaluation of Training

We have developed an evaluation form to capture the participant's feedback so that we can develop and modify the training accordingly to the needs to the audience.

# Dementia Friends

We have delivered the Alzheimer's **Dementia Friend's** session at all new staff induction programmes. Informed Level Dementia awareness sessions have been delivered through the Journey of Excellence for new nursing registrants. The International Nursing Programme and the Nursing Apprentice Programme.



Our **Volunteer Training** Programme includes dementia awareness as mandatory. All our volunteers are Dementia Friends. For our Dementia Companions and Dementia Champions, additional training is provided. Digital patient stories have been developed to support listening and learning.

A Mapping and Education and Carers Team (**MECS**) has been developed within the Older Adult Mental Health Division. This training is based on the carer education programme.

**3D's** (Depression, Delirium and Dementia) is being delivered in general hospitals. These sessions need to be reflected and recorded on ESR for future reporting.

## Workstream 5(b) Monitoring

There is much discussion across Wales around what the **National Dataset** for monitoring should contain. A national monitoring proforma to evidence implementation of the Standards has not yet been established.

Locally, we are supporting our workstream leads to identify what **data** we already collect and where there are gaps. We have also connected with performance and measurement leads within quality assurance departments, Local authority, ABUHB and our Dementia Friendly communities, to collaborate on this work.

The Regional Dementia Board have been successful in securing funding for a **Programme Manager**. This post holder started April 2023. This post is pivotal in supporting all workstream leads/teams in driving forward their programme plans. The programme manager reports 6 monthly to the All-Wales Dementia pathways of care groups through Improvement Cymru as well as to the Gwent regional Dementia Board.

A 6 monthly learning and development **update report** is sent to Welsh Government, Public Health Wales for national bench marking and managed by the Workstream 5a workstream

The **National Audit For Dementia** is supported at Executive level and monitors the Improvements of Dementia Care in ABUHB Hospitals and is supported through Workstream 4- Dementia Friendly Hospital Charter.

ABUHB has an annual reporting process of Dementia which is supported from the **Regional Dementia Board** and the workstream 4 group.

**Patient, carer and staff experience** is monitored through the Patient Experience and Involvement Team and reported on annually.

# What we want to achieve going forward

Although much has been achieved we do not underestimate how much more there is to do. Our priority actions for **2025** will include the following, supported by a monitoring and outcomes framework.

## People First

We will continue to take all opportunities to engage with people living with dementia, carers, staff and communities. We will focus engagement with those whose voices are seldom heard, linking in with experts in the field to ensure our engagement activities are inclusive and accessible. Making every contact count and Dementia care everyone's business. We will develop a dementia specific People Participation Panel.

## Partnerships

We will continue to build our partnerships and agree a shared vision to improving the lived experience for people and develop the health, social care workforce and third sector agencies. Collectively, we shall develop a monitoring and outcomes framework.

## Listening and Learning

Feedback from people living with dementia and their carers has been used to support learning. Feedback has been reflected in all of the workstreams, where possible inviting people with dementia and their carers onto the programme of improvement. We will continue to capture feedback to compliment learning provided within ABUHB and across organisations.

The activity session would be delivered prior to the theory for full impact.

# What we want to achieve going forward

## Intergenerational Practice

Demonstrating the benefits of intergenerational practice, we will rebuild engagement with schools, universities, colleges, ward and care homes to reinvigorate intergenerational practice across our communities and care settings.

## Community Listeners

We want to engage with, train and support more members of the public to become Community Listeners. We shall evaluate the listening events at both Maindee and Caerleon with a view to developing the model for all boroughs.

## Prison Services

The population of our local prison is an ageing one. HMP Usk and Prescoed has been identified as having a significant number of older prisoners and some of these prisoners have been identified as having, or are likely to develop, dementia and or are living with Dementia. We aim to support these areas with in-person visits, environmental assessment and learning and development improvement plans to improve care for people living with Dementia.

## Hospital Hubs

We will work with clinical and operational leads to develop hospital hubs with provision for drop in for people to talk about dementia care. This will be aligned to PALS.

## Dementia Community Hub

A Task and Finish group has been developed and a building identified for the pilot of the hub. The pilot is supported by many partners, including the Regional Partnership Board, Heads of Adult Service, Elected Members, Local Authority, ABUHB and Third Sector Leads. A pilot evaluation and impact assessment will help develop a wider Regional model to include hospital sites. the service.

## Dementia and Sport

We wish to better understand the impacts of contact sports on a person's risk to developing dementia. The Dragon Rugby sport clubs attended the annual Dementia Conference in May 2023 and delivered a strong presentation on the connections of Dementia and Sport.

## Cultural Competence Certification

The Patient Experience and Involvement Team have been working with Diverse Cymru to achieve cultural competence certification. Learning from the assessment and associated training will be used to inform how we approve dementia care in diverse communities.

## 3<sup>rd</sup> Sector SLA's

The Patient Experience and Involvement Team have been working with Diverse Cymru to achieve cultural competence certification. Learning from the assessment and associated training will be used to inform how we approve dementia care in diverse communities.

## 3<sup>rd</sup> Sector SLA's

We will work with clinical and operational leads to develop initiatives aimed at minimising ward moves for people with dementia.

# Conclusion

The Regional Dementia Partnership Board has established **Workstreams** that support implementation of the of the DAP and the Dementia Standards of Care. This 2024 Annual Report outlines the developments and actions the Gwent Regional Dementia Board has undertaken during this time as well as the aims and objectives set for the coming years. The programmes of improvements are **person centred** and delivered through a co-production, collaborative model. People's feedback is important in order that we ensure that **what matters** to people is used to help **influence, inform and shape** dementia care across the region. Actions taken as a partnership thus far will support the implementation of the Standards during the coming year.

As a Regional Dementia Board, we are committed to focusing on **listening** to our **communities** with an emphasis on diversity and inclusion, using people's feedback to improve the lived experience. This will be embedded throughout our Workstream Programs.

The **Regional Dementia Board** will review progress to date and will set its priorities for 2024-2025 aligning with the identified improvements in care and funding/ commissioning of resources.

