



dementia  
wellbeing  
service

# Bristol Dementia Wellbeing Service Quality Account

2018/19

# Contents

<b>3</b>	⋮	Creating Success
<b>4</b>	⋮	Looking Back
<b>6</b>	⋮	Acute Interface
<b>8</b>	⋮	Memory Clinic
<b>10</b>	⋮	Care Home Liaison
<b>13</b>	⋮	Service Performance
<b>14</b>	⋮	Key Performance Indicators
<b>18</b>	⋮	Your Feedback
<b>24</b>	⋮	Community Development
<b>31</b>	⋮	Looking Forward
<b>33</b>	⋮	Where Can I Find Out More?

# Creating Success

It has been a really positive year for the service with national recognition for our unique service model and we have continued to listen and develop the service.

## Highlights have included:

- Our service has been commissioned for a further two years, taking our contract to October 2021
- The service was shortlisted for a prestigious BMJ Award in the new Care of the Older Person category, held in April 2019
- The service was highly commended at the Positive Practice in Mental Health awards in November 2018
- The service was also highly commended at the Devon Partnership NHS Trust (DPT) Celebrating Achievement Awards for 'Improvement'
- Lisa Clevely, one of our Dementia Practitioners was named DPT's Learner of the Year
- Our Brookland Hall site was refurbished, and we worked with people with dementia and their carers to create a dementia-friendly clinical space
- We developed and recruited to an Enhanced Support team to lead on complex intervention and acute liaison.

# Looking back

Last year, we identified priorities for the service and are pleased to give an update on what we have achieved in the past 12 months:

## 1 Research & Service Evaluation

### What we said we would do:

- Continue our engagement with and meet/exceed our targets for AD Genetics (Cardiff University conducted study investigating genes related to Alzheimer's disease)
- To review culturally-appropriate cognitive assessment tools
- To maintain and build on our relationships with organisations conducting dementia research to generate further interest in our service.

### What we did:

- Target recruitment for AD Genetics was achieved. Following on from this, the service is now engaged in a follow-up study 'Lewy Body Genetics' and this is being promoted to eligible service users
- The service is currently reviewing culturally-appropriate assessment tools with a view to trialling new assessments and providing clear guidance for staff in the use of these in practice
- We are participating in the GREAT-iP study (Goal-Oriented Cognitive Rehabilitation in Early-Stage Alzheimer's and Related Dementias - in Practice). This is the implementation of an Exeter University study where personalised home therapy for people with dementia is carried-out and evaluated
- The service worked with University of the West of England (UWE) to support a study into the referral of BAME (Black and Minority Ethnic) people into the service compared with non BAME equivalents. The service is awaiting the publication of this final report
- The service has assisted University of Bristol (UoB) in recruitment for the CUBOld project; investigating diagnosis through new technology



I learnt that the more in depth knowledge of the illness discovered, the greater the chance of helping others and I hope that some treatment/ cure can be found for dementia patients in the future.

.....  
Service user engaged in research



- The service has been involved in UoB's Promising and Innovative Practice in Social Work with Older People and Newcastle University's Primary Care Led Support in Dementia. The studies aiming to provide evidence bases and develop best practice, for dementia teams and related services
- The service has supported the interim service evaluation, including commissioning University of Bristol (UoB) to carry out data investigation into Hospital Episode Statistics (HES) data. We expect this interim evaluation to be published in 2019
- The service has promoted Join Dementia Research (JDR) to service users as a way in which they can be aware of research opportunities which they may want to participate in. This has proved successful with a 25% increase in people with dementia signed-up to JDR during the promotion period.

# 2 Acute Interface

## What we said we would do:

Implement the Acute Interface Action Plan, based on the following 3 workstreams:

1. Engagement within the service
2. Engagement and collaboration with North Bristol Trust (NBT)
3. Engagement and collaboration with University Hospitals Bristol Trust (UHBT)

### What we did:

In anticipation of the conclusion of the Acute Interface CQUIN (Commissioning for Quality and Innovation) project, we have established an enhanced support function within the service to enable us to respond more effectively to situations that could result in a hospital stay, and to continue to develop our partnership with the local acute trusts.

This support function will:

1. Work intensively, when required, with our community caseload
2. Provide input into both Acute Trusts (NBT & UHBT)
3. Provide a response to our service users placed in Avon and Wiltshire Partnership (AWP) inpatient beds.

The ethos of the service is to be proactive rather than reactive and the majority of our work is scheduled activity, allowing us to work with GPs and carers, getting in early when potential issues arise. However, the nature of dementia care is that issues can arise unexpectedly where more intensive support is required to avoid a hospital admission.

This builds on the last two years of CQUIN work across both acute trusts in Bristol as well as being able to be responsive to dementia admissions outside of the city.

Following a period of recruitment, a new Team Manager, 4 Senior Dementia Practitioners and 3 new Dementia Support Workers were established in their new roles.



“

This new initiative will give the service a dedicated capacity to work intensively without interrupting our equally important routine activity

.....

”

# 3 Memory Clinic

## What we said we would do:

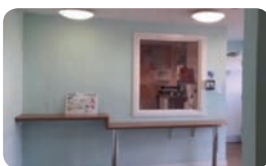
At the start of the service, we operated a memory clinic from Southmead Hospital's Brain Centre every Friday. We know that people prefer greater flexibility in appointments and we had an opportunity to deliver a memory clinic in-house at our Brookland Hall site.

### What we did:

The service's Brookland Hall site underwent significant refurbishment last summer following the vacation of clinical spaces by colleagues from Avon & Wiltshire Mental Health Trust's (AWP) Crisis & Recovery teams. Following a period of consultation with colleagues and valuable input from people with dementia and their carers, work got underway to develop a more open and bright reception and dementia-friendly clinical spaces. This includes colour-coded doors, clear signage and a re-designed accessible toilet to meet the needs of those with physical disabilities whilst also ensuring it is dementia-friendly in contrasts of colour, tone and recognisable fixings.

This development has given the service the opportunity to assess, review and meet with service users and carers on site in a safe and supported environment, where appropriate and the ability to host multi-agency meetings as required.

The service has also reviewed its dedicated memory clinic and it is now supporting memory assessments within the community, led by our experienced practitioners. We work closely with cognitive neurology and will still be able to offer appointments at Brookland Hall, but appreciate the benefits of undertaking assessments in someone's own home and environment.



Brookland Hall Reception (before and after)



One of our clinical spaces (before and after)





“

The service has also reviewed its dedicated memory clinic and it is now supporting memory assessments within the community, led by our experienced practitioners.

.....

”

# 4 Care Home Liaison

The care home can create feelings of security and attachment as an alternative to the person's original home. We aim to see care homes as places where people can live actively, feel safe and cared for by knowledgeable staff competent at providing effective care responses to meet their psychological needs. Our model of person centred care takes account of the emotional experience of people living in care.

We aim to ensure care homes are homes for people for as long as they need it, to avoid unnecessary moves and try to ensure people are only admitted to hospital when appropriate. Our multidisciplinary team of dedicated care home practitioners form a specialist liaison and support service and they are now co-located as a team based at our Brookland Hall site.

Each care home in Bristol has a named link practitioner who works with the home as a whole, supporting leaders to make a difference to care. We link with the home's GPs so they can have direct contact with practitioners who know the home so they can access our specialist support and guidance when they have concerns.

We maintain a caseload of all residents with a dementia diagnosis, offering help and guidance before a problem develops. We maintain regular contact and links visits so homes know we are always there to talk through concerns. In Nursing Homes we also support individuals with mental health care which may avoid the need for secondary mental health input.

We work to reduce the needs for antipsychotic and other psychotropic medications and ensure their appropriate use.

“

We aim to ensure care homes are homes for people for as long as they need it, to avoid unnecessary moves and try to ensure people are only admitted to hospital when appropriate

.....

”

Over the last year, we have developed a consistent set of standards for care home practitioners based on a tiered model of care planning, incorporating:

- “Whole Home” support and education as the foundation to the practitioner’s relationship with the care home
- A core pathway for assessment and intervention of dementia and mental health needs
- A flexible toolkit for enhanced assessment and formulation of complex needs, supporting practitioners with time intensive referrals that require a multi disciplinary approach
- We also facilitate the sharing of best practice through our relationship with Alive! - a local charity which focuses on meaningful activity within care homes. Through this partnership, we have developed citywide Active Life Champions networks, running alongside the wider Dementia Champions networks.

# Service Performance

We are pleased to present our performance over the last year:

- 14,034 contacts with a further 2,909 carer interactions and 2372 provisions of information.

## 2,822

**open referrals**

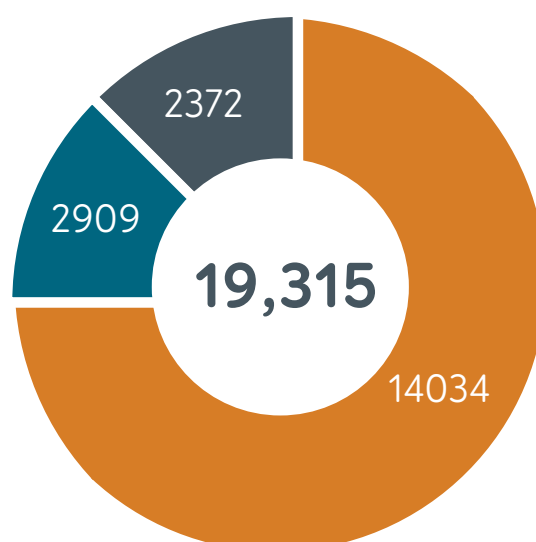
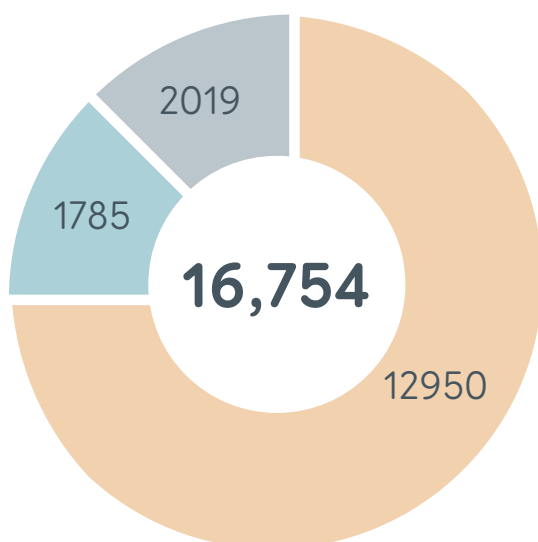
(up from 2,647 in March 2018)

## 1,457

**new referrals**

(down from 1,551 in March 2018)

We have made more contacts over the past year:

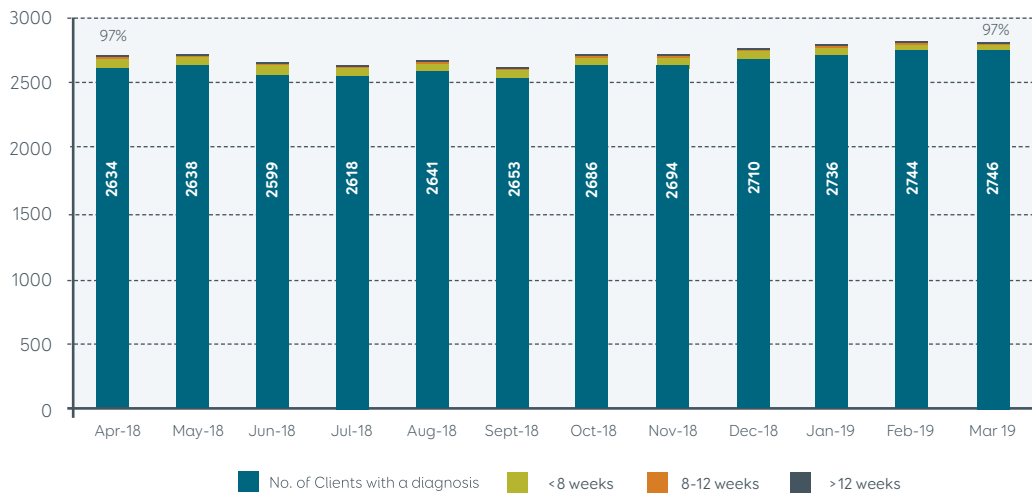




# Key Performance Indicators for 2018/19

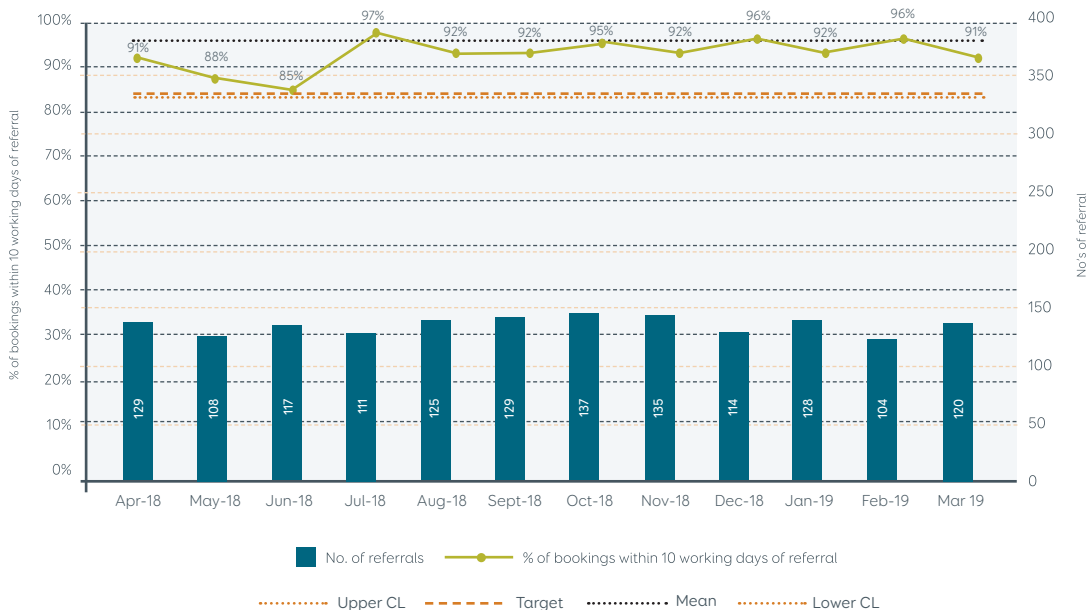
## KPI-1 People receive a timely and accurate diagnosis

We have maintained our consistent high rate of diagnoses at 97%. The remaining 3% are those undergoing further investigation to determine an accurate diagnosis.



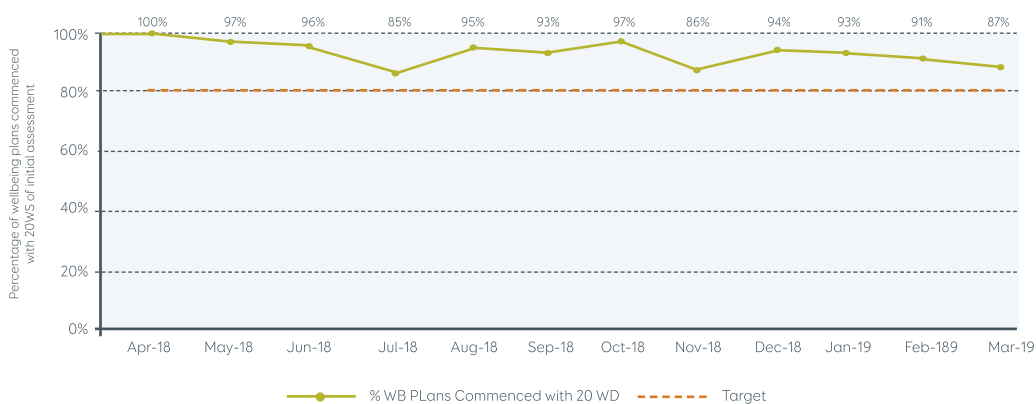
## KPI 2: We don't have waiting lists to access our service

We continue to exceed our target to book an appointment within 10 working days following a referral, including some months at 100%.



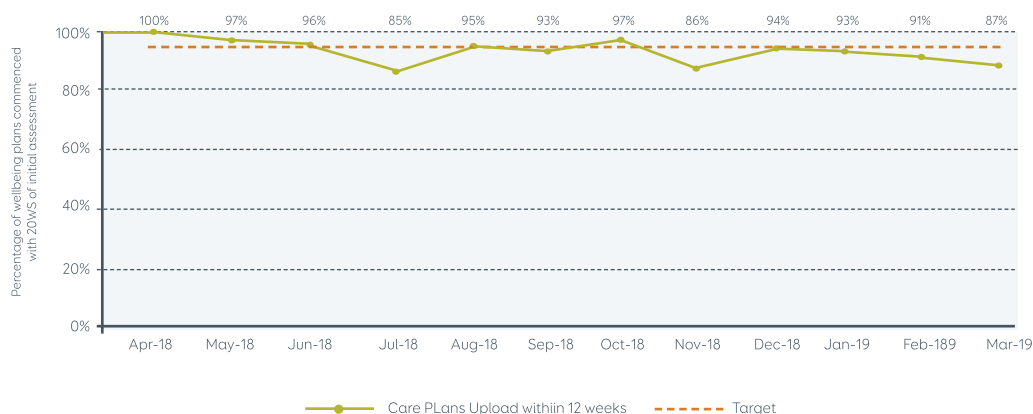
### KPI 3a: People's initial appointment outcomes are acknowledged at the earliest opportunity

This KPI measures either a wellbeing plan or initial assessment letter being sent within 20 working days of the first assessment meeting with a target of 80%



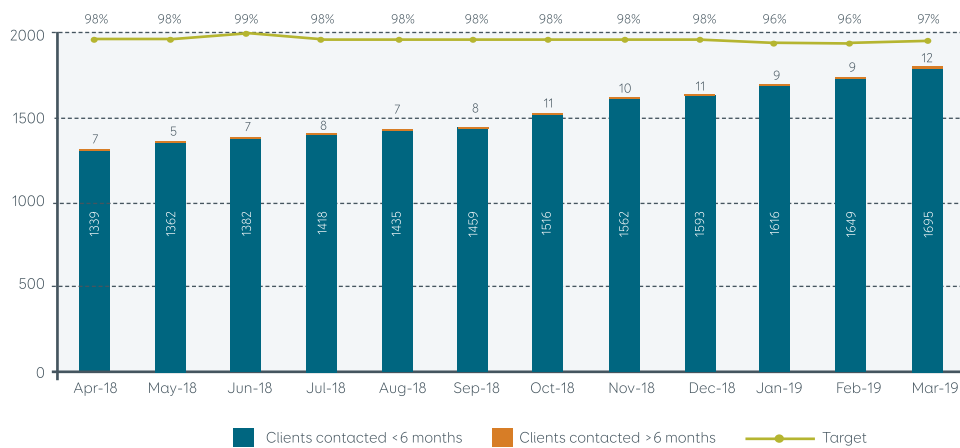
### KPI 3b: Everyone receives a timely and personalised Wellbeing Plan

Sometimes an individual's Wellbeing Plan can take a little more time to complete, so this KPI ensures plans are completed within 12 weeks, setting a target of 95%. There are occasional exceptions (for example, if a plan is delayed whilst an individual is in hospital) which require longer to complete. These plans tell us what is important to the person now and in the future, and can be shared with their GP and others.



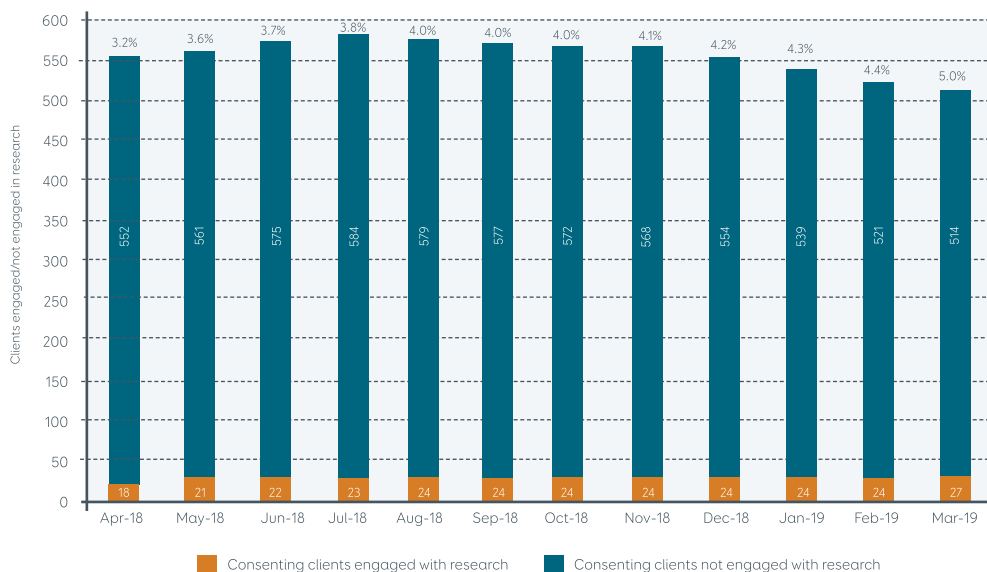
### KPI 3c: We keep in touch

We are pleased to show that almost all clients receive a contact (which can be a telephone review, or formal face-to-face appointment) at least once every six months. Even as our caseload grows, we are keeping in touch with the people we support.



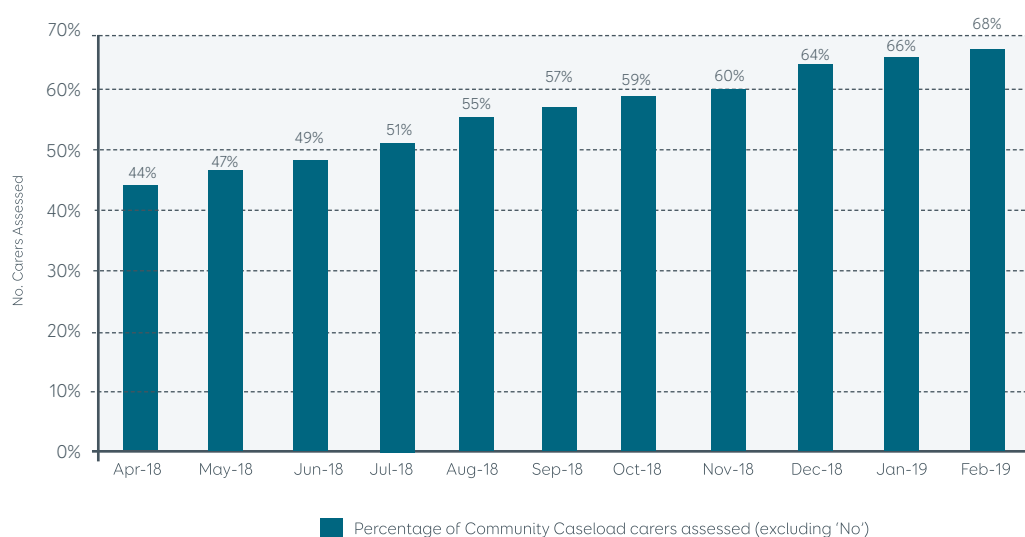
### KPI 4: People have the opportunity to take part in research

We are committed to supporting people to access research opportunities and over 5% of clients who consent to be contacted about research have taken part in research studies.



## KPI 5: Carer assessments

We offer a full Carers 'Trusted Assessment' which is used by Bristol City Council's Integrated Carers Team who provide support plans/carer breaks. We have exceeded our target of 50% of carers receiving an assessment, which has also included annual reviews for everyone assessed last year which is a fantastic achievement by the team.



A very informative service that supports not only the family member with vascular dementia but the carer as well. The carers support group gives me the opportunity to talk to others and learn from them too; you realise you're not alone when you listen to other people's experiences and sometimes you glean that piece of information that will support you in your role as a carer.

Carer



# Your feedback

Your feedback is really important to us. It is only through listening to people who use our service that we can continue to develop, learn from mistakes and meet people’s needs.

Our service user & carer reference groups have been re-launched as ‘Focus on Dementia Network’ groups, and continue to run every month across the city. Over the last year they have supported the service in the redesign of Wellbeing Plans, our contact cards, including the introduction of cards for those with visual impairments, and the design of the Side by Side service leaflets.

We also have carer representatives at our quarterly meetings with our commissioner, who also attend the Bristol Mental Health Service User & Carer Council. Having service user and carer voices helps the service to understand their challenges, such as navigating carer support or applying for Continuing Health Care (CHC) funding.

Ray Raine, one of our Carer representatives commented on his experience of the service in a recent Bristol, North Somerset and South Gloucs CCG newsletter:



The Dementia Wellbeing Service was nominated for an award by the BMJ last month. Its success is due to its working from a ‘holistic’ model rather than the tired institutional model. This includes: meaningful relationships between staff and clients; self-awareness training for staff; emphasis on the process as well as on production; each interaction and decision related to all others; parity of esteem between staff and carers; dealing with unpredictability as a positive thing. Well done!





“

Having service user and carer voices helps the service to understand their challenges

.....

”

## Patient Advice & Liaison Service (PALS)

As part of our Dementia Pack, we provide a PALS leaflet for feedback, compliments and complaints.



We had **68 compliments** via PALS between April 2018 and March 2019.

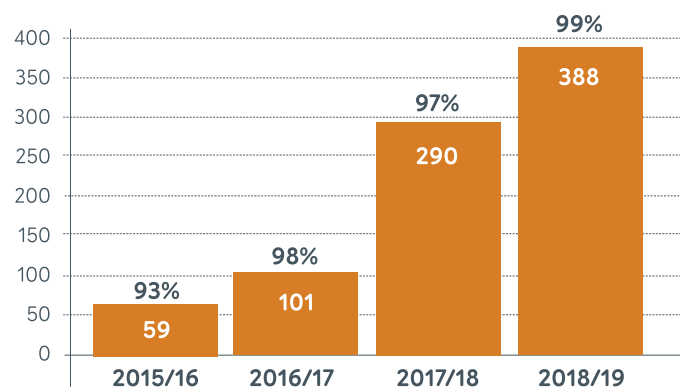


In this period we received **1 negative comment**. We investigated and responded and this did not result in a formal complaint.

## Friends & Family

The Friends & Family Test gives quick feedback about the services we provide and helps us to make changes quickly where needed. The test measures both the rate of return and the satisfaction score achieved. We are proud to report that we have continued to see an increase in return with 388 responses received this year with 99% saying they would be 'extremely likely' or 'likely' to recommend our service to friends or family members.

Annual F&F returns







# Friends & Family Quotes



As a carer for my Mum, it's taken a long time of caring on my own, not knowing if help was out there. But the moment I was put in contact with Dementia Wellbeing and met the team, I'm not on my own anymore and there is a world of help, advice and support for both myself and Mum. Thank you

.....  
carer

My wife was given a thorough, friendly, un-hurried, lengthy interview by [Practitioner] who quickly gained her trust. The interview was a pleasurable experience. Follow up phone calls have been unhurried and most helpful, Great efforts have been made to make my wife feel at ease, An EXCELLENT service

.....  
carer

We have been lovingly treated and supported - could not have got through our journey without your caring support and tremendous help. Thank you all so very much

.....  
carer

Because they are always helpful and are always ready to listen. They have advised us on many things i.e. - attendance allowance - power of attorney and arranged for an OT to visit. They are always pleasant and ready to listen to our needs.

.....  
carer

The person who visited me listened to my concerns and I found that what she had to say very helpful. I felt that she was understood what I was saying

.....  
service user

The service has given my Mum and myself support right from the minute Mum was diagnosed. All of the professionals we have met/have been supported by have been lovely. The service provides just what is needed and I know Mum and I can contact our Navigator at any time to seek further support

.....  
carer

Despite the best efforts of her carers, my godmother was not coping adequately at home. BDWS made contact with her, visited her regularly, and drew the attention of her doctor and the local authority to her deteriorating situation. As a result, my godmother is now being properly cared for in comfortable conditions. BDWS were instrumental in achieving this good outcome, and it was very reassuring to know that they were involved and had my godmother's interests at heart. I particularly thank [Practitioner] for the kindness thoughtfulness and tact with which she treated my godmother

.....  
carer

I am well supplied with information. Having a Navigator and the GP surgery having a care co-ordinator is reassuring and there is someone to go to. And I feel Bristol as a City is Dementia Aware

.....  
service user

I knew nothing about my illness, prior to the doctor, sending the dementia wellbeing person, to me. I have now a lot of factual information, and through my dementia navigator helping me, through my journey and has made me feel more comfortable during her visits and is there if I require understanding. Please keep up the good work!

.....  
service user

The service is absolutely amazing. Our navigator is lovely and has been so helpful. There's a light at the end of the tunnel now. She has helped us set up care for Grandad and I don't think we'd be as far along now as we are without her. We can't thank you enough! We aren't alone anymore.

.....  
carer

The Dementia Wellbeing Service has pointed us in the right direction for care in the home, facilities to help in everyday life from pill boxes to toilet seats and ways of dealing with my mother's dementia as it worsens. We would have been lost without their help and guidance for mum and us carers

.....  
carer





# Community Development

- In May 2018, our Community Development Coordinators led a Service-wide Development Day with a focus on Equality, Diversity and Inclusion. In this engaging day, staff reflected on the importance of identity and heard from a panel of older LGBT+ residents about their experiences in accessing healthcare.
- Our Community Development Coordinators have continued to engage seldom-heard communities to raise awareness and understand the barriers communities may face in accessing services. In the last year there has been ongoing work with the Somali, Chinese, South Asian and Deaf and LGBT+ communities.
- We have continued to get out and about, spreading the message about our service and helping Bristol to become dementia-friendly, with our now-regular stall at Bristol Pride, pop-ups in Bristol libraries, activities supporting Dementia Action Week and appearing on local radio!



- The service offers regular lunchtime seminar slots to support staff development and sharing of best practice. In the last year, the service's Community Development Coordinators led a number of sessions for staff including:
  - "Working with Somali service users"
  - "Working with Interpreters"
  - "Dementia awareness in Education"
  - "Dementia Friends"

- Our Education in schools project, led by one of our Community Development Coordinators, has continued to go from strength-to-strength, and has now delivered over 125 Dementia Friends sessions across Bristol's Primary and Secondary schools, resulting in over 3,500 new Dementia Friends, helping to ensure Bristol is a dementia-friendly city.
- Feedback from schools is very positive with 80+% saying that the sessions were 'outstanding', with the remainder rating 'very good'.
- There is a high percentage of continued engagement in second academic year in almost all schools.



Such an important session for our children. Dementia is all around us and something some of our children are experiencing. Anything we can do to raise awareness will only help enrich our community and help our next generation to be kinder and more accepting.



PSHE Leader



## Side by Side

In the last year we have transitioned our Befriending Service over to Alzheimer's Society's new flagship service Side by Side.

Side by Side helps people with dementia to keep doing the things they love through the support of a volunteer. The service is highly flexible and is designed around the needs of people with dementia; they choose what they want to do and when they want to do it - whether that's during the week, in the evenings or on the weekend.

We have an in-house Side by Side Coordinator who manages the delivery and day to day running of the service. Activities include recruiting and training volunteers alongside meeting people with dementia, creating person-centred plans and introducing them to the right volunteer.

Since the launch of the new service in August we have delivered over 300 hours of Side by Side support, completed over 180 volunteer visits, and held over 30 new volunteer interviews.

The following case study came from a Side by Side volunteer who is enabling the person she is matched with to have choice over the activities they do together. Names have been anonymised.

“

We walked along to a community garden and had a tour. I asked Brenda if she wanted to stay or come back another day and she said another day so we left and walked to a lovely cafe nearby and had tea and cake. She was quite chatty and relaxed. Next Wednesday is the 7th anniversary of the community garden and they are cooking pizzas in the pizza oven, which we liked the sound of so we might go next week!

”



“

The service is highly flexible and is designed around the needs of people with dementia; they choose what they want to do and when they want to do it...

.....  
Alzheimer's Society's Side by Side service

”





# Commissioned Services

The service continues to commission a range of local services to meet a range of local needs, including:

## Forest of Avon Trust - Woodland Wellbeing

The number of people with dementia attending the Woodland Wellbeing groups in Kings Weston and Conham River Park has increased over the last year, there has been involvement of local care homes, and they have re-run the successful friends & family dates and winter crafts sessions.

Feedback from those attending is consistently positive, telling us that they have been able to re-engage with nature, make new friends and connections and take time to notice the world around them.



“

Being out in the fresh air awakens your senses

”



## Age UK Bristol - Information & Advice Service

The service has made over 300 referrals in the last year to this vital service, providing practical support in claiming benefits and negotiating the complexities of legal and financial forms. Over £500,000 has been claimed in benefits on behalf of our service users with over 60 Lasting Power of Attorney Directives completed, representing additional savings in solicitor's fees.

## Alive! - Growing Support

We have continued to work with Alive! To deliver therapeutic gardening for people living with dementia, where people can learn new skills, share knowledge in a friendly and sociable group at Bristol Community Links South.

## Reminiscence Learning - Music & Memories

Music and Memories meet each month in two community venues across Bristol. Both groups have been well attended and people with dementia often come with partners, carers and children.



Staff find it fantastic. Residents come back in a different mood, a good mood. We think it's a fantastic idea, provides good stimulation and gets them out of the home. A lot of the residents enjoy music. They absolutely adore it in the sessions

.....  
Care Home Member of Staff



## Our staff

(as at end of March 2019. Change compared to March 2018 data)

Our Staff	Male	+/-	Female	+/-	TOTAL	+/-
Dementia practitioner	5	-	28	+1	33	+1
Dementia navigator	1	-1	27	+2	28	+1
Senior managers & clinical managers	2	-	10	+1	12	+1
Dementia support workers	2	+2	1	+1	3	+3
Practice leads*	1	-	0	-1	1	+1
Consultant psychiatrist	0	-	1	-	1	-
Clinicians/doctors	0	-	4	-	4	-
Group activity support manager	0	-	1	-	1	-
Community development coordinators	0	-	4	-	4	-
Clinical psychologist	1	-	0	-	1	-
Assistant psychologist	0	-	1	-	1	-
Administration*	1	-2	6	-	7	-2
Assistant research practitioner	1	-	0	-	1	-
<b>TOTAL</b>	<b>14</b>		<b>83</b>		<b>97</b>	<b>+3</b>

\*denotes role out to recruitment

# Looking forward

Last year, we set out a number of priorities for the service which we will review here.

## Priorities for 2019/20

### 1. Maintenance and consolidation of our success to date

Over the past year, the service has seen a number of changes, including the development of the enhanced support function, the review of the Wellbeing Plan and the review of the care home liaison model within the service with a new co-located team and standardised pathways and toolkit. The key focus for the coming year is to embed these changes into daily practice and consolidate our learning.

### 2. Training and Education

As the service becomes a recognised centre of best practice, we receive a number of requests to share learning and support others in their dementia awareness. We achieve this in a number of ways:

- Community Development Coordinators delivering Dementia Friends sessions to community groups
- Community Development Coordinator with an Education focus delivering dementia awareness into Bristol's schools
- Care Home Liaison Practitioners delivering training to Care and Nursing Home staff
- Clinical leads running the annual GP Education Day
- Bespoke training for Social Services

Over the coming year, the service will focus on the training it delivers and develop what is offered to other health and social care partners and the wider community.

### 3. Embedding & developing the Enhanced Support Function

Since establishing the Enhanced Support Function, the team has been working flexibly across our local hubs to better understand their role and develop a citywide team approach, utilising their individual skills as needed. Over the coming year the team will provide enhanced support to people with dementia with the following aims:

- To support Dementia Practitioners in their role to ensure urgent clinical priorities can be managed swiftly, effectively and safely
- To develop clear pathways including:
  - management of identified risks including avoidance of acute hospital admission and respite options to support carers
  - support provided for people with dementia and carers during and after a hospital stay, including effective liaison and information sharing with hospital teams and attendance at multi-disciplinary team meetings. We aim to support a safe discharge home with a view to preventing or reducing the risk of a re-admission.
  - Separate pathway for self-neglect alongside the city's safeguarding policy. Since coming together, the team has recognised a high number of people with dementia at risk of significant self-neglect across the city. This is not an easy risk to manage and can take considerable input from staff and liaison with a variety of services.
  - Support the roll-out of the ReSPECT Process and improve the coproduction of Advance Plans to sit alongside the service's Wellbeing Plans, including collaboration with St Peter's Hospice.

## Where can I find out more?

- 1 : The Dementia Wellbeing Service has a website where you can find out more about what we do at:  
: [www.bristoldementiawellbeing.org](http://www.bristoldementiawellbeing.org)
- 2 : **Bristol Mental Health**  
: **Visit: [www.bristolmentalhealth.org](http://www.bristolmentalhealth.org)**
- 3 : **Devon Partnership NHS Trust**  
: **Visit: [www.dpt.nhs.uk](http://www.dpt.nhs.uk)**
- 4 : **Alzheimer's Society**  
: **Visit: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)**

However, if you need any advice on referral or have any general enquiries about the Dementia Wellbeing Service you can use our Access Point number.

You can contact the **Access Point** line on: **0117 904 5151**



[facebook.com/BristolDementia](https://facebook.com/BristolDementia)



@BristolDWS





You can find out more about the Dementia Wellbeing Service on our website:

[www.bristoldementiawellbeing.org](http://www.bristoldementiawellbeing.org)



facebook.com/BristolDementia



@BristolDWS