

## Focus on Specialist Dementia Units: June 2018

### Orbiston Community, Hatton Lea Care Home

#### Introduction

This paper sets out a summary of improvement work being undertaken in collaboration with Orbiston Community, Hatton Lea Care Home. This work was commissioned by Chief Nursing Officer Directorate at Scottish Government and is being led by Focus on Dementia, the national improvement programme for dementia in Scotland, based within the ihub of Healthcare Improvement Scotland. Focus on Dementia are working together with the team at Orbiston Community and national partners including Alzheimer Scotland, NHS Education for Scotland, Scottish Care and the Care Inspectorate.

#### Background and Context

Orbiston Community is a 25 bedded all female facility. It is part of Hatton Lea Care Home which has 5 units. Three of these units are commissioned by NHS Lanarkshire as part of its inpatient dementia care. Admission to Orbiston Community is generally following referral from the dementia assessment wards in NHS Lanarkshire. Residents who live in Orbiston Community are supported with complex psychological and physical care, treatment and medication review. In 2016, Orbiston Community was selected as one of the four demonstrator sites for Focus on Dementia.

#### Understanding What Matters

Demonstrator sites have used the Experience Based Co-design model to help them identify improvement priorities relevant to their local context. A range of participatory approaches, including resident observations, interviews and co-design events have been undertaken to identify areas for improvement which matter most to people with dementia, carers and staff. The advantage of using this model is that staff, residents and carers will identify the areas which matter most to them, therefore promoting greater engagement and support for changes and improvements which will ultimately lead to longer term sustainability. By supporting staff to improve their knowledge and skills in participatory and improvement approaches, they will be able to continue to use these skills as part of everyday improvements in practice.

#### Experiences of Staff working in the Unit

Margaret Addis (Clinical Services Manager) and Moira Craig (Unit Manager) have shared their experiences of the work to date.

*“We were delighted & excited that our application was successful to be one of the demonstrator sites as part of the Specialist Dementia Unit Improvement Programme... the staff in Orbiston Community were ready for a challenge’. The vision of the team at Hatton Lea is simple: we want to put residents and relatives/carers at the heart of everything we do; to use our existing knowledge and develop this further so we are delivering person centred care to residents and carers; and we wanted to listen, learn and improve from resident & carers’ experiences.*

*A steering group was established and this is chaired by June Sugden (Home Manager). We have built on the work we have already been doing. For example, we have embedded observation as a way of improving practice so we have simply reviewed the range of observations we already carry out to see if there were any consistent themes from this.*



Moira Craig & Margaret Addis

*We gathered the experiences of staff and relatives/ carers. From this work we have identified that there is potential to make improvements to activity so that residents are engaged, stimulated and have the opportunity to express themselves.*

*There have been challenges with this work. The biggest issues for us have been maintaining the momentum whilst needing to continue running the service, managing expectations and recently as we have recently transferred from Bupa to HC-One. Looking ahead we will need to consider how we make changes and then sustain these."*

Moira commented on the opportunity to join the Action Learning set which was developed by Focus on Dementia for the Senior Charge Nurses and Unit Managers in each of the demonstrator sites. This enabled them to see each other's units, building relationships and developing a peer support network for the sites. Moira commented '*I can picture their units now and understand their challenges*'.



Margaret Addis, Moira Craig & June Sugden

Both Margaret and Moira have been very actively engaged in the opportunities that have been identified as part of this work. This includes accessing Playlist for Life training, learning to use talking mats to support conversations with people who have dementia and building on the already strong relationships with the relatives and carers in the unit and capturing carer experiences through film.

*Orbiston Community has identified their key improvement priorities as **activity, handover and team development.***

## Conclusion

This programme has used innovative person centred approaches to identify meaningful changes that respond to the local challenges and improve resident, carer and staff experiences. It is now embarking on the next phase using the model for improvement to implement identified change ideas. Focus on Dementia team within the ihub of Healthcare Improvement Scotland, in conjunction with a range of national partners, will continue to work with all members of the team in Orbiston Community to support improvements in practice.

## Appendix One: Experience Based Codesign Methodology in Practice in Orbiston Community

