

Focus on Specialist Dementia Units: May 2018

Prospectbank, Findlay House, Edinburgh Health and Social Care Partnership

Introduction

This paper sets out a summary of improvement work being undertaken in collaboration with Prospectbank Specialist Dementia Unit. 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 Prospectbank and national partners including Alzheimer Scotland, NHS Education for Scotland, Scottish Care and the Care Inspectorate.

Background and Context

Prospectbank is a Specialist Dementia Unit managed by the Hospital Based Complex Clinical Care (HBCCC) services in Edinburgh Health and Social Care Partnership. People with dementia are admitted in line with the HBCCC guidance¹. The unit currently has 30 beds and people are admitted for care and treatment for symptoms related to a diagnosis of dementia. In 2016, Prospectbank 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 patient 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, patients 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

Mandy Bisset (Senior Charge Nurse) and Mairi Johnston (Lead Nurse for Palliative Care and Dementia-HBCCC) shared their experiences of the work to date.

“Before the programme began, there was a real appetite to make changes to the care in the unit and it was our opportunity to make a “real difference” to the care in Prospectbank. A key challenge for this unit is attracting and retaining registered mental health nursing staff and therefore a key outcome for this work is raising the profile of this care setting to make working here more attractive for staff.

The first stage was the formation of the steering group which included 3rd sector partners which enabled a whole range of new relationships to be established. As we have moved through stage 2, including the observations and gathering the experiences of staff and carers, everyone has engaged with the process.



Mandy Bisset and Mairi Johnston

From a staff perspective, everyone has been very honest. We utilised support from Care for Carers (a local carer's charity) to work with carers to capture their experiences and speak freely about their experiences. It has been challenging to use this methodology with patients with advanced dementia. We wouldn't say we have totally resolved this, and our biggest challenge for patients in the ward. It has taken us longer than



Staff at Prospectbank with Maureen Watt MSP during ministerial visit on 6 June 2018

*Despite this, we have identified improvement priorities and there is a great deal of excitement and buy-in from the whole team. Our priority areas for improvement are **mealtimes, activities and environment**. The team in Focus on Dementia are continuing to work with us until March 2019. We will be using the Model for Improvement to develop and test change ideas. Different members of the team are joining each of these subgroups and we are continuing to work with the voluntary sector, particularly Artlink, Food for Life and Care for Carers to take this work forward. We are planning a celebration event in October for the team to share what we have done."*

Conclusion

This programme has used person centred and participatory approaches to identify meaningful changes that respond to local context and improve patient, carer and staff experiences. Appendix one describes the 5-stage Experience Based Co-design model and the activities undertaken at each stage by staff. The work is now at stage five in the process which means improvement priorities have been identified and work is underway to develop detailed improvement and measurement plans.

Appendix One: Experience Based Codesign Methodology in Practice in Prospectbank

