



# A Quality Improvement Framework for Post-Diagnostic Support

Author: Julie Miller, Focus on Dementia, Improvement Hub ([julie.miller20@nhs.net](mailto:julie.miller20@nhs.net))

## Aim

The purpose of the Quality Improvement Framework for Post-Diagnostic Support is to:

- improve the quality and experience of post-diagnostic support for people with dementia and their carers in Scotland
- reduce variation in how services are delivered, and
- improve the experience of staff by ensuring they feel skilled and effective and are supported in their role.

## Methods

- Focus on Dementia is a partnership improvement portfolio that has been tasked with supporting the implementation of Scotland’s post-diagnostic support guarantee for people with dementia.
- Post-diagnostic support aims to equip the person with the tools, connections, resources and plans to allow them to live as well as possible and prepare for their future.
- At present, there is no national mechanism for assuring the quality of the support being delivered. Therefore, a quality framework was proposed which would set out what people with dementia, their families and carers can expect and the principles, rights and standards that should underpin service provision.
- To develop the framework, Focus on Dementia worked with a range of health and social care professionals, policy, improvement and educational colleagues and people with dementia and carers to agree the principles underpinning good quality post-diagnostic support.

## Outcomes/results

Figure 1 illustrates the principles underpinning good quality post-diagnostic support, and the following personal outcomes have been identified by people with dementia and their carers:

- I experience high quality post-diagnostic support at the right time and at the right level for me**
- I am confident in the people who support me following my diagnosis**
- I know more about my dementia and have adjusted to my diagnosis**
- I feel listened to and what matters to me is at the heart of decisions about me**
- I feel better about the future knowing I have made plans**

Figure 1: Principles underpinning good quality post-diagnostic support



## Conclusion

- The framework is now being tested in practice until mid October 2017. It is intended that the framework will reduce variation in post-diagnostic support while continuing to have a focus on personal outcomes for the person with dementia.
- Positive feedback has been received from health and social care professionals, people with dementia and carers about the aims and purpose of the framework.