

Background



The Quality Improvement Framework for Dementia Post-Diagnostic Support was published in September 2018. Stephanie Heasman, a Dementia Link Worker, from Alzheimer Scotland, and Janice Flockhart, Team Lead, based in the East Lothian Community Mental Health Team for Older Adults (CMHT) were interested in using the framework. They felt they could use this to support the wider team to consider their policies and procedures for delivering post-diagnostic support. Initially members of the team joined webinars hosted by the Focus on Dementia team to learn more about the framework.

Approach



Stephanie shared her learning and insights from using the framework in two different ways.

Using the framework within East Lothian HSCP area

- The CMHT team held meetings to look at the framework. They gathered evidence from their own work areas and collated this information. The team then reviewed the completed framework together, worked to agree consensus on whether the team met each quality indicator, and identified actions for improvement.
- Members of the team initially had very different perceptions of the purpose of the framework. Stephanie recommends taking time to introduce the purpose of framework and its focus on quality improvement.
- The CMHT plan to use the framework again to identify other areas to improve and develop practice. Rather than repeating the framework in full each time, they plan to review sections that are relevant to the improvement work that the team has completed.

Using the framework across the Lothian area with other Alzheimer Scotland Link Workers

- Alzheimer Scotland Link Workers intend to use the framework as a Lothian wide team, sharing practice and identifying areas for future improvement.

More information



Find out more about the work of a Dementia Link Worker on [Alzheimer Scotland's webpages](#).

Visit the [Focus on Dementia webpages](#) to find out more about the Quality Improvement Framework for Dementia Post-Diagnostic Support in Scotland.

Impact



Following their review of the framework, the team identified some areas for improvement to focus on. Some examples of their improvements are listed below:

- **Development of referral pathway**
The team identified a need to develop a referral pathway for post-diagnostic support (PDS) in East Lothian and worked to produce this. The completed pathway sets out the route for the [5 pillar](#) and [8 pillar](#) models of support, and the process for referrals to the Dementia Link Worker and CPN.
- **Development of checklist**
To complement the referral pathway, a checklist has been developed which lists PDS tasks for each role involved in the process.

Stephanie also identified potential benefits of using the framework across different areas.

- **Opportunity for peer support, learning and development**
By reviewing the framework across the localities, Link Workers can hear other colleagues' experiences and how they are working in their area. This provides an opportunity for Link Workers in each area to learn from others and provide peer support.