

# Using the “Making the most of your post-diagnostic support” guide to support delivery of post-diagnostic support in Fife

[Making the most of your post-diagnostic support](#) is a guide for people with dementia and their carers. It explains what to expect from dementia post-diagnostic support in Scotland and helps people to plan their support following a diagnosis.

The guide was jointly published by Healthcare Improvement Scotland’s Improvement hub (ihub) and Alzheimer Scotland and was developed in collaboration with dementia practitioners, people with dementia and carers.

The guide complements the approach detailed in the [Quality Improvement Framework for Dementia Post-diagnostic Support in Scotland](#).

In this case study, the post-diagnostic support (PDS) service in Fife share their experience of using the guide to support their delivery of post-diagnostic support.



**Alzheimer Scotland**  
Action on Dementia

Healthcare Improvement Scotland | **ihub**

**Making the most of your post-diagnostic support**

Information for you, and those who care for you, if you are newly diagnosed with dementia.

*Making sure nobody faces dementia alone.*

“(I like to) use this leaflet with patients as there can be quite a lot of information to take in during a visit and it gives the individual and their families the opportunity to revisit some of the information discussed between visits.”

Staff member

“I spoke to a family member just yesterday (...) she liked having a paper copy of a leaflet as she is not confident using the internet. She also likes it because she can see what support her mum is entitled to and know what kind of questions to ask her allocated worker.”

Staff member

## Background



The Fife Dementia PDS team provide support to people who receive a diagnosis of dementia. The support is based on [Alzheimer Scotland's 5 pillar model](#). The service is automatically available to everyone in Fife who receives a diagnosis of dementia, although they can choose to opt out of the support if they wish.

The team heard about the “[Making the most of your post-diagnostic support](#)” guide through the Focus on Dementia PDS Leads network. They were already using the [Quality Improvement Framework for Dementia Post-Diagnostic Support in Scotland](#) which the guide complements.

The team reviewed the guide and decided to incorporate it into their service delivery as they were aware that people with dementia were often unsure of what PDS involved. They agreed that the guide provided high quality, concise information about PDS that people could keep.

## Approach



The team began to use the guide in Autumn 2020. They ordered paper copies from Alzheimer Scotland to give to the people who use their service.

The support worker gives the guide to each person at the end of their first PDS meeting. If a carer is also in attendance, a second copy is given to the carer. At subsequent meetings, the team find the booklet helpful as a conversation starter. The PDS Link Worker will ask the person about the booklet and whether there are sections they would like to discuss. The booklet contains tick boxes and areas for notes. Any area highlighted by the person for further discussion can be added to their person-centred planning document.

If someone opts not to receive PDS when diagnosed, the team encourage them to keep the guide. If they wish to consider PDS at a later date, the guide provides useful information about this.

## More information



Find out more about the Fife Dementia PDS team's work on their twitter profile [@DPDSFife](#). Read about their experience of using the [Quality Improvement Framework](#) in our [case study](#).

Access the “[Making the most of your entitlement](#)” guide and further information on Focus on Dementia's PDS work on [our dedicated webpages](#). To order paper copies of the guide, contact [info@alzscot.org](mailto:info@alzscot.org).

## Benefits



To date, **200 guides** have been shared with people with dementia and their families and carers (November 2021). The team highlighted some benefits of using the guide:

- **Opportunity to revisit information outwith meetings**  
Some people can feel overwhelmed by the information provided about PDS in their first session, and some may not remember details of the information provided. The guide provides quality, written information about PDS that people can read at any time.
- **Owned by the person**  
The guide is owned by the person. The team have found people like to highlight sections and can tick whether they have covered an area that matters to them. The person can use their notes to ensure the sessions focus on the areas they wish to cover.
- **Focuses on social aspects of support**  
The guide helps the service to shift the balance from clinical support to having a focus on social prescribing.
- **Paper copy guide**  
The team agree it is important to provide paper copies of the guide to people. Many of the people they support are not able to access information online.