Quality Care and Support for People with Dementia

Claire Sweeney
Interim Director of Quality Assurance
Healthcare Improvement Scotland
Our work drives improvements in the quality of healthcare people receive by:

- **supporting and empowering people** to have an informed voice in managing their own care and shaping how services are designed and delivered
- **delivering scrutiny activity** which is fair but challenging and leads to improvements for patients
- **providing quality improvement support** to healthcare providers, and
- **providing clinical standards, guidelines and advice** based upon the best available evidence.
Quality Assurance Directorate

Older People in Hospital
Strategic Inspections of Adult Services
Prisoner Healthcare
OPAC/OPAH Review

- Currently taking place in response to a commission from the Chief Nursing Office to look at commitment 11 of the dementia strategy.
- Plan to roll out programme of inspection to community hospitals, specialist dementia units and hospital based complex clinical care beds.
Update from Focus on Dementia
Julie Miller
Improvements in safety, experience and care-co-ordination across the whole pathway

- Diagnosis
- Post Diagnostic Support
- Integrated Care
- Advanced Care

Acute General Hospital
Specialist Dementia Units
Focus on Dementia Aims

Improve Quality
- Experience
- Care quality
- Outcomes

Reduce variation

People with Dementia
Carers
Staff

Personal Outcomes + Value Based Outcome Measures
Post Diagnostic Support
Meeting the Target.....Missing the Point

Vision

Quality Improvement Framework

Network to Share Practice and support learning and improvements
POST DIAGNOSTIC SUPPORT NETWORK

Who? Any staff member delivering post diagnostic support (e.g., Link Worker)

Why?
• Share experiences and best practice across Scotland
• Maintain and gain up-to-date knowledge and skills
• Peer support
• Learning and development opportunities

How?
• A platform for knowledge exchange/Scotland-wide community of practice
• Thematic online learning
• Face-to-face events and learning
• Regular flash reports and updates

When? 3, 8, 17 November (Aberdeen, Edi, Glasgow)
Shifting Context for Post Diagnostic Support to Primary Care

Cluster Innovation Site

Knowledge Exchange

Cluster Innovation Site
Acute General Hospitals
Report sets out examples of good practice in supporting people with dementia in acute care.

Next steps: Building on what works:

- Reducing Variation
- Embedding Work
- Spreading Good Practice
Specialist Dementia Units
4 Demonstrator Sites + Network

1. • Balmore Ward
   • Leverndale Hospital
   Glasgow

2. • Prospect Bank, Finlay House
   • NHS Lothian

3. • Strathbeg Ward, Royal Cornhill Hospital
   • NHS Grampian

4
Integrated Care
Next Steps for 8 Pillars


National After Action Review

Spreading the learning
There are various parts of our organisation, all focused on driving improvement.

Published resources

We produce a range of resources from evidence based reports to best practice and improvement guides. All our resources are designed to support healthcare improvement.

You can look for specific publications using the search function below.

Access our reports, publications and tools