



# **Dementia Scotland Conference 2016**

## **Promoting Excellence in Dementia Care and Support in Care Homes**

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### **Statutory responsibility to provide public protection and assurance, and support improvement**

- That means we:
  - Register care services
  - Inspect them
  - Investigate complaints about them
  - Support improvement nationally in services
  - Carry out joint strategic inspections of services for children and adults with others.



# Collaboration

# Care homes for older people



75%

Quality of care and support grade



# New inspection approaches

**More proportionate and targeted**

**More focused on outcomes**

**More able to support innovation**

**More responsive to national policy agenda**

# Policy Context – Dementia Care & Support





- themed inspection in a sample of 150 care homes
- guidance for inspectors and providers
- case tracking
- observations (SOFI 2)
- questions linked to dementia standards
- national report (June 2017)
- guide future improvement

## What is SOFI ?



- internationally recognised tool
- structured observation
- links staff interactions, wellbeing and engagement
- captures the experiences of service users
- one source but a very powerful one





# Using the data:

SOFI 2 gives us the opportunity to see if person centred care goes beyond person centred moments into person centred culture

<b>Psychological Need</b>	<b>Good interactions</b>	<b>Poor interactions</b>
<b>Comfort</b>		
<b>Identity</b>		
<b>Attachment</b>		
<b>Occupation</b>		
<b>Inclusion</b>		

# Why



- To give us an understanding of what it is like for someone living with dementia in a care home in Scotland.
- To identify areas of strength and areas for improvement.
- To develop an improvement action plan with partner organisations for example Mental Welfare Commission, SSSC to support the care home industry to improve outcomes for people living with dementia.





## Two aims of IFA:

- A dementia focus that sits alongside the inspection, covering the quality themes
- Some data will be collected that will not be part of the inspection report but will populate the national report



# Dementia Standards

**As a person with  
Dementia ...**

**I have the right  
to a diagnosis**

**I have the right to  
be regarded as a  
unique individual  
and to be treated  
with dignity and  
respect**

**I have the right  
to access a  
range of  
treatment, care  
and supports**



**I have the right  
to be as  
independent as  
possible and be  
included in my  
community**

**I have the right to  
have carers who  
are well  
supported and  
educated about  
dementia**

**I have the right to  
end of life care  
that respects my  
wishes**



# Standards and themes

<b>Dementia standard</b> I have the right to a diagnosis	<b>Quality Themes</b> Care and support
I have the right to be regarded as a unique individual and to be treated with dignity and respect	Care and support
I have the right to access a range of treatment, care and supports.	Care and support
I have the right to be as independent as possible and be included in my community.	Environment
I have the right to have carers who are well supported and educated about dementia.	Staffing, leadership and management
I have the right to end of life care that respects my wishes.	Care and support



is-your-care-home-dementia-friendly-ehe-tool-kingsfund-mar13.pdf - Adobe Reader

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**TheKingsFund** Ideas that change health care

# Is your care home dementia friendly?

## EHE Environmental Assessment Tool



Second edition

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**1** The environment promotes meaningful interaction and purposeful activity between people who live in the care home, their families and staff

**Rationale**  
*Uncared for and unwelcoming spaces can cause anxiety and provoke concerns both for residents and their relatives about the standards of care. Furniture arrangement gives clues to the use of the space. There should be a choice of seating, including chairs with arms. Arranging chairs in clusters will encourage conversation. Residents should also have access to quiet seating areas. People with dementia are adults with a lifetime of experience and so activities should be carefully and deliberately chosen to reflect the age of the residents and their individual interests.*



**Questions**

Please score each answer from 1 - 5 (1=barely met, 5=totally met)

- A** Does the approach to the care home look and feel welcoming?
- B** Is the entrance obvious and the doorbell/entry phone easy to use?
- C** Does the care home give a good first impression i.e. does it look clean, tidy and cared for?
- D** Are there social areas such as day rooms and dining rooms?
- E** Are the chairs in these social areas arranged in small clusters to encourage conversation?
- F** Is there a choice of seating e.g. settees as well as single chairs?
- G** Are there dedicated quiet areas, spaces and resources for individual and group activities e.g. books, memorabilia, artworks?
- H** Does the environment support residents to engage in home life e.g. doing laundry?

Please give examples of good practice/ areas of concern

Is your care home dementia friendly? © The King's Fund 2014



Browser address bar: <http://hub.careinspectorate.com/improvement/spotlight-on-dementia/>

Browser tabs: Updated core resources 2016 | Spotlight on Dementia | C... x | Blank Page

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Home Page Safety Tools

**Useful apps** >

**National Care Home Open Day 2015**

**Inspection Focus Area Resources - Services for adults with a learning disability** >

**Arts in Care Homes** >


**My World Outdoors** >


**Spotlight on Dementia** v

- > Dementia Inspection Focus Area (IFA)
- > Promoting continence for people living with dementia and long term conditions
- > Dementia Events 2014/15


This section brings together the various information, strategies, documents and research on the subject of dementia.

As well as details of the dementia events held by the Care Inspectorate in 2014/15, you can find information about our dementia inspection focus area for inspections during 2016, and our continence resource for people living with dementia and long term conditions.

 [Save to My Account](#)



**DEMENTIA INSPECTION FOCUS AREA (IFA)**



**PROMOTING CONTINENCE FOR PEOPLE LIVING WITH DEMENTIA AND LONG TERM CONDITIONS**

- > Carers
- > Human Rights
- > Integration of Health & Social Care
- > Mental Health
- > Older People
- > Self-Directed Support





# Aim : To Improve the Outcomes for People Living with Dementia

