

The University of Nottingham

**'Working Together to support people with dementia - tackling the issues'**

**Day Conference for Home Care Service Managers, Wednesday 20<sup>th</sup>. June 2012**  
Chair, Rob Jones

**WELCOME!**

**Housekeeping matters**

Nottinghamshire Healthcare NHS Grant from NHR SSCR Trent Dementia Research Network

Nottingham University, Section of Old Age Psychiatry

**MailOnline**

**You can't always get what you want! Poor Hugh Hefner**

Jilted groom Hugh Hefner lets Crystal Harris keep her \$90,000 engagement ring AND a Bentley

Nottinghamshire Healthcare Trust

Nottingham University, Section of Old Age Psychiatry

**MailOnline**

**Scandal that shames Britain: Join our campaign to end appalling treatment of the elderly on NHS wards as complaints reach record high**

By [Daniel Martin](#)

Last updated at 12:15 PM on 26th January 2011

Tens of thousands of elderly people are suffering appalling care at the hands of the NHS every year – pushing complaints to a record high.

Nottinghamshire Healthcare Trust

The University of Nottingham

**Improving support at home for people with DEMENTIA (PWD) and their carers –**  
**Developing a service Fidelity Index: results with building a service template for proper services**

Rob Jones, Head of Section of Old Age Psychiatry, Nottingham University, Institute of Mental Health, UK together with:


Kelly A (Research Fellow), Gladman J, Schneider J, Lymbery M, Shaw I, Bartlett P, Avery A, Lewis S

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**'We need you!'**

**To try the Fidelity Index service self assessment & discuss with us**



TEMPLATE
A. Commissioning (dementia specific service)
B. Integration, co-ordination and care management
C. Person and relationship centred care
D. Continuity of care
E. Support for carers
F. Care planning
G. Training
H. Support for staff
I. Flexible and responsive services
J. Organisational factors (Policies, procedures, processes, systems and culture)

Nottingham University, Section of Old Age Psychiatry

**3 Key Themes picked out for today:**

**PARTNERSHIP WORKING**

**RELATIONSHIP CENTRED CARE**

**TRAINING FOR STAFF**



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**PARTNERSHIP WORKING**



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**RELATIONSHIP CENTRED CARE**



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**TRAINING FOR STAFF**

