



'Working Together to support people with dementia'

Enabling Good Services



Tony Kelly

- Background in Health and Social Care
- Managed Residential Care Homes
- Worked with Anchor Trust's Home Care and Home Improvement services
- Interest in Quality Assurance and the Delivery of Healthy and Safe Services



The Fidelity Index Project

- Understanding the ingredients of a good home care service for people with dementia, and measuring their application using a self audit tool.
 - **Literature review** – what does the literature say about how good services should be organised and commissioned.
 - **Building a Service Template** – Listing the principal factors that enable the delivery of a good service.
 - **Designing a measuring tool (a Fidelity Index)** – What questions should be asked in order to determine the efficacy of a good home care service.
 - **Testing the measuring tool** – asking a number of service managers to use the Fidelity Index tool to evaluate their service, and then seeking feedback on the utility and effectiveness of the tool.
 - **Triangulation** - using a questionnaire and interviews to look at the extent to which other stakeholders share the managers perspective on the efficacy of the service.



What 'Enables' a Good Service

- If you were asked to make a list of things that enable a really good service – what would be on that list?



Ten things the literature suggests enable a good service (Our **Service Template**)

- **Commissioning** (a dementia specific service)
- **Integration, coordination and care management**
- **Person and relationship centred care** (services designed around the client and carer rather than the commissioner and embrace the person's unique biography).
- **Continuity of care**
- **Support for carers** (Early home care may allow the carer to acclimate to the range of demands placed upon them and can be extremely cost effective).
- **Care planning** (Attention is often paid to 'secondary purposes' such as legal standards which produce a plan that is 'document centred' rather than client focused (Keenan et al, 2008))
- **Training**
- **Support for staff**
- **Flexible and responsive services** (Staff are afforded the necessary time and flexibility)
- **Organisational factors** (Policies, procedures, processes, systems and culture)



Key Enablers and Themes for Today:

- **Integration and coordination:** 'the lack of any one person responsible for cementing together...fragmented services into a coherent package is a significant factor.....' (Reilly, 2010: 3).
- **Relationship centred care:** Kitwood (1997), talks about 'positive person work'.
- **Training and support for staff:** 'many of the people who receive home care rely on the quality of relationship with the [worker] coming into their home and place little emphasis on the rating of the service' (CQC, 2010: 19).

Theme	Elements of practice
1. Commissioning	The way that services are specified and paid for impacts on how they are experienced. Person-centred, outcome based commissioning that focuses on the client as opposed to the level of service are deemed appropriate.
2. Integration, coordination and care management	'Joined up care' - activities between multiple stakeholders should be effectively coordinated
3. Person and relationship centred care	The person with dementia and their carer should be the explicit focus of the process: meeting their needs, protecting their rights, involving them in their care and valuing their opinion
4. Continuity of care	Allocation of the same care worker(s) to the client and their carer in order to build a trusting relationship. Service should have sufficient numbers of staff to facilitate this
5. Support for carers	Carers are integral to the support process and should therefore be considered as partners and service users in their own right
6. Care planning	Effective, appropriate and realistic written plans of care that focus on the client / carer's biography and reflect choice and promote (safe) independence. Plans should be accurate, fit for purpose and used as a tool for information, communication and monitoring
7. Training	Staff working with PWD should have access to suitable dementia-care training and skill development appropriate to their role and responsibilities
8. Support for staff	Staff should have access to a manager / supervisor who will assess and meet their training needs, monitor their performance and support them in their duties
9. Flexible and responsive services	Flexibility of response - care available at different times of the day, at weekends and generally according to the needs of the client and their carer. Staff are afforded the necessary time and flexibility to meet the needs of clients and carers
10. Organisational factors (Policies, procedures, processes, systems and culture)	Provider facilitates person centred care services via: Clear organisational (dementia oriented) policies. Procedures that reflect the elements of effective communication and person centred care. Processes that facilitate cooperation and coordination of activities with care managers and other service providers. Adequate systems, resources, staff training and supervision. A culture that engages in audit and service improvement, including evidence that complaints are acted upon.

Measuring the Key Enablers of the Fidelity Index



- There is broad agreement in the social care literature regarding the key enablers of a good service
- The Service Template represents a set of broad evidence based principles
- The Fidelity Index translates these 'principles' into a series of (*what should be*) measurable self assessment questions to help service managers check how closely their service 'matches' the Service Template - *But* have we asked the right questions in the right way?
- We need your help to test the Fidelity Index - and to improve it

Any Questions?



References



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