

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

# **'Working Together to Support People with Dementia – A Forum Going Forward'**

**Day Conference for Home Care Service  
Managers, Wednesday 8<sup>th</sup> May 2013  
Chair, Rob Jones**

# **WELCOME!**

## **Housekeeping matters**

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

Hugh Hefner jilted by Crystal  
Harris.  
Married New Years Eve 2012!

# 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



**Grant from NIHR  
SSCR**



**Trent Dementia  
Research Network**



**Disclaimer: The views and opinions expressed therein are those of the authors and do not necessarily reflect those of the NIHR SSCR or the Department of Health**

## **Fidelity Index Research Project – Overview & Findings**

(Anthony Kelly)

## **The New NHS and Public Health in Dementia Home Care**

(Gill Oliver)

## **Mental Health Intermediate Care and Partnership Working**

(Tony Wilde)

## **Nottingham City Council's Dementia Practice Development**

(Kate Fisher & Clare Routledge)

## **Working Together – Forum Going Forward**

(Assoc. Professor Rob Jones)

## **Feedback**

## **Training – update on the IDEA project**

(Dr Bev Smith and Professor Justine Schneider)

## **Bringing it all together** (Professor John Gladman)

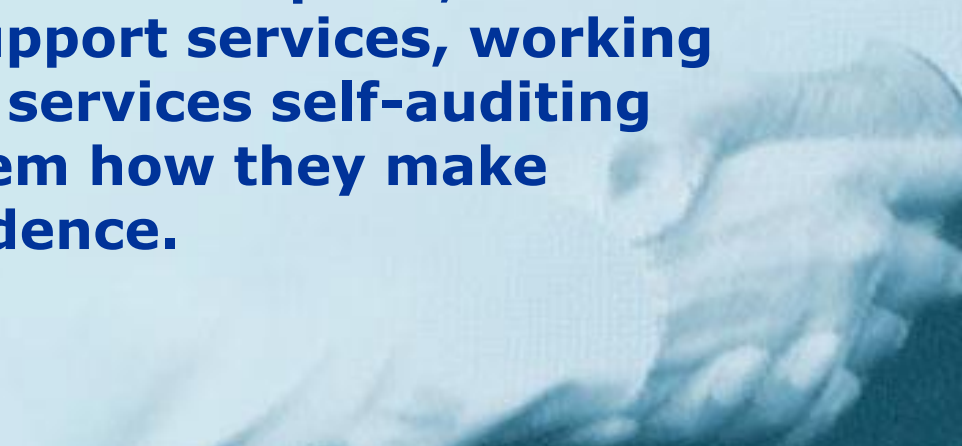
## The Basic Idea

### **A SERVICE TEMPLATE**

**Establish evidence-based key ingredients of proper social support services for people with dementia (PWD) at home, and their carers, providing a template for proper services**

### **DEVELOP SERVICE FIDELITY TOOL**

**Develop a 'Fidelity Index' (FI) tool to check how faithfully services for PWD match this template, in the real world of 30 English home support services, working with their service managers and services self-auditing their services, exploring with them how they make these assessments and their evidence.**





## **DEVELOPING SERVICE TEMPLATE – METHODOLOGY**

**Substantial thematic literature search of the evidence base, analysis of English Government guidance and regulatory approaches, consulting with experts, professionals and service users, followed by an iterative process with our expert advisory group to achieve consensus**

### ***The Literature Reviews***

**Initially based upon a number of search terms (for example: 'dementia', 'home' support', 'domiciliary support' and 'care') applied to ASSIA, Cochrane Central Register of Controlled Trials, EMBASE, MEDLINE, Social Care Online, PsycINFO, National Research Register Projects Database, OT Seeker**

**Additional outsourced 10 yrs search of all world literature in English**



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

<b>Template Theme</b>	<b>Application to front line services</b>
<b>A. Commissioning (dementia specific service)</b>	<b>The person who 'buys' the service largely dictates how the service will perform: do they buy a series of tasks, or a service designed to support the whole person?</b>
<b>B. Integration, co-ordination and care management</b>	<b>Do services work together in the best interests of their client?</b>
<b>C. Person and relationship centred care</b>	<b>Is the service task centred (clean the house, make the tea) or relationship centred (help the person to socialise by working with them)?</b>
<b>D. Continuity of care</b>	<b>Does the service allow the client to form a meaningful working relationship with their care team?</b>
<b>E. Support for carers</b>	<b>The client's principal carer is a key person in keeping the client out of institutional care – they need support in order to do this.</b>
<b>F. Care planning</b>	<b>Care does not just happen, it needs to be planned and co-ordinated.</b>
<b>G. Training</b>	<b>Care workers are not born with the skills, knowledge and abilities that they need to care for people with dementia, they must be suitably trained.</b>
<b>H. Support for staff</b>	<b>Caring for people with dementia can be stressful, care workers therefore need support and supervision to ensure that they work effectively.</b>
<b>I. Flexible and responsive services</b>	<b>Services must be able to respond to the changing needs of their clients.</b>
<b>J. Organisational factors (Policies, procedures, processes, systems and culture)</b>	<b>Services for people with dementia don't just happen, they must be planned and organised effectively.</b>

**We said ‘We need you!’**  
**Now “Thank you!”**  
**For helping develop the Fidelity Index**





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