



Healthcare  
Improvement  
Scotland

ihub

---

# Person-centred planning and dementia - sharing practice workshop

Focus on Dementia  
Thursday 19 August 2021



Healthcare  
Improvement  
Scotland

ihub

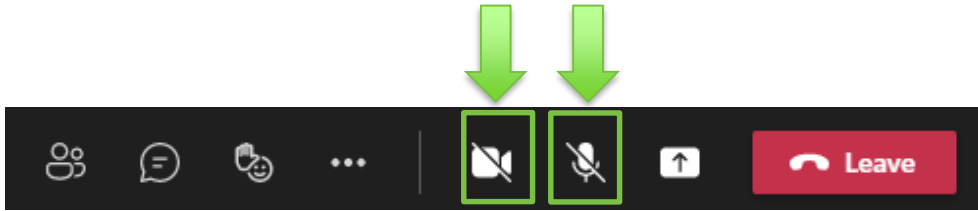
---

# Welcome and introduction

Julie Miller

Improvement Advisor, Focus on Dementia  
Healthcare Improvement Scotland

# MS Teams housekeeping



During the presentations please have your microphone on **mute** and video turned off. This avoids distractions and helps to minimise the likelihood of slowing down the technology.



You can access other controls here such as blur your background

To submit questions to presenters please use the **chat box**. We will try to answer questions throughout but if we run out of time we will get back to you afterwards.

# Workshop agenda

| TIME  | TITLE                                     | PRESENTER  |
|-------|---|--|
| 14:00 | Welcome and introduction                  | Julie Miller, Improvement Advisor<br>Healthcare Improvement Scotland                         |
| 14:05 | Presentation - sharing practice           | Gillian Gibson, Lead Nurse<br>Kerry Lowe, Senior Charge Nurse<br>NHS Fife HSCP               |
| 14:15 | Presentation - sharing practice           | Emma MacLellan, Clare Anderson<br>Post-diagnostic Support Link Workers<br>Alzheimer Scotland |
| 14:25 | Introduction to the breakout sessions     | Julie Miller   |
| 14:30 | Breakout 1<br>Exploring practice together | All attendees  |
| 14:50 | <b>5 MINUTE COMFORT BREAK</b>             |  |
| 14:55 | Breakout 2<br>Exploring practice together | All attendees  |
| 15:15 | Feedback                                  | Marie Innes, Senior Improvement Advisor<br>Healthcare Improvement Scotland                   |
| 15:25 | Summary, next steps and evaluation        | Marie Innes  |
| 15:30 | <b>CLOSE</b>                              |  |



Healthcare  
Improvement  
Scotland

ihub

---

# Holistic Older Adult Assessment Tool

Kerry Lowe, Senior Charge Nurse

Gillian Gibson, Lead Nurse

NHS Fife Health & Social Care Partnership

# Historical Practice in Dementia

- ▶ Deficit led
- ▶ 'Nurse knows best'
- ▶ Prescriptive care and care planning
- ▶ Dated assessment tools leading to multiple care plans
- ▶ No relative/carer involvement

# Recovery in Dementia

- ▶ Unique journey
- ▶ On-going
- ▶ No right or wrong
- ▶ Focus on the individual
- ▶ Based on strengths

Recovery is a way of living a satisfying, hopeful, contributing life, even with the limitations caused by illness.

# Holistic Older Adult Assessment Tool

- Focuses on individual strengths
- Promotes Partnership working
- Positive Statements
- Clear link between assessment outcomes and care planning
- Complements clinical judgement but does not replace it
- Suggests the need for a care plan
- Deters from a tick box exercise
- Requires further information

# Statements of Well Being

1. I have the best possible wellbeing
2. I am generally in good health
3. I sleep well
4. I care about my appearance
5. Communication
6. I am safe
7. I lead a healthy lifestyle
8. I have meaningful relationships
9. My future is valued and supported
10. I participate to the best of my ability in all decisions effecting my life.

# Embedding in Practice

- ▶ Staff education
- ▶ PDSA's
- ▶ Pilot Studies
- ▶ Feedback analysis
- ▶ Official Launch
- ▶ Further/Continuing education

# Care Plan Elements

- ▶ SMART
- ▶ Person Centred
- ▶ Values based
- ▶ Aims/goals defined
- ▶ Generate hope
- ▶ Strengths based
- ▶ Holistic
- ▶ Patient and/or carer involvement

# Identify individuals strengths & deficits

- ▶ Talking with the patient.
- ▶ Talking with their carers.
- ▶ Talking with other partners involved in care
- ▶ Getting to know me booklet.
- ▶ Life stories
- ▶ Assessments – Holistic Older Adult Assessment Tool, 72 hour assessment, MUST, Client Handling Assessment, Working with Risk,
- ▶ Observation.

# Language

The use of **language** has a significant impact on whether a care plan is strengths based or deficits based.

Example A:

*Jenny is frequently incontinent of urine*

Example B:

*Through the assessment process involving Jenny and her family, it was identified that she uses the bathroom before meals and before going to bed. Staff will support Jenny by prompting her at these times.*

# Less is More

- ▶ Reduce the number of care plans a patient has.
- ▶ Incorporate several subjects within one care plan.
- ▶ Be creative.
- ▶ Make them achievable.
- ▶ Is a care plan necessary?

# Helpful tips for staff

- ▶ Don't dictate.
- ▶ Use language that evidences that the patient&/or carer have been involved.
- ▶ Don't list or bullet point. Tell it like a story, let it flow.
- ▶ Use assessments to help you write care plans. There should always be a collaboration between the assessment & care plan.

# Outcome

- ▶ Strengthened relationships
- ▶ Partnership working
- ▶ Meaningful care planning
- ▶ Reduction in paperwork
- ▶ Releases time to care
- ▶ Continuity and standards of care

# Top Tips

- ▶ Start small
- ▶ Collect data before you start your project
- ▶ Ensure you have investment from managers
- ▶ Involve staff from the beginning
- ▶ Collect feedback
- ▶ Celebrate your achievements.



Healthcare  
Improvement  
Scotland

ihub

---

# Personal Support Plan - Practical Example

Clare Anderson, Dementia Link Worker  
Emma MacLellan, Dementia Link Worker  
Alzheimer Scotland

# The aim of a Personal Support Plan

A Personal Support Plan will capture the essence of the person, remind them of what they need to do to manage as well as they can, inform others of who they are, what makes their life unique, who is around them to offer support and what needs to happen now and in the future.

*\* Please note the following plan is a different one used in the original presentation – permission has been given to include this plan for our website.*

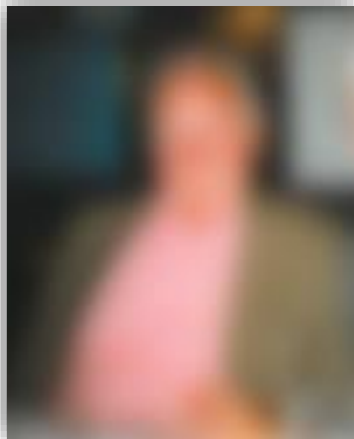
# Challenges

## Ways to find solutions – good conversations

- Making a connection and building the relationship
- Explain that my role as Link Worker is to be there to support them.
- Active listening – work as their pace don't overwhelm
- Reassurance – the client is always at the centre they are in control
- Finding the right time to have difficult conversations

# Starting the Plan

## Personal Support Plan for John W Lothian



*This plan is to help you understand what is important to me in everyday life, how I live now and how I might want to live in the future.*

*It tells you who is in my life, what my strengths are and where I may need help.*

*This plan should give a structure to help support me in the future.*

My name is: John Lothian.

I prefer to be known as: Jack.

The person who knows me best is: My wife Mary, we have been married for 56 years. We were married on 2nd April 1958 in Broxburn.



# Important information about me and my life (my background, skills and interests)

I was born in 1933 in West Calder. I was the second youngest of 5 children. I had 4 sisters. I remember a happy childhood playing out with friends in the village and around the local countryside. I enjoyed school and did well, but I had to leave school aged 14 to work and help support my family.

## **My Working Life**

My first job was as a delivery boy for a local shop. I was then lucky to get a start in the railways as an apprentice fireman. I then trained to be a train driver. I drove mostly goods trains but did drive passenger trains at times as well. I remained working with what became British Rail until I retired. I still have a passion for all things railway related.



## **Marriage and Family Life**

I used to go to the dancing with my friends and my younger sister. It was while at a dance in Bathgate that my sister introduced me to Mary. We were married in 1958 in Bathgate. My mother had died before we were married so Mary moved into our family home once we were married and helped care for my father. Our first daughter Susan was born in 1960 and our second daughter Carol was born in 1963. Unfortunately, my father died shortly after Carol was born. We enjoyed many family holidays when the children were young travelling by train to England to visit family. We also enjoyed holidays to Butlins at Minehead, Skegness, Bognor Regis and others. Mary and I had our first holiday abroad to our nephew's caravan in the South of France. We travelled there by train and loved it. We went back every year while he had it. My daughter Susan worked in Brussels for 6 years and we used to visit her a few times a year. I travelled by Eurostar a few times on my own to visit her. Mary and I enjoy weekend breaks away and we go on holidays with our daughters and grandchildren usually to Spain.



# Important information about me and my life (my background, skills and interests)

## Interests and Hobbies

My nephew Peter used to keep greyhounds and eventually became a trainer at Powderhall Greyhound Stadium. I helped him care for and walk the dogs. I used to attend race meetings with him travelling around Scotland and to London.

I have been a keen gardener all my life and I enjoy growing roses. I also help take care of a few of my neighbours' gardens too. My nephew David introduced me to keeping and growing bonsai trees and we now attend monthly Scottish Bonsai Association meetings. I am a member of the Scottish Railway Preservation Society and usually spend a day a week at Bo'ness and Kinneil Railway.

I like watching sport on TV all kinds but especially football. I follow Celtic. I have a keen interest in politics and current affairs. I was a shop steward in ASLEF when I worked on the railway.

I like listening to music. I have a wide taste and like most things from folk, country & western to reggae.

I like collecting stamps and railway memorabilia.

I like being outdoors and walking. I go out for at least one walk a day.

I have two grandchildren, Cara who is now 19 and Aidan who is 16. I enjoy seeing them but don't get to spend as much time with them as when they were younger.



Gardening with Cara & Aidan



# What you need to know about me

## How I am generally as a person, my disposition, things I feel strongly about:

My family are very important to me and I am very proud of them.

I am easy going and like interacting with people.

I keep in good health and have no current health issues other than dementia.

I love sunshine and being outdoors.

I love animals.

I like dressing smartly and like to wear a shirt.

I like travelling.

I like to keep busy.

## What others say about me

I am kind and helpful.

I am cheerful.

I am family focussed.

I like to enjoy myself.

I am enthusiastic about most things I do.

## My Daily Life

### Food and Drink

I mostly drink black tea with no sugar and occasionally black coffee.

I have to avoid milk due to a skin condition.

I like most types of food and I am quite adventurous.

I like cakes and biscuits.

I like to have regular mealtimes.

I have never been much of an alcohol drinker, although I like an occasional beer when on holiday.

I don't like shellfish.

I don't like offal.

## My Appearance

I like to be reasonably smart and enjoy wearing a shirt and tie if going out somewhere special.

I need my hair cut every 6 weeks or so.

I attend to my fingernails and toenails myself.

I like to have a shower every morning, but I am not fussy about soaps, shower gels, shampoos etc.

I am in good health and have no regular aches and pains.

## Music

I find listening to music relaxes me.

I like to listen to many types of music from Buddy Holly to Bob Marley.



# What you need to know about me

## TV

I like to watch all kinds of sport on TV.

I used to enjoy watching dramas but can find them hard to follow now especially if they are over a few episodes.

I like nature and historical documentaries.

## Socialising

I enjoy going out for family meals with my daughters and grandchildren.

I occasionally meet up with old friends from work.

## People who are in my life - Family

**Mary** – my wife

**Susan** – my daughter who lives in Edinburgh

**Carol** – my daughter who lives in Edinburgh

**Cara** – my granddaughter who is at Aberdeen University

**Aidan** – my grandson who is still at school and lives with his mum Carol

**Peter** – my nephew who lives in Edinburgh

**David** – my nephew who lives in Falkirk

**Janet** – my sister who lives in Linlithgow



Family holiday 2012 in Spain

## Friends

Jimmy Anderson – a railway colleague who I keep in touch with who lives in Livingston

Rab Stewart – who lives in West Calder

Friends at Bo'ness and Kinneil Railway

## People I Like To Remember

My sisters Rose, Ann and Margaret who have died.



My four sisters

## What is working well in my life

I go out for walks every day.

Mary and I go to Edinburgh once a week to visit our family.

Mary and I go for days out using our rail passes.

I still volunteer at Bo'ness and Kinneil Railway once a week.

I go to Bonsai society meetings with my nephew.

## What I might need help with to maintain this

I might need someone to walk with me if I begin to have difficulty with finding my way.

I may need help to continue to volunteer. I would like to continue to do this as long as possible.



## What is not working so well just now

### What is not working so well just now

I have to write things down otherwise I forget. I have to check my notepad and calendar frequently.

I have a clock in the kitchen that helps with the day and date.

Mary helps me keep a note of all of our appointments on our calendar.

I am not so able to deal with bills and banking.

I get a bit frustrated with myself at times.

### What helps with this

Continue to use notepad, clock and calendar to help remember things.

Mary and my family need to remind me about important things.

Mary and my daughters help deal with bills and finances.

I need to be reminded to allow myself more time to do things.

## The future

### Help I may need in the future

I know that I may need assistance with daily tasks and personal care in the future.

I would prefer if my wife and family do not provide personal care for me.

When I need assistance with this I would prefer if a paid carer came in to provide this.

### What I hope for in the future

I hope to continue to live well and do many of the things I do currently for as long as possible and with assistance where necessary.

I want to remain independent for as long as possible and when I do need assistance I would prefer if someone assisted me to do things rather than do things for me.

I would like to live and be cared for in my own home, if this is not possible, I would want to be in a care home close to my home.

I would want to be somewhere that I would be able to get outdoors at least once every day.

## Important information

### Power of Attorney Details

#### Key Contacts -

- Family
- Emergency contacts
- Dementia Helpline
- Professionals - GP
- Solicitors
- The Advice Shop
- Social Work
- Carers Orgs

# Introduction to breakout sessions - Wise Crowds

We are now going into two 15 minute breakout sessions (with a 5 minute break in the middle):

- You'll be randomly allocated to a breakout room, stay in that breakout for the two sessions and the break
- Wise Crowds – technique to draw on the experience and wisdom that's in the room ([www.liberatingstructures.com](http://www.liberatingstructures.com))
- Facilitator and scribe
- Be willing to share your challenge (need 2 volunteers, one for each 15 mins)
- Be a Wise Crowd consultant – work as a consultant team to offer advice and suggestions to the person that's presented
- Participate, share experience and build connections!

# For each 15 minute session

- One person in the group presents their challenge and their request for help (*2 minutes*)
- The rest of the group ask the person clarifying questions (*3 minutes*)
- The person turns their camera and microphone off and gets ready to take notes
- The rest of the group discuss the challenge (using the chat box and hands up function) and offer advice and recommendations, working as a team, while the person has their camera/ mic off but is still listening (*8 minutes*)
- The person provides feedback to the rest of the group on what they have heard: what was useful and what they will take away (*2 minutes*)

*NB. You'll automatically be brought back into the 'big room' at the end so don't press leave!*

Don't forget that comfort break in the middle!



# Breakout arrangements

The facilitators and scribes for each breakout room are:

|  |  |
|--|--|
| <b>Room 1</b><br><b>Facilitator:</b> Jill Carson<br>(Alzheimer Scotland)<br><b>Scribe:</b> Julie Miller<br>(Healthcare Improvement Scotland)                 | <b>Room 2</b><br><b>Facilitator:</b> Suzanne Gray<br>(Alzheimer Scotland Dementia Nurse Consultant)<br><b>Scribe:</b> Heather McLean (Healthcare Improvement Scotland) |
| <b>Room 3</b><br><b>Facilitator:</b> Pamela McKay<br>(NHS Education for Scotland)<br><b>Scribe:</b> Sarah O'Shaughnessy<br>(Healthcare Improvement Scotland) | <b>Room 4</b><br><b>Facilitator:</b> Stephen Lithgow<br>(Healthcare Improvement Scotland)<br><b>Scribe:</b> Leanne Clark<br>(Healthcare Improvement Scotland)          |
| <b>Room 5</b><br><b>Facilitator:</b> Lynn Flannigan<br>(Healthcare Improvement Scotland)<br><b>Scribe:</b> Jane Millar<br>(Healthcare Improvement Scotland)  |  |

# Welcome back and feedback



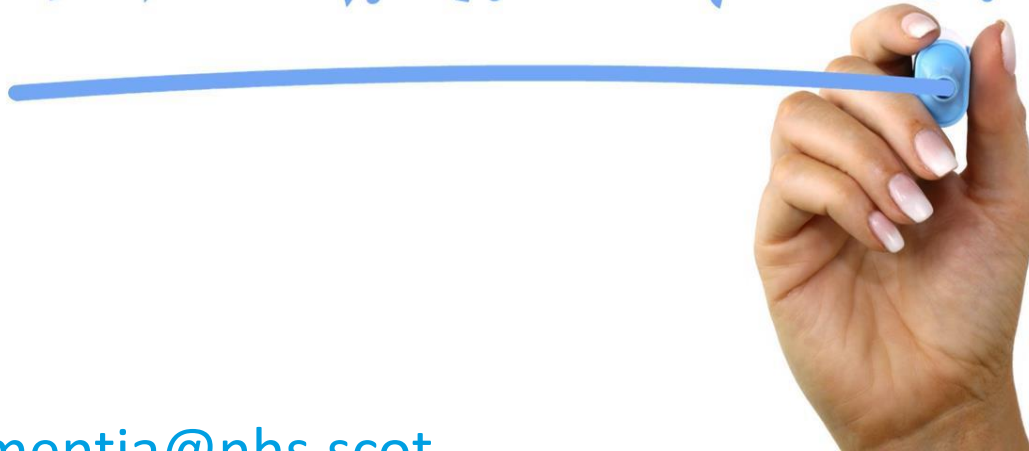
# Summary and next steps



Please take a few minutes to complete our short evaluation form using the link in the chat-box: <https://forms.office.com/r/3tUiuUBXfZ>

Close

THANK YOU



[his.focusondementia@nhs.scot](mailto:his.focusondementia@nhs.scot)