‘Getting To Know Me’: A Greater Manchester training resource for enhancing skills in the care of people with dementia and their families in general hospitals

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A Health Innovation and Education (HIEC) Cluster Study to February 2013
Recommendations

1. Improve awareness and understanding
2. Improve health and care systems
3. Ensure that people have information and support
4. Make sure that people are recognised as active citizens
5. Increase the amount of research

alzheimers.org.uk
Prime Minister's challenge on dementia: Key Points

1. Driving improvement in health and social care

2. Creating dementia friendly communities

3. Better research

Emphasis: The importance of keeping people at home and in local communities
Collaborators

• Phase one:
  – Ann Johnson, Mike Howorth, Brian Briggs, Julie Gregory (University of Manchester)
  – Kathryn Harney (Greater Manchester West Mental Health NHS Foundation Trust)
  – Pat Graham, Gwen Ainsworth, Stephanie Jolly, Gillian Zajac-Roles, Rebecca Wild, Emily Feilding, Chris Vernon (Royal Bolton Hospital NHS Foundation Trust)

• Phases two and three:
  – Nicola Johnson (Central Manchester University Hospitals NHS Foundation Trust)
  – Janice McGrory (Salford Royal NHS Foundation Trust)
  – Rilwan Abebiyi & Harry Johnsons (Greater Manchester West Mental Health NHS Foundation Trust)
People with dementia in general hospitals: Context

• Up to 25% of hospital beds occupied by people with dementia (Alzheimer’s Society, 2009)

• A stay in hospital is likely to be longer for a person with dementia

• Dementia often goes unidentified during admissions to general hospitals, and there is a particularly high mortality rate amongst those not accurately diagnosed

• Commissioning for Quality and Innovation (CQUIN) reward for hospitals offering quality dementia care. From April 2013, the Department of Health will extend the CQUIN to include measures of the quality of dementia care in hospital and support for carers of people with dementia. [The Prime Minister’s Challenge on Dementia – progress update]

• The NHS Institute also launched a call to action on dementia care in acute hospitals on 15 October. The goal of the call to action is that by 31 March 2013 every hospital in England will be committed to becoming a dementia-friendly hospital.
Experiences of people with dementia in general hospitals

- Communication with people with dementia is often fast paced and focused on care-giving tasks. Can lead to reductions in interactions and independence.
- Both staff, people with dementia and relatives felt staff knowledge could be increased.
- The importance of the environment was highlighted – lighting, noise, acknowledgement that the ward is a person’s living space.
- National Dementia Strategy priority area.
National Dementia Strategy
Objectives for England: 2009

- Raise awareness of dementia
- Early Diagnosis
- Information
- Easy access to care
- Peer support networks
- Improve community personal support
- Implement the New Deal for Carers
- Improve quality of care in general hospitals
- Improve intermediate care

- Telecare and housing support
- Care Homes
- End of life care
- Effective workforce
- Joint commissioning strategy for dementia
- Assessment and regulation
- Research – causes and treatments
- Effective regional support to conduct the strategy
- Reduce anti-psychotic prescriptions
Getting to Know Me study

Study Outline

• Phase 1; Literature review on existing educational materials
• Phase 2; Design of training materials and piloting
• Phase 3; Diffusion through training the trainers in new sites, and piloting
• Phase 4: Final collation of data and revisions to the Getting to Know Me training materials
Phase 1: Dementia training in general hospitals:
Outcome of literature review

• Training should comprise a mix of methods

• Training beneficial in increasing knowledge and confidence immediately following training, however, the long-term benefits remain largely unknown

• Face to face contact in training is important. CD-ROM/online learning recommended as a supplement
Dementia training in general hospitals

• Content of training packages:
  – General information about dementia
  – Behaviours that challenge
  – Communication
  – Feeding
  – Environmental issues (including contrasting colours of floors/doors, clear signs, calendars/clocks, ‘homely’ environments)
  – Care planning
  – Reflective practice

• No consistent use of outcome measures across studies
Aims of study: Phase two

• To develop a local, flexible, evidence-based dementia training package suitable for delivery in a general hospital environment

• To develop a sustainable training package to be further tested and refined within Greater Manchester

• To evaluate the impact of training on staff confidence and knowledge
People involved

- University of Manchester
  - John Keady, Simon Burrow, Ruth Elvish

People with dementia and carers
  - Brian Briggs, Ann Johnson, Mike Howorth (GMW)

- Royal Bolton Hospital/GMW
  - Kathryn Harney, Pat Graham, Julie Gregory, Gwen Ainsworth, Stephanie Jolly, Gillian Zajac-Roles, Rebecca Wild, Emily Feilding, Nicola Rafter, Kathryn Harney
“Dementia is not an identity, it is a label...I have dementia: I also have a life.”

Reference:
Participating site

- Royal Bolton Hospital

- Target audience: nurses, therapists and other ward staff including housekeeping staff, social workers, students on placements, voluntary staff, and any other individual considered to be a staff member at the time the training is undertaken
The Getting to Know Me package is completed over 6 hours – flexible – and comprises:

- A training guide/manual
- DVD produced by people with dementia and relatives from the Manchester area (Ann Johnson, Mike Howorth, Brian Briggs)
- Staff guidance materials:
  - Guidance booklets
  - Getting to Know Me card
  - Mini pocket card on communication skills

Key output: a training resource to support similar training/awareness developments in other Greater Manchester Acute Trusts
Programme

Six components to the training covering 6 hours delivered across 1-6 sessions:

1. Dementia, an introduction
2. Principles of person centred dementia care
3. Communication
4. The hospital environment and its impact on people with dementia
5. Opportunities for meaningful occupation and valuing the expertise of friends and family
6. Understanding and responding to behaviours that challenge
Training Intervention.
Facilitated sessions involving video, discussion and group-work

Key themes covered

– Dementia, an introduction – what it is (and isn’t)
– Principles of person centred dementia care
– Improving communication
– The physical environment
– Finding opportunities to enable activity and occupation
– Introduction to understanding and responding to behaviours that challenge,
– Supporting relatives and friends
– Developing practice – personal goals
Session 1:
- Dementia, an introduction
- Principles of person centred dementia care
- Communication

Session 2:
- The hospital environment and its impact on people with dementia
- Opportunities for meaningful occupation and valuing the expertise of friends and family
- Understanding and responding to behaviours that challenge
Participants and data collection

• Recruitment aim – 125
• Final recruitment – 115
• Inclusion criteria:
  – Staff working on complex care wards at Royal Bolton Hospital
• Outcome measures:
  – Knowledge in dementia scale
  – Confidence in dementia scale
  – Controllability beliefs scale (Dagnan, Grant & McDonnell, 2004)
  – Views about the use of deception with people with dementia (from Elvish, James & Milne, 2010)
  – Evaluation form
  – Focus groups following training
Phase 2 Results (Royal Bolton Hospital NHS Foundation Trust)

Method: The study comprised two phases. The first phase comprised the design of two questionnaires (n=115): Confidence in Dementia (CODE) Scale and Knowledge in Dementia (KIDE) Scale. In phase two, staff undertook the “Getting to Know Me” training programme (n=71). The impact of the programme was evaluated using a pre-post design.

Results: The psychometric properties of the CODE and KIDE scales were analysed. Statistically significant change was identified pre-post training on all outcome measures. Clinically meaningful change was demonstrated on the CODE and KIDE scales.

Conclusions: The “Getting to Know Me” programme was well-received, and had a significant impact on staff knowledge and confidence.

Alongside Pat Graham, staff at Royal Bolton Hospital NHS Foundation Trust are continuing the “Getting to Know Me” training. At present, Bolton still have a supply of “getting to know me” cards. The Trust’s current work is focusing on dementia pathways and discharge plans.
Phase 3-Diffusion: 2012-2013

• Aims of study:
  – To build on initial work which aimed to develop a sustainable training package to be further tested and refined within Greater Manchester.
  – To train senior/specialist general hospital staff in the use of the Greater Manchester training programme.
  – To prepare trainers to undertake dementia care training with staff teams using the Greater Manchester training programme.
  – To increase staff confidence in working with people with dementia in acute hospital settings.
Demographics of the Trainers

- Of the 35 trained 15 (43%) were working at the time at Central Manchester Foundation Trust.
- There were 12 (34%) from Salford Royal Hospital NHS Foundation Trust.
- A further 7 (20%) were from Trafford Healthcare NHS Foundation Trust.
- Many staff members noted they were employed by Greater Manchester West Foundation Trust and were currently based at other hospitals.
- The majority of staff member were of a nursing background n=22 (63%) this included ward managers, dementia lead nurses and charge nurses. A further 6 (17%) were from a practitioner background and a further 7 (20%) were in a clinical educator role.
- 8 (22%) were male
- 27 (73%) female.
Phase 3

- Those who undertook the training the trainers course then implemented the training within their Trusts.

- The University continues to evaluate the impact of the training including using the outcome scales designed to measure knowledge and confidence in dementia care (pre and post training).

- Current numbers of participants in the study are:

  - **Salford Royal NHS Foundation Trust** = 400*
  - **Trafford Healthcare NHS Trust** = 51
  - **Central Manchester Foundation Trust** = 52

  * These numbers are a current estimate as not all data has been processed yet. This is predicted to rise as many sessions are in progress during November until the new year.

- Due to an extension on the project, data will be collected until end of January 2013 but preliminary analysis will start at the end of November 2012.
Phase 4: Updated materials

• Team members Simon Burrow, Ruth Elvish, John Keady and Andrew Powell have spent further time amending the pilot materials used in the project. There have been some changes made to the materials, mainly in layout and extending the session times.

• Version 2 is planned to be finalised and printed by the end of the year (2012)

• The materials will be available on the HIEC Manchester website for further distribution within the NHS. No cost for download or use.
Thank you

Any Questions?