

Dementia Care (Learning and Development in Line with the Good Work) and Access to Timely Diagnosis

Organisation	CTMUHB	Date of Report	September 2022	Report Prepared By	
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As outlined in the '[Good Work – Dementia Learning and Development Framework](#)' all staff who work for NHS Wales need to have a good awareness of dementia and the issues that surround it so that they can support people with dementia to live well. NHS organisations are required to evidence the actions that have been implemented to deliver and record training at an informed, skilled and influencer level.

Individuals are diagnosed early so that the individual and their families can plan for the future, access support services and start treatment at an appropriate point.

Responses should consider the relevant [Dementia Care Standards](#). Specifically **standard 17** for learning and development and supporting diagnosis - **standards 3-6**.

Reporting Schedule: Progress is to be reported bi-annually. This form is to be submitted on:

- 14 September 2022 (covering the period 1 April 2022 to 31 August 2022)
- 14 April 2023 (covering the period 1 September 2022 to 31 March 2023)

Completed form to be returned to: hss.performance@gov.wales.

Dementia Care (Learning and Development in Line with the Good Work)

	Achievements for 2022-2023	Issues Impacting Delivery	Corrective Actions
Informed Level			
Training delivered at an informed level. <i>Focusing on Dementia Friends training programme and essential communication skills.</i>	Update at 31 August 2022		
	Dementia Care Training - Level 1 - Goodwork Framework - Informed Level - 48 Dementia Care Training - Level 2 - Goodwork Framework - Informed Level - 93	Staff availability to undertake training	Noncompliance with mandatory training is flagged to managers in order to support direct action where appropriate

	Update at 31 March 2023		

	Achievements for 2022-2023	Issues Impacting Delivery	Corrective Actions
Skilled Level			
Actions to identify staff groups that require training at a skilled level.	Update at 31 August 2022		
	<p>We have developed a specific work stream to lead on the implementation of the learning and development All Wales Dementia Care standard.</p> <p>Alongside the creation of a specific learning and workforce development work stream we have established links with other areas to explore training needs for staff. This has included working with the hospital charter work stream to identify where there are opportunities for cultural change.</p> <p>There are dementia modules of training that are mandatory for staff to complete and this is monitored through our ESR system.</p>		<p>The work stream will be requesting quarterly updates on progress against good work to enable hot spots and pinch points to be identified and discussions around support required to be held at a senior level with issues escalated to the Dementia Steering group and integrated adult board.</p>
	Update at 31 March 2023		

Training delivered at a skilled level. <i>Covering the well-being themes of: rights & entitlement; physical & mental health; physical environment; social & economic well-being; safeguarding; meaningful living; meaningful relationships; community inclusion & contribution.</i>	Update at 31 August 2022		
	Dementia Care Training - Level 3 - Goodwork Framework - Skilled Level – 39 Further detail on compliance figures can be found in appendix B below.	Covid has had a tremendous impact on our ability to release staff to attend training.	We have arranged a learning and development hackathon for front line skilled staff (further details below) to help inform the development of a workforce plan for CTM.
	Update at 31 March 2023		
Mechanisms to record the completion of training at a skilled level. <i>Including details of how the organisation will measure the impact the learning is having on practice and people living with dementia and carers.</i>	Update at 31 August 2022		
	Training for all staff is recorded through our electronic systems and compliance reports against mandatory training is scrutinised and flagged to managers. Feedback and evaluation in incorporating into our training mechanisms in order to support analysis of the efficacy of what is delivered.		We are exploring dementia care mapping as a means to evidence the impact of training on the culture and care provided
	Update at 31 March 2023		

	Achievements for 2022-2023	Issues Impacting Delivery	Corrective Actions
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Influencer Level			
Actions to identify staff groups that require training at an influencer level.	Update at 31 August 2022		
	<p>As part of the VIPS pilot we identified a series of wards / ward managers/influencers to implement this pilot.</p> <p>Influencers are involved in the work of the dementia steering group and link directly to the work stream surrounding this area. Regular highlight reports are provided to the dementia board to ensure they continue to be informed on developments.</p>		<p>As a continuation of the work of the hospital charter we are identifying opportunities to develop dementia care mapping in CTM and to utilise the care fit for VIPS platform to make systematic change to our sites and the provision of dementia care within these inpatient settings.</p> <p>We are also exploring opportunities to feed in the work for a series of hackathons with people with a lived experience, carers, staff and managers to senior leaders within CTM in support of the development of our workforce plan.</p>
	Update at 31 March 2023		
	Update at 31 August 2022		

Training delivered at an influencer level. <i>Focusing on: drivers, policy & research; effective service mapping & co-ordinated delivery; collaborative & integrated working; shared values; creating & owning a clear & shared vision; culture & language; delivering excellence; creative approaches; safeguarding and; quality assurance & improvement.</i>	<p>As part of the workforce and learning work stream we will be seeking to identify steps that need to be undertaken to ensure that we are compliant with the requirements under good work for training for influencers</p> <p>Awareness raising of our existing services and techniques employed in other health settings are to be shared with influencers at the learning and development hackathon and through our knowledge exchange programme with Imperial College London.</p> <p>Further detail on compliance figures can be found in appendix B below.</p>		<p>We have arranged a learning and development hackathon for managers/influencers (further details below) to help inform the development of a workforce plan for CTM.</p>
	Update at 31 March 2023		
Mechanisms to record the completion of training at an influencer level. <i>Including details of how the organisation will measure the impact the learning is having on practice and people living with dementia and their carers.</i>	Update at 31 August 2022		
	<p>We are currently exploring dementia care mapping as a means to demonstrate cultural change within our settings.</p>	<p>Demonstrating the impact of training outside of quantitative records can prove challenging and has been flagged as an area of development for the learning and workforce work stream.</p>	<p>The work on evaluating the success of training is ongoing and will be further developed along with the action plan of the workforce and learning work stream.</p>

	Update at 31 March 2023		
Provide detail on any delivery of integrated learning and development, particularly with social care.	<p>Within CTM we are hosting a range of engagement, coproduction and training opportunities for staff. We have arranged a learning and development hackathon and partnered with people with a lived experience (Lleisiau dementia) and Imperial College London to deliver a session to staff (skilled level) and managers (influencer level) gathering their experiences together to inform the work of the work stream 5a from the All Wales Dementia Care standards. This session is a collaborative approach between health and social care and includes representatives from both areas. The intention is that we will use this creative approach to</p> <p>Our regional social care work force development teams are active members of our 5a work stream and they are working with social care providers to raise awareness of the good work framework and to support providers and commissioners in its implementation. A series of training sessions are currently being provided by SCDWP and SCW on this area.</p> <p>The Dementia Steering group has agreed to support further resource into the in house dementia training team (who utilise the Teepa Snow model of person centred support) and have agreed to fund dementia care mapping training for staff to ensure that we are able to appropriately map whether the training undertaken has positively impacted service delivery.</p> <p>Care fit for VIPS is being rolled out across the health board and we are exploring site specific roll out in the first instance supported by additional training resource (referenced above) and monitored by an improvement group which is tasked with implementing positive change across the site as a whole. Work around the new D2RA models will support this approach.</p>		
If you have a regional, integrated learning and development plan for dementia. Please provide a hyperlink.	<p>This is something we are considering developing in response to the requirement from the All Wales Dementia Care Pathway of standards and we are currently working on priority setting in support of this piece of work.</p>		

Access to Timely Diagnosis of Dementia

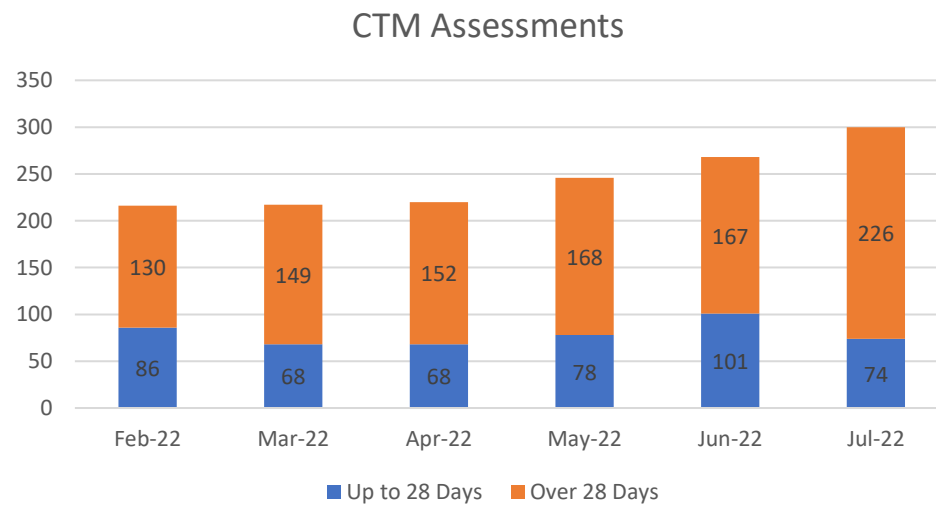
	Achievements for 2022-2023	Issues Impacting Delivery	Corrective Actions
What actions are you taking to support timely diagnosis of dementia? Please consider how this work aligns with the relevant Dementia Care Standards when responding.	Update at 31 August 2022		
	<p>CTM has fully developed its MAS work stream in response to the All Wales Dementia Care Standards. Within the MAS work stream 3 subgroups have been created to address specific standards under the following headings:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Emotional Support and skills <input type="checkbox"/> Accessibility and Data <input type="checkbox"/> Assessments and Intervention <p>Each sub group has created its own priorities for development and implementation and a number of small projects have been identified in support of this including work around standardising paperwork and cross referencing MAS and GP registers linked to READ codes. Consideration of the different styles of communication needed has also been flagged alongside the need to work closely with Swansea Bay health board as the provider of our LD support.</p> <p>Work stream 5b (measurements) is working to support the MAS services across CTM to standardise and streamline their data collection processes in support of the revised data set released by Improvement Cymru. This continues to be a work in progress but positive steps have</p>	<p>Inconsistency in approach across the MAS services in Merthyr Tydfil and RCT.</p> <p>No MAS service in Bridgend</p>	<p>There is a focus on improving data consistency across CTM ensuring that what is recorded is the same across all MAS and other memory services.</p> <p>There is exploratory work ongoing in relation to the need for a MAS service to be developed within Bridgend.</p> <p>Current distribution of resources is being explored and a number of additional services have been funded to support improvement in MAS services as a whole.</p> <p>Psychology is currently exploring opportunities to support in this area. A number of psychologist have undertaken enhanced training which would enable them to support with diagnosis.</p>

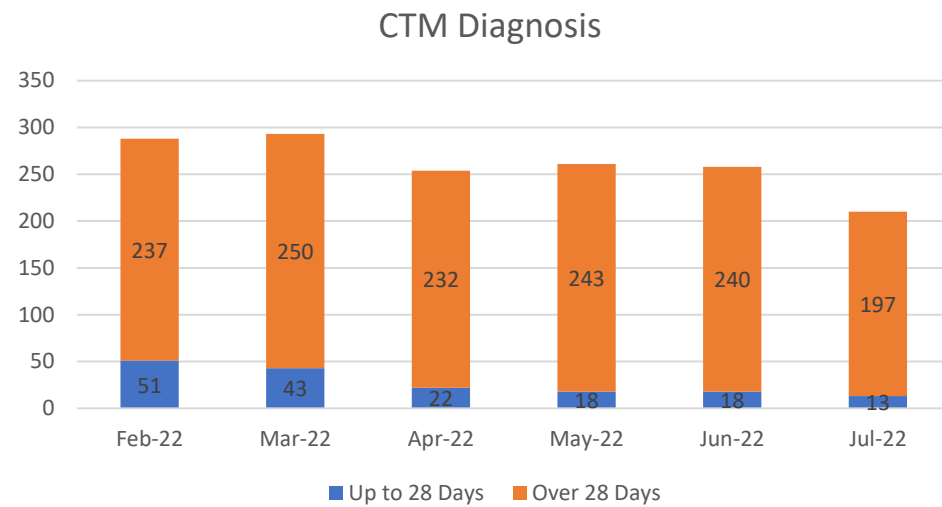
	<p>been taken to ensure that the data provided is comparable across the regional footprint.</p> <p>The Dementia Steering group has agreed to fund some additional allied health professional resource into the MAS service to support individuals through their dementia journey and has also agreed to pilot an ANP in MAS to assess whether this approach will aid diagnostic levels.</p> <p>Internally reconfiguration approaches to support individuals with a mild cognitive impairment are being explored alongside improvements in data collection to ensure when/if these individuals begin to develop dementia diagnosis is expedited and early interventions and lifestyle changes implemented to help delay the severity of the condition as much as possible.</p> <p>Hub models are being pursued across the region with varying levels of speciality ranging from a dementia hwb model in Bridgend to more generic hubs in community settings such as Cynon Linc in Aberdare closely aligned to memory services to support individuals in settings closer to home.</p> <p>All areas of development are directly linked to the All Wales Dementia Care Pathway of Standards.</p>		<p>A trial of MCI groups in each locality is being arranged to ensure that people are offered support post diagnosis. It is anticipated that this pilot will also highlight ways to improve standardisation of READ codes, recall rates and a systematic approach to track conversion rates.</p> <p>We are currently exploring capacity to roll out the EPP Cymru Dementia Syllabus across CTM linked to the WISE programme and the living well dementia group.</p>
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	Data on wait times within MAS can be found in Appendix A below. As of September 2022, 311 individuals were awaiting diagnosis across Cwm Taf Morgannwg (around 0.35% of the over 65 population of the region). This includes data from Bridgend.		
	Update at 31 March 2022		

Appendix A: MAS Wait times across CTM

CTM					
Assessment					
Waiting Times	Mar-22	Apr-22	May-22	Jun-22	Jul-22
Up to 28 Days	68	68	78	101	74
Over 28 Days	149	152	168	167	226
Total patients waiting	217	220	246	268	300
Diagnosis					
Waiting Times	Mar-22	Apr-22	May-22	Jun-22	Jul-22
Up to 28 Days	43	22	18	18	13
Over 28 Days	250	232	243	240	197
Total patients waiting	293	254	261	258	210

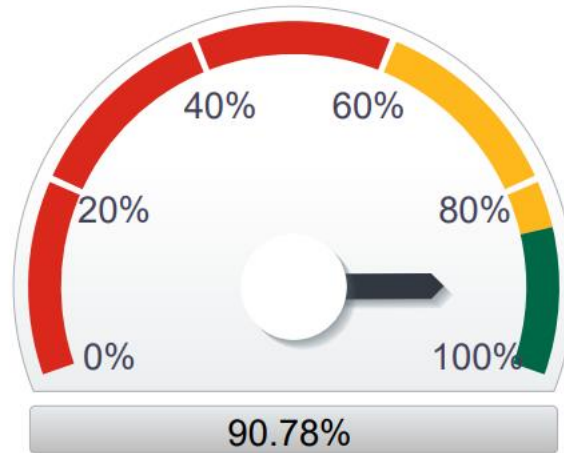




Appendix B: Pan CTM mandatory dementia awareness training compliance figures

The gauge below provides a compliance % for the single level of Dementia training.

■ 0% - 60% ■ 60% - 85% ■ 85% - 100%



The table below provides a compliance percentage for the single level of Dementia training.

Competence Full Name		Headcount	Competencies Required	Competencies In-date	Compliance %	Competencies Expiring in Next 90 Days	Predicted % in 90 Days
NHS MAND Dementia Awareness - No Renewal		12313	12313	11178	90.78%	0	90.78%

The Table below provides an overall combined compliance % for each Staff Group

Staff Group		Headcount	Competencies Required	Competencies In-date	Compliance %	Competencies Expiring in Next 90 Days	Predicted % in 90 Days
Add Prof Scientific and Technic		391	391	370	94.63%	0	94.63%
Additional Clinical Services		2368	2368	2281	96.33%	0	96.33%
Administrative and Clerical		2517	2517	2393	95.07%	0	95.07%
Allied Health Professionals		779	779	745	95.64%	0	95.64%
Estates and Ancillary		1390	1390	910	65.47%	0	65.47%
Healthcare Scientists		211	211	203	96.21%	0	96.21%
Medical and Dental		787	787	568	72.17%	0	72.17%
Nursing and Midwifery Registered		3793	3793	3685	97.15%	0	97.15%
Students		77	77	23	29.87%	0	29.87%

Compliance by ILG

The Table below provides an overall combined compliance % for each ILG

ILG		Headcount	Competencies Required	Competencies In-date	Compliance %	Competencies Expiring in Next 90 Days	Predicted % in 90 Days
110 Balance Sheet Care Group		3	3	3	100.00%	0	100.00%
110 Bank Care Group		1	1	1	100.00%	0	100.00%
110 Chief Operating Officer Care Group		1278	1278	797	62.36%	0	62.36%
110 Children & Families Care Group		1332	1332	1254	94.14%	0	94.14%
110 Corporates Care Group		1206	1206	1140	94.53%	0	94.53%
110 Diagnostics, Therapies & Specialities Care Group		1527	1527	1460	95.61%	0	95.61%
110 Hosted Organisations Care Group		106	106	96	90.57%	0	90.57%
110 Mental Health & Learning Disabilities Care Group		1235	1235	1201	97.25%	0	97.25%
110 Planned Care Care Group		1990	1990	1811	91.01%	0	91.01%
110 Primary & Community Care Group		1528	1528	1481	96.92%	0	96.92%
110 Unscheduled Care Care Group		2107	2107	1934	91.79%	0	91.79%

The Table below provides an overall combined compliance % for each Service Group

ILG	Service Group	Headcount	Competencies Required	Competencies In-date	Compliance %	Competencies Expiring in Next 90 Days	Predicted % in 90 Days
110 Balance Sheet Care Group	110 Balance Sheet Service Group	3	3	3	100.00%	0	100.00%
110 Bank Care Group	110 Bank Service Group	1	1	1	100.00%	0	100.00%
110 Chief Operating Officer Care Group	110 COO COVID-19 Response Service Group	10	10	10	100.00%	0	100.00%
	110 COO Facilities Hub Service Group	162	162	116	71.60%	0	71.60%
	110 COO Facilities Service Group	1073	1073	642	59.83%	0	59.83%
	110 COO Management Team Service Group	31	31	27	87.10%	0	87.10%
	110 COO PCRP Service Group	2	2	2	100.00%	0	100.00%
110 Children & Families Care Group	110 Children & Families Management Service Group	29	29	27	93.10%	0	93.10%
	110 Obstetrics, Gynaecology & Sexual Health Service Group	585	585	549	93.85%	0	93.85%
	110 Paediatrics, Acute & Community Service Group	718	718	678	94.43%	0	94.43%
110 Corporates Care Group	110 Chief Executive Service Group	37	37	31	83.78%	0	83.78%
	110 Corporate Development Service Group	57	57	55	96.49%	0	96.49%
	110 Estates Service Group	164	164	159	96.95%	0	96.95%
	110 Finance Service Group	73	73	70	95.89%	0	95.89%
	110 ICT, Performance & Information & Medical Records Service Group	360	360	339	94.17%	0	94.17%
	110 Medical Director Service Group	24	24	23	95.83%	0	95.83%
	110 National Imaging Academy Service Group	11	11	11	100.00%	0	100.00%
	110 Patient Care & Safety Service Group	180	180	169	93.89%	0	93.89%
	110 Planning & Partnership Service Group	29	29	28	96.55%	0	96.55%
	110 Public Health Service Group	85	85	82	96.47%	0	96.47%
	110 Research & Development Service Group	24	24	24	100.00%	0	100.00%
	110 Therapies & Healthcare Sciences Service Group	2	2	2	100.00%	0	100.00%
	110 Value Based Healthcare Service Group	10	10	9	90.00%	0	90.00%
	110 Workforce & Organisational Development Service Group	150	150	138	92.00%	0	92.00%
110 Diagnostics, Therapies & Specialties Care Group	110 Clinical Support Services Pathology Service Group	248	248	237	95.56%	0	95.56%
	110 Clinical Support Services Radiology Service Group	301	301	281	93.36%	0	93.36%
	110 Medicine Management Service Group	318	318	300	94.34%	0	94.34%
	110 Therapies Service Group	660	660	642	97.27%	0	97.27%
110 Hosted Organisations Care Group	110 Emergency Ambulance Services Committee Service Group	32	32	30	93.75%	0	93.75%
	110 Welsh Health Specialist Services Committee Service Group	74	74	66	89.19%	0	89.19%
110 Mental Health & Learning Disabilities Care Group	110 CAMHS Service Group	268	268	258	96.27%	0	96.27%
	110 Mental Health & Learning Disabilities Service Group	967	967	943	97.52%	0	97.52%
110 Planned Care Care Group	110 Cancer Services Service Group	34	34	28	82.35%	0	82.35%
	110 Planned Care Outpatients Service Group	41	41	41	100.00%	0	100.00%
	110 Surgery & ACT Service Group	1915	1915	1742	90.97%	0	90.97%
110 Primary & Community Care Group	110 Localities Service Group	929	929	910	97.95%	0	97.95%
	110 Primary Care Service Group	599	599	571	95.33%	0	95.33%
110 Unscheduled Care Care Group	110 Acute Medicine and A&E Service Group	2107	2107	1934	91.79%	0	91.79%

Rows 1 - 35 (All Rows)