

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

Organisation	CTMUHB	Date of Report	April 2023	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](mailto:hss.performance@gov.wales).

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

	Achievements for 2022-2023	Issues Impacting Delivery	Corrective Actions
<b>Informed Level</b>			
<b>Training delivered at an informed level.</b> <i>Focusing on Dementia Friends training programme and essential communication skills.</i>	<b>Update at 31 August 2022</b>		
	175 have attended our in house Level 1 or 2 training. Both Levels are classed as informed. Level 2 includes an introduction to the hands on skills we train in Level 3. The attendees included senior nurses, registered general nurses, HCSWs and hotel services staff  The following are also recorded on our ESR system:	Staff availability to undertake training	Noncompliance with mandatory training is flagged to managers in order to support direct action where appropriate

	Dementia Care Training - Level 1 - Goodwork Framework - Informed Level - 48 Dementia Care Training - Level 2 - Goodwork Framework - Informed Level - 93		
	<b>Update at 31 March 2023</b>		
	<p><b>387</b> have attended in house dementia training, Level 1 or 2 training. Both Levels are classed as informed. Level 2 includes an introduction to the hands on skills we train in Level 3.</p> <p>The attendees included senior nurses, registered general nurses, HCSWs and hotel services staff</p> <p>In addition the following figures have been recorded on our ESR system:</p> <p>Dementia Care Training - Level 1 - Goodwork Framework - Informed Level - 41 Dementia Care Training - Level 2 - Goodwork Framework - Informed Level - 142</p>	Capacity amongst the team to deliver training is an issue and a focus on skilled level training is identified as a priority	

	Achievements for 2022-2023	Issues Impacting Delivery	Corrective Actions
<b>Skilled Level</b>			
	<b>Update at 31 August 2022</b>		

<p><b>Actions to identify staff groups that require training at a skilled level.</b></p>	<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>
<p><b>Update at 31 March 2023</b></p>			
	<p>We see this training as aimed at anyone in adult care irrespective of profession or level of qualification both in Mental and General Health. At the moment the Team sends dates for training to as many lead nurses as possible, also to those who have previously attended training. At the moment courses are fully booked within weeks of releasing dates.</p> <p>We have had a good variety of professions attending training including OT, Physio, Pharmacists, SALT, Nurses, Dieticians, Psychologists all of whom report gaining from attending the training.</p>		<p>We are seeking to link with the work of the Hospital Charter work stream to promote and support the need for good dementia care training linked to job roles in ESR</p>

	<p>Numbers of those trained are reflected in the figures below:</p> <p>Dementia Care Training - Level 3 - Goodwork Framework - Skilled Level – 76</p>		
<p><b>Training delivered at a skilled level.</b>  <i>Covering the well-being themes of: rights &amp; entitlement; physical &amp; mental health; physical environment; social &amp; economic well-being; safeguarding; meaningful living; meaningful relationships; community inclusion &amp; contribution.</i></p>	<p><b>Update at 31 August 2022</b></p>		
	<p>Dementia Care Training - Level 3 - Goodwork Framework - Skilled Level – 39</p>	<p>Covid has had a tremendous impact on our ability to release staff to attend training.</p>	<p>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.</p>
	<p><b>Update at 31 March 2023</b></p>		
<p>Our Level 3 training corresponds to Skilled Level Training  Over the year 118 staff have completed the 5 day training package.  37 staff are part way through.</p> <p>When staff have completed the initial 5 days they are invited to monthly virtual Support and Development session which build on the learning they have had in the classroom. The sessions include talks from different professionals on areas pertinent to their field as well as talks by us digging deeper into the subjects we have covered in training.</p>	<p>There is a lack of training venues which has impacted on spaces to undertake dementia training.</p> <p>Some issues with completion of training due to staff shortages / sickness and winter pressures have also been observed.</p> <p>Capacity within the training team is also an issue.</p>	<p>Work continues to identify capacity and mapping and gapping supply and demand has been identified by the Dementia Steering group.</p>	

	<p>We regularly send out information on further learning opportunities and articles of interest.</p> <p>We have also produced a Padlet with further videos, websites and documents augmenting what is delivered in the 5 days training.</p>		
<p><b>Mechanisms to record the completion of training at a skilled level.</b> <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></p>	<p><b>Update at 31 August 2022</b></p>		
	<p>Training for all staff is recorded through our electronic systems and compliance reports against mandatory training is scrutinised and flagged to managers.</p> <p>Feedback and evaluation in incorporating into our training mechanisms in order to support analysis of the efficacy of what is delivered.</p>		<p>We are exploring dementia care mapping as a means to evidence the impact of training on the culture and care provided</p>
	<p><b>Update at 31 March 2023</b></p>		
<p>When staff have completed the 5 days the Team record attendance of training on staffs' ESR.</p> <p>Evaluation forms are completed at the end of each days training.</p> <p>On the first and last day of training a questionnaire is completed asking attendees how confident they are in the</p>	<p>Evaluation returns are low</p>		

	<p>skills and knowledge covered in the course.</p> <p>On the last day attendees are asked to pledge to do 3 things as a result of what they have learnt. This is scanned and emailed back to them and their line manager.</p> <p>At 3 months they are sent an evaluation form asking how they have used their new knowledge and skills. They are asked how they are getting on with their pledges and what if anything is getting in the way.</p> <p>At 6 months they are sent another evaluation form which they complete with their line manager asking what changes in their delivery of care have been observed.</p> <p>We also save emails we receive telling us of successes people have had using their new skills with particular patients, "Magic Moments".</p>		
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	<b>Achievements for 2022-2023</b>	<b>Issues Impacting Delivery</b>	<b>Corrective Actions</b>
<b>Influencer Level</b>			
	<b>Update at 31 August 2022</b>		

<p><b>Actions to identify staff groups that require training at an influencer level.</b></p>	<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>
	<p><b>Update at 31 March 2023</b></p>		
	<p>Work continues in relation to the implementation of VIPS.</p> <p>With our in house dementia training although we have had a number of staff on our training who would be classed as Influencers such as heads of departments or leads for their service area we have not</p>		

	as yet produced an identified Influencer training package.		
<b>Training delivered at an influencer level.</b> <i>Focusing on: drivers, policy &amp; research; effective service mapping &amp; co-ordinated delivery; collaborative &amp; integrated working; shared values; creating &amp; owning a clear &amp; shared vision; culture &amp; language; delivering excellence; creative approaches; safeguarding and; quality assurance &amp; improvement.</i>	<b>Update at 31 August 2022</b>		
	<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>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>
	<b>Update at 31 March 2023</b>		
	<p>The learning and development hackathon was completed successfully and supported identification of a need for a review of all dementia services and pathways. This piece of work was agreed by the dementia steering group to commence in 2023.</p>		
<b>Mechanisms to record the completion of training at an influencer level.</b> <i>Including details of how the organisation will measure the impact the learning is having on</i>	<b>Update at 31 August 2022</b>		
		<p>Demonstrating the impact of training outside of quantitative records can prove challenging and</p>	<p>The work on evaluating the success of training is ongoing and will be</p>

<p><i>practice and people living with dementia and their carers.</i></p>	<p>We are currently exploring dementia care mapping as a means to demonstrate cultural change within our settings.</p>	<p>has been flagged as an area of development for the learning and workforce work stream.</p>	<p>further developed along with the action plan of the workforce and learning work stream.</p>
	<p><b>Update at 31 March 2023</b></p>		
<p><b>Provide detail on any delivery of integrated learning and development, particularly with social care.</b></p>	<p>Dementia care mapping has been identified as a priority and a current RIF funded service has been reconfigured to support this.</p> <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 a dementia care mapping team and supported additions to the in house training team for 22-23.</p> <p>Care fit for VIPS is being rolled out across the health board and a specific site has been identified (YCC) and a steering group in support of this formed.</p> <p>We have an agreed partnership with Bridgend Social Services to deliver a set amount of training for care home and domiciliary staff, social workers, Community OTs, managers and Learning Disability staff. This consists of Level 3 (5 day packages) and 2 day social worker, OT and managers’ packages and dementia awareness days. This is offered to council and private staff.</p> <p>Lleisiau dementia have undertaken a kings audit of our mental health settings within YCC.</p>		

<p><b>If you have a regional, integrated learning and development plan for dementia. Please provide a hyperlink.</b></p>	<p>We are currently seeking to tender a review of all services and pathways to inform the development of a workforce development plan for dementia.</p>
<p><b>Informal Care Partner Training</b></p>	<p>This is a 2 x 3 hours package. Various community teams will get together usually family care partners. The training team deliver a package at informed level but including an introduction to hands on skills. This is a service that is building up. We are looking to have regular dates across the Health Board. Over this year 30 family care partners have attended part or the whole package and the feedback was very positive.</p>

### Access to Timely Diagnosis of Dementia

	Achievements for 2022-2023	Issues Impacting Delivery	Corrective Actions
<p><b>What actions are you taking to support timely diagnosis of dementia?</b> Please consider how this work aligns with the relevant Dementia Care Standards when responding.</p>	<p><b>Update at 31 August 2022</b></p> <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"> <li><input type="checkbox"/> Emotional Support and skills</li> <li><input type="checkbox"/> Accessibility and Data</li> <li><input type="checkbox"/> Assessments and Intervention</li> </ul> <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</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</p>

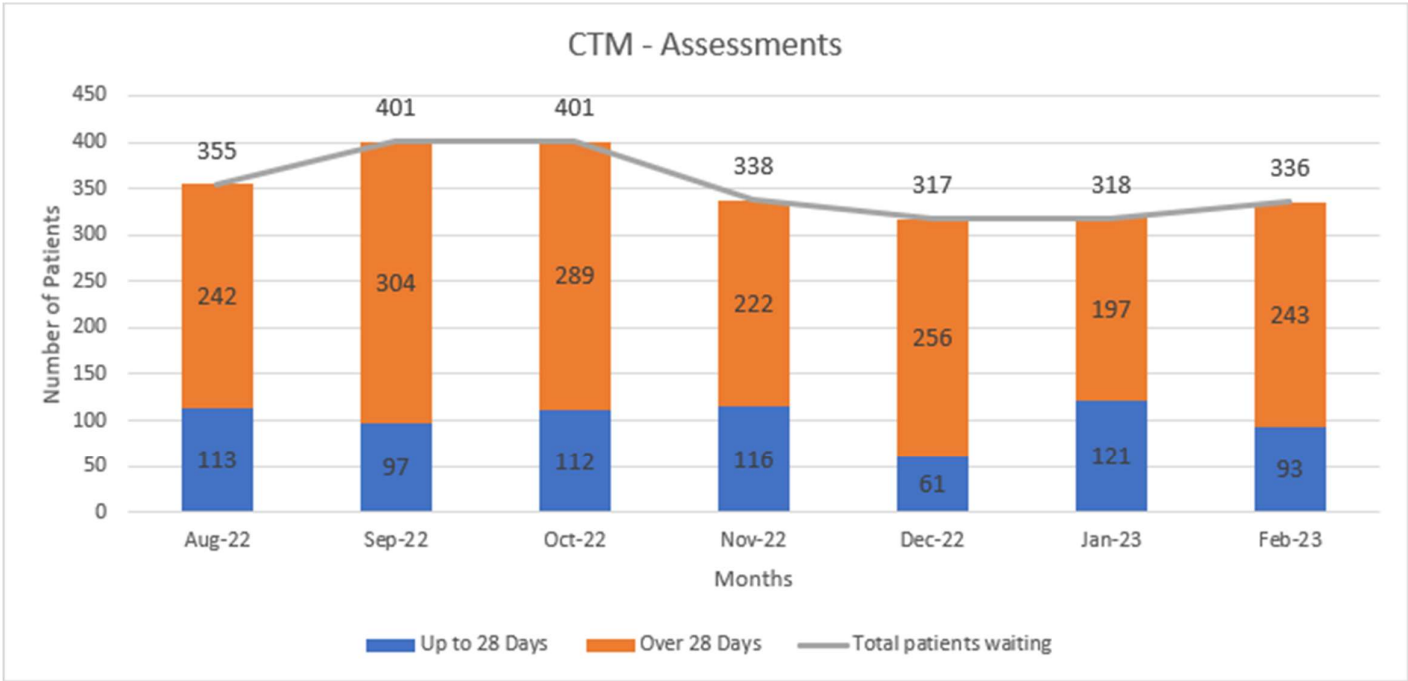
	<p>has also been flagged alongside the need to work closely with Swansea Bay health board as the provider of our LD support.</p> <p>Work stream 5b (measurements) is working to support the MAS services across CTM to standardise and streamline their data collection processes in support of the revised data set released by Improvement Cymru. This continues to be a work in progress but positive steps have 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>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>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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	<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>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.</p>		
<p><b>Update at 31 March 2022</b></p>			
	<p>MAS performance figures can be found in Appendix A.</p> <p>In response for the need to develop a MAS service in Bridgend we are currently working with professionals and people with lived experience to redevelop our MAS pathways for diagnosis and support to provide a consistent approach across CTM as a whole. We commissioned the coproduction lab Wales to support us to undertake this exercise in a coproduced way. This has involved engaging with MAS and memory service teams to workshop around our current structures and systems and an immersive learning day is</p>		<p>Moving forward in support of a consistent approach to memory services and assessment across CTM we plan to:</p> <ul style="list-style-type: none"> <li>• Work with our communities of lived experience to develop a model to meet their needs</li> <li>• Standardise and digitise our referral process across CTM</li> <li>• Work with primary care to improve</li> </ul>

	<p>planned within the hydra Minerva suite in USW in May.</p> <p>The Dementia Steering group has agreed to continue 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>The Steering group has also agreed to fund a dementia connector pilot to aid in CTM's approach to meeting the standards that fall under MAS. The job description has been coproduced with our communities to incorporate some of the standards.</p> <p>We continue to meet as a MAS work stream to develop our approach to meet the 9 standards under this work area and report regularly to the Dementia Steering group.</p> <p>Work stream 5b is looking at implementing a dementia notification on the health board WPAS system across CTM for all wards to provide awareness if a patient is admitted with dementia. This work stream continues to support the data submission cycles to Improvement Cymru.</p>		<p>relationships particularly with our GP's to support diagnosis at this level</p> <ul style="list-style-type: none"> <li>• Take time to evidence good practice and positive outcomes for individuals ensuring that we are able to upscale pockets of good practice across the region as a whole</li> <li>• Work with the Delivery Unit to implement improvements from their planned review of MAS</li> <li>• Introduce the role of the Dementia Connector ensuring that we are utilising and reconfiguring our existing resources in support of this model to eliminate duplication wherever possible</li> <li>• Work with Improvement Cymru on our MAS data collection work book to ensure we are</li> </ul>
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			<p>compliant with requirements</p> <ul style="list-style-type: none"><li>• Develop a workforce learning and development plan outlining improvements and changes needed to dementia services across the region including the need to implement the Good Work framework</li><li>• Highlight the new model to the CTMUHB exec team obtaining approval to reconfigure the existing working practices identifying an appropriate management and organisational structure to MAS across the region</li></ul>
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Appendix A: MAS Figures



### CTM - Diagnosis

