

Delivering

# Quality Standards for Dementia

Wednesday 17 November 2010  
Manchester Conference Centre, Manchester

**"The quality standard for dementia requires that dementia services should be commissioned from and coordinated across all relevant agencies encompassing the whole dementia care pathway. An integrated approach to provision of services is fundamental to the delivery of high quality care to people with dementia."**

NATIONAL INSTITUTE FOR HEALTH AND CLINICAL EXCELLENCE, IMPLEMENTATION DIRECTORATE,  
QUALITY STANDARDS PROGRAMME, JUNE 2010



## Topics include:

- ▶ Developing and implementing quality standards for dementia
- ▶ Setting the scene: the dementia patient perspective
- ▶ Improving care for people with dementia: developing a personalised/personal care plan
- ▶ Changing practice to reduce admissions for people with dementia
- ▶ Dementia services: the role of education and competencies
- ▶ Providing good quality care for people with dementia in care homes
- ▶ Improving quality of life and meeting the psychological needs of people living with dementia
- ▶ Improving the quality of dementia services using memory assessment services
- ▶ Advanced care planning and supporting people with dementia to make future decisions
- ▶ Looking forward: improving dementia services in England

## Chair and keynote speakers:

### Ruth Eley

*National Programme Lead (Delivery),  
Older People and Dementia, Social Care  
Local Government Care Partnerships  
Department of Health*

### Professor Alistair Burns

*National Clinical Director for Dementia  
Department of Health*

### Peter Ashley

*Person with Dementia and Ambassador  
The Alzheimer's Society*



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"...NHS organisations should be working with partners on implementing the National Dementia Strategy. People with dementia and their families need information that helps them understand their local services, and the level of quality and outcomes that they can expect. PCTs and their partners should publish how they are implementing the National Dementia Strategy to increase local accountability for prioritisation. This is to support a move away from central command to local determination and as such PCTs will not be subject to requirements on how or what they publish, neither will there be any national performance requirements put on them."

REVISION TO THE OPERATING FRAMEWORK FOR THE NHS IN ENGLAND 2010/11, 21 JUNE 2010

Chaired by **Ruth Eley** *National Programme Lead (Delivery), Older People and Dementia, Social Care Local Government Care Partnerships Department of Health* this one day conference opens with a keynote presentation focusing on developing and implementing the quality standards for dementia; which were presented to Health Secretary Andrew Lansley on 30th June 2010.

The quality measures accompanying the quality standard are intended to improve the structure, process and outcomes of health and social care.... If such quality indicators do not currently exist it is intended that the quality measures should form the basis for audit criteria developed and used locally to improve the quality of healthcare. It is also noted that at present there are limited health outcome measures that can be used as quality measures: the focus of the quality measures is on improving health outcomes through improving processes of care that are considered to be linked to health outcomes.\*

Through a series of focus sessions delegates will have the opportunity to look in depth at the quality standards for dementia with a focus on the patient perspective, developing a personalised care plan/personal health plan, changing practice to reduce admissions, advance care planning and supporting people with dementia to make future decisions. The conference concludes with a presentation from **Professor Alistair Burns** *National Clinical Director for Dementia Department of Health* on how we can improve dementia services in England and looking to the future.

\* National Institute For Health And Clinical Excellence, Implementation Directorate, Quality Standards Programme, June 2010

## 10.00 CHAIR'S INTRODUCTION

### 10.10 KEYNOTE ADDRESS: Developing and implementing Quality Standards for dementia

**Ruth Eley**

National Programme Lead (Delivery), Older People and Dementia,  
Social Care Local Government Care Partnerships  
Department of Health

- overview of the NICE quality standards programme
- methods and outputs of the programme with specific reference to dementia
- looking forward to measurable statements that identify a high quality dementia service

### 10.30 Setting the scene: the dementia patient perspective

*The quality standard for Dementia states that people with dementia receive care from staff appropriately trained in dementia care and people with dementia who develop non-cognitive symptoms that cause them significant distress, or who develop behaviour that challenges, are offered an assessment at an early opportunity to establish generating and aggravating factors. Interventions to improve such behaviour or distress should be recorded in their care plan.*

**Peter Ashley**

Person with Dementia and Ambassador  
The Alzheimer's Society

- setting the scene: the dementia patient perspective
- changing the public view of dementia
- early diagnosis, identification and assessment of dementia

11.00 Questions and answers, followed by coffee and exhibition at 11.10

### 11.35 Improving care for people with dementia: developing a personalised care plan/personal health plan

*The quality standard for Dementia states that people with dementia have an assessment and an ongoing personalised care plan, agreed across health and social care that identifies a named care coordinator and addresses their individual needs.*

**Dr Daphne Wallace**

Member, Core External Reference Group The National Dementia  
Strategy and person with Dementia and Member Alzheimer's Society

- developing a personalised care/personal health plan
- targeting the plan to the individual to improve outcomes and well-being
- introducing the plan at the time of diagnosing a long term condition

### 12.05 Changing practice to reduce admissions for people with dementia

*The quality standard for Dementia states that people with suspected or known dementia using acute and general hospital inpatient services or emergency departments have access to a liaison service that specialises in the diagnosis and management of dementia and older people's mental health.*

**Dr Afifa Qazi**

Consultant Old Age Psychiatrist  
Havering Older People's Services

- changing practice to reduce admissions for people with dementia
- ensuring that people with dementia have access to acute and general hospital inpatient services
- training and liaising with staff to ensure a quality service

### 12.35 Advance care planning and supporting people with dementia to make future decisions

*The quality standard for Dementia states that people with Dementia, while they have capacity, have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Power of Attorney and Preferred Priorities for Care.*

**Julie Foster**

Mental Capacity Act Regional Lead and Mental Capacity Act  
Implementation Lead  
North West Region

- using the mental capacity act to ensure older people are enabled to make their own decisions regarding their future care
- lasting powers of attorney: the new powers and potential issues
- integrating our experience with the national quality standards

13.00 Questions and answers, followed by lunch and exhibition at 13.10

### 14.00 Dementia Services: the role of education and competencies

*The quality standard for Dementia states that carers of people with dementia are offered an assessment of emotional, psychological and social needs and, if accepted, receive tailored interventions identified by a care plan to address those needs.*

**Dr Paul Kingston**

Professor of Health and Social Care and Director Centre for Ageing  
and Mental Health  
Staffordshire University

- dementia services: the role of education and competencies
- identifying key competencies required to deliver the Darzi dementia pathway
- our work in the West Midlands

### 14.30 Providing good quality care for people with dementia in care homes

*The quality standard for Dementia states that People in the later stages of dementia are assessed by primary care teams to identify and plan their palliative care needs.*

**Dr Daniel Nightingale**

Head of Dementia Services  
Care Homes for Older People, The Priory Group

- providing good quality care for people with dementia in care homes
- the role of specialist mental health in reach services
- leading policy and practice

### 15.00 Improving quality of life and meeting the psychological needs of people living with dementia

**Suzanne Wightman**

Senior Manager- Practice Development  
South West Yorkshire Partnership NHS Foundation Trust

- transforming care planning and outcomes through life story work
- the risks and the challenges of life story work
- the development of 'Portrait of a life' - a multimedia toolkit for life story

15.30 Questions and answers, followed by tea and exhibition at 15.40

### 16.00 Improving the quality of dementia services using memory assessment services

*The quality standard for Dementia states that people with suspected Dementia are referred to a memory assessment service specialising in the diagnosis and initial management of Dementia.*

**Emily Doncaster**

Deputy Programme Manager

**with Sophie Hodge**

Project Worker  
Memory Services National Accreditation Programme (MSNAP)

- improving the quality of dementia services using memory assessment services
- developing a model for quality improvement in memory clinics
- our progress at MSNAP

### 16.30 Looking forward: improving dementia services in England

**Professor Alistair Burns**

National Clinical Director for Dementia  
Department of Health

- looking forward: improving dementia services in England

17.00 Questions and answers, followed by close

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Conference Registration

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The CD will be sent out after the conference, please fill in the 'Your Details' section above for delivery, and the 'Payment' section.

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Manchester Conference Centre, UMIST, Weston Building, Sackville Street, Manchester, M1 3BB. A map of the venue will be sent with confirmation of your booking.

## Date

Wednesday 17 November 2010.

## Conference fee

- £365 + VAT (£428.88) for NHS, social care, private healthcare organisations and universities.
- £300 + VAT (£352.50) for voluntary sector/charities.
- £495 + VAT (£581.63) for commercial organisations.

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