



• dementia  
• wellbeing  
• service

Bristol Dementia Wellbeing Service  
**Quality Account**

2019/20

# Contents

**3** : Celebrating success

**4** : Looking back

**13** : Service performance

**20** : Your feedback

**26** : Community development

**32** : Where can I find out more?

# Celebrating Success

We have had a busy year sharing what we do and have had much to celebrate.

- The service made the final three in the shortlist for a Royal College of Psychiatrists Award in the **Psychiatric Team of the Year: Older Age Adults** category. We were pipped to the post by our Devon Partnership NHS Trust (DPT) colleagues from the Beech Team!
- We won TWO awards at the inaugural Positive Practice in Mental Health Older Person Mental Health & Dementia Awards for **Carer Support Services and Community/Primary MH Services for People with Dementia**.
- We had poster presentations accepted for both Royal College of Psychiatry Congress 2019 and Dementia Congress 2019.
- Our valued carer representatives were recognised in their win for the 'Together' category at the Devon Partnership NHS Trust (DPT) Celebrating Achievement Awards in December 2019. At the same ceremony a number of our colleagues were also recognised for their long-standing service to the NHS - over 400 years between them!
- Our service was featured with its own short film at the DPT Our Journey events. This short film talks about the impact of our service and the difference it makes for people living with dementia and their carers. Featuring contributions from staff and carers, the film can be viewed at [www.youtube.com/watch?v=u3Y4yskF9gg](http://www.youtube.com/watch?v=u3Y4yskF9gg) .



# Looking back over the past year

**We will not be alone in facing a number of challenges in the last year, especially in recognition of the impact COVID-19 has had on service delivery across the wider health and social care system.**

However, we will reflect on the past year in its entirety and how the service has maintained what it does so well - listening to and responding to changing needs.

# 1 Maintenance and consolidation of our success to date

In the last year we have developed our new Enhanced Support Function which is described in more detail below. Based on consultation and feedback from people living with dementia, their carers and our staff, we reviewed, piloted and rolled-out our new Wellbeing Plan template.

We have also co-located our Care Home Liaison team in the service, introducing standardised pathways and a toolkit of practitioner resources.

# 2 Training and Education

Now more than 5 years old, the service is gaining recognition as a centre of best practice and we respond to a number of requests to share our experience and expertise. We have achieved this in a number of ways:

- Following a request from our colleagues at Bristol City Council, we developed and ran bespoke training for its Social Work practitioners.
- Our Community Development Coordinators (CDCs) began the roll-out of bespoke sessions to Bristol's GP Surgeries to support dementia-friendly environments.
- They also developed a training package for organisations looking for enhanced awareness beyond the existing Dementia Friends model.
- The CDC with a focus on education has continued to deliver dementia awareness into Bristol's schools, including an exciting and innovative project where people living with dementia were matched with local schools, challenging perceptions about dementia.
- We supported our commissioner in the latest GP Education Day, which included our clinical leads delivering sessions on prescribing.
- Ongoing education and awareness is a core component of our Care Home Liaison offer.

“ Quick response for an assessment. Quick diagnosis and medication. Very thorough assessment carried out in such a way to make family feel at ease, hence receiving a better response. Friendly and caring. Don't feel on our own any more, good signposting.

.....

”

# 3 Embedding & developing the Enhanced Support Function

Since establishing the Enhanced Support Function, the team has been working flexibly across our local hubs to better understand their role and develop a citywide team approach, utilising their individual skills as needed.

- Supporting Dementia Practitioners in their role to ensure urgent clinical priorities can be managed swiftly, effectively and safely.
- Developed pathways to manage identified risks including avoidance of acute hospital admission and respite options to support carers.
- Supported people with dementia and carers during and after a hospital stay, including effective liaison and information sharing with hospital teams and attendance at multi-disciplinary team meetings. We aim to support a safe discharge home with a view to preventing or reducing the risk of a readmission.

# 4 Service response to COVID-19

No reflection of the past year would be complete without a recognition of the challenges for everyone as a result of COVID-19. Following government advice around social distancing and provision of care we have:

- Temporarily closed two of our locality hub bases and centralised physical resources around our Central & East hub. It is staffed each day with a core group of clinicians, practitioners, managers and administrative support to ensure the continued operation of our Access Point (8am to 6pm, Mon to Fri), enabling effective multidisciplinary decision-making and providing centralised support for all other staff working from home.
- The majority of our staff are now working from home, and effective business continuity was implemented to make this possible.
- Dementia Navigators have focused their efforts in making welfare checks to everyone on their caseloads. Everyone on our caseload received at least one contact from us to check on their wellbeing within the first few weeks of lockdown. The frequency of contact is related to each person's situation and existing support. Those who are especially at risk due to isolation or shielding will be contacted more frequently, support offered and escalated for further input where appropriate.
- Community Practitioners and Navigators have kept in contact with GPs (including videocall meetings) during this period and have taken part in a new frailty multidisciplinary team pilot in GP surgeries
- The service has developed a list of resources so that staff can signpost people to other local services, voluntary groups or charities to ensure those in isolation can be supported with practical things such as shopping or picking up medication, access advice lines or receive general advice around mental health and wellbeing.
- Whilst the service has been able to signpost people to a number of helpful online resources to support wellbeing during lockdown, we appreciate that this is not an option for everyone. Working alongside colleagues in Alzheimer's Society, we developed monthly Activity Packs to be sent out to people's home, as well as using charitable funds to purchase materials (including coloured paper, pencils, glue and felt-tip pens) to go alongside these.

# 5 Care Home Liaison

Care Homes make up a significant proportion of social care and our service supports 60 separate residential and nursing homes in Bristol, totalling over 2,000 beds. Our aim is to support care homes to deliver best practice in dementia care through supporting the home's staff and providing bespoke assessment and intervention for residents. This year we have seen the number of care homes in Bristol increase as they seek to support the need for long-term health and social care. Over the past year we have developed clinical practice frameworks to enable our practitioners to support best practice in homes:

- We invested in team development by appointing a full time Team Manager for Care Home Liaison. While practitioners will support individual homes, the team manager can also foster liaison with the care home organisations city wide.
- We have also increased our staffing with more psychiatrist and psychology hours being available to the team for direct clinical support.
- We continue to develop our foundations of practice in a person-centred dementia care approach. Notably, we are investing in the VIPS model of practice by supporting a staff member to complete postgraduate studies in the VIPS framework with Worcester University. This deeper learning and association with Worcester University provides a strong foundation for us in applying the principles of VIPS.
- We have supported homes to conduct environmental audits and implement improvement plans to ensure their caring environments support orientation, way finding and home comforts.
- We have facilitated numerous clinical and reflective practice discussions with residents, home staff and families, to aid their learning while also identifying meaningful solutions for residents.

- We have continued our investment into learning and education by delivering bi monthly Dementia Champion networking sessions. In these sessions we explore an area of practice in a tangible way. For example, we conducted a workshop discussing sex and intimacy in Care homes using the Alzheimer’s Society tool kit: Lift the lid: and had feedback several months after how the staff have been able to use their learning in a positive way. **[www.alzheimers.org.uk dementia professionals/dementia-experience-toolkit/real-life-examples-dementia-friendly/lift-lid-sex-and-intimacy-care-homes-workshop-box](http://www.alzheimers.org.uk/dementia-professionals/dementia-experience-toolkit/real-life-examples-dementia-friendly/lift-lid-sex-and-intimacy-care-homes-workshop-box)**
- We have also continued our partnership with Alive! Activities, supporting homes to invest in meaningful activities through quarterly events.
- Practitioners also attended events evaluating the Namaste approach to caring for people at the end stages of dementia, devised by St Christopher’s Hospice, London. **[www.stchristophers.org.uk/](http://www.stchristophers.org.uk/)** We are now supporting some homes to set up their own Namaste care approach.

The focus for the coming year will be to support homes through COVID-19 and recovery alongside extending our liaison and sharing of best practice with allied services across Bristol and beyond.

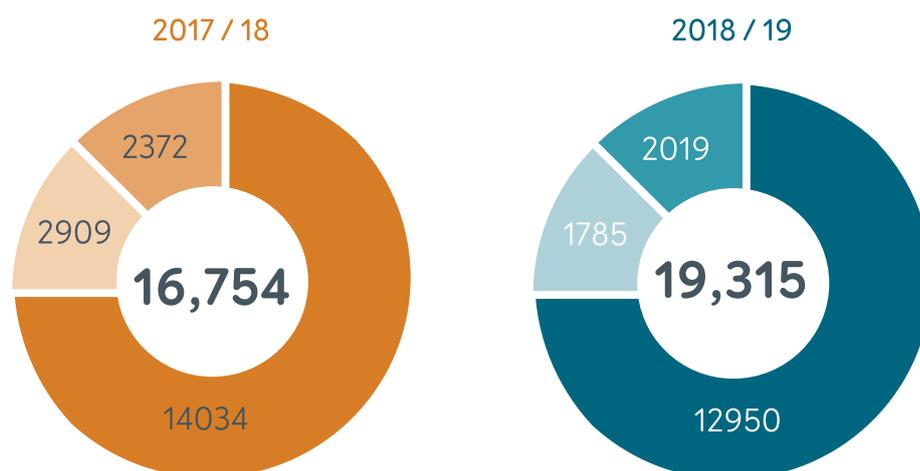
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As a service we will continue as we always have done to respond to current need and be professional, flexible and resilient to ensure people living with dementia and their carers are well-supported

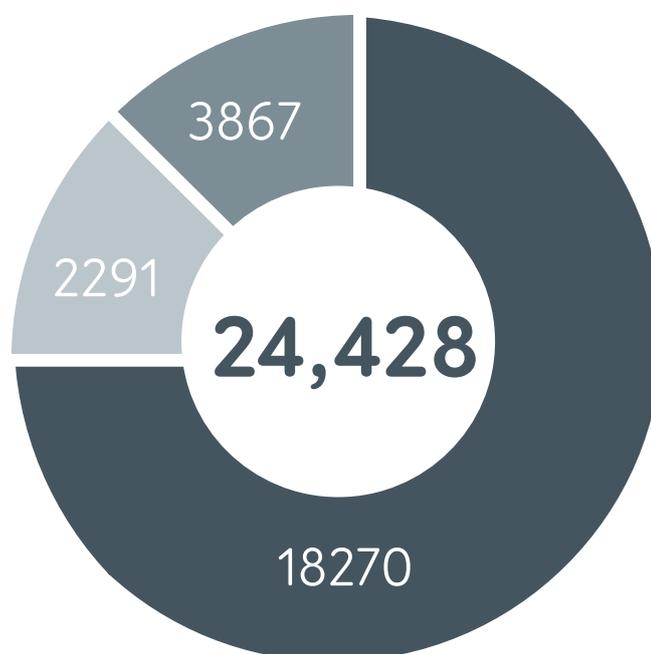
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# Service Performance

We are pleased to present our performance over the last year. Although referrals are slightly down on the year before (which continued an expected trend), the amount of activity across the service has increased:



2019 / 20



**18,270**  
contacts

(with a further 2,291 carer interactions and 3,867 provisions of information)

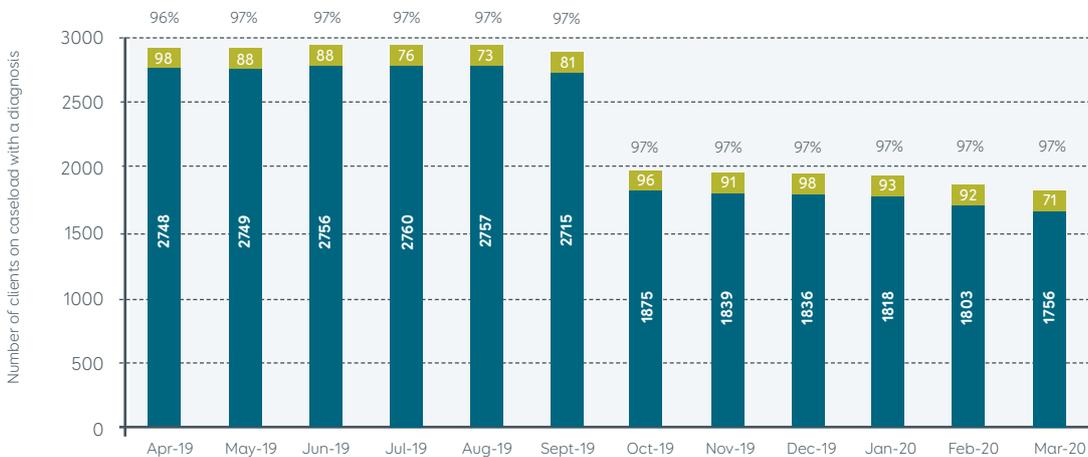
**1,330**  
new referrals

(down from 1,457 in March 2019)

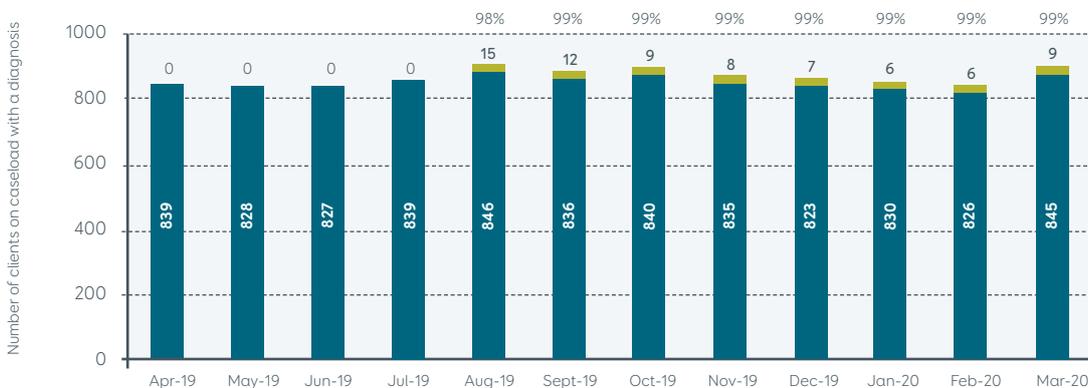
# Key Performance Indicators for 2018/19

## KPI 1a - People receive a timely and accurate diagnosis (Community)

We have maintained our consistent high rate of diagnoses at 97%. The remaining 3% are those undergoing further investigation to determine an accurate diagnosis. The reduction in October represents where we separated this KPI so that it reflects the community caseload. Those in Care Homes are below.

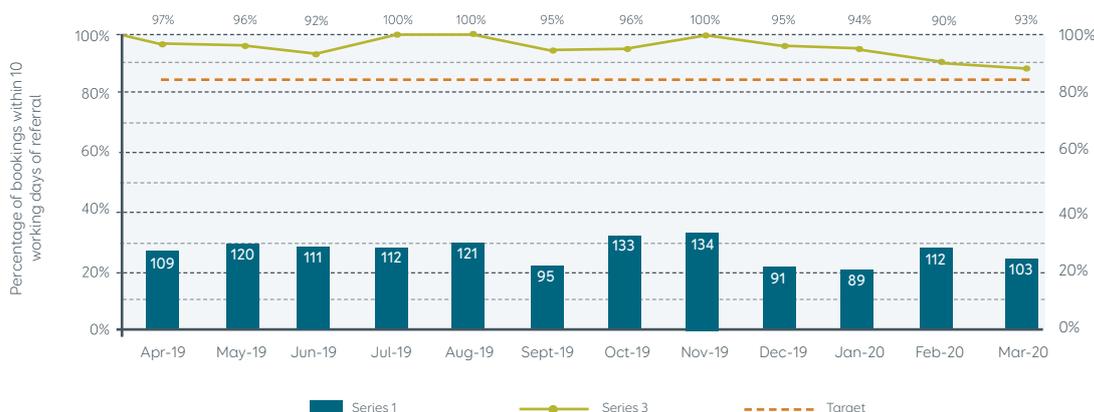


## KPI 1a - People receive a timely and accurate diagnosis (Care Home Liaison)



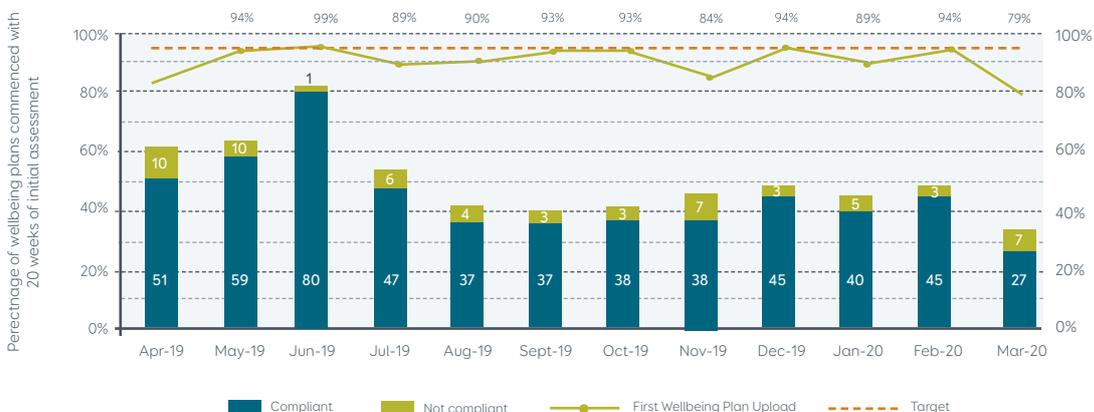
## KPI 2 - We don't have waiting lists to access our service

We continue to exceed our target to book an appointment within 10 working days following a referral, including some months at 100%. This graph also shows the referral rate at the bottom.



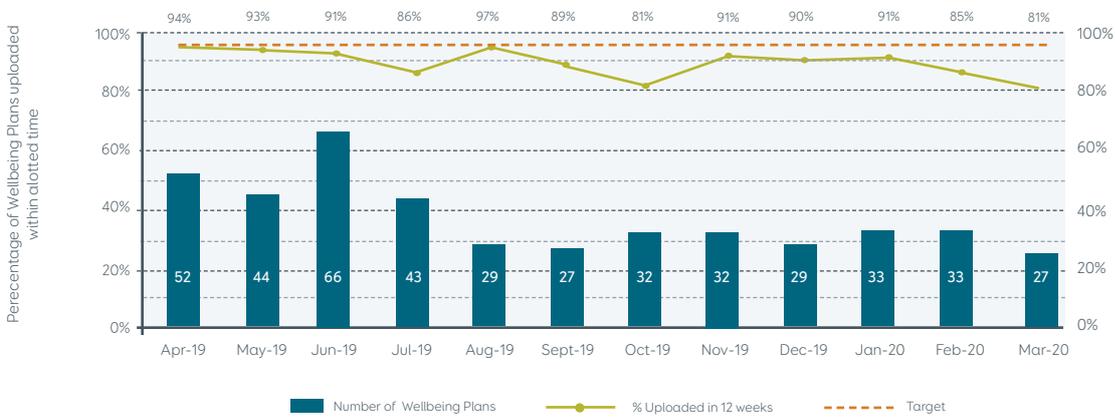
## KPI 3a - People's initial appointment outcomes are acknowledged at the earliest opportunity

This KPI measures either a wellbeing plan or initial assessment letter being sent within 20 working days of the first assessment meeting with a target of 90%. This has been reached in most months but deviations from one month to another are within confidence boundaries.



### KPI 3b: Everyone receives a timely and personalised Wellbeing Plan

Sometimes an individual’s Wellbeing Plan can take a little more time to complete, so this KPI ensures plans are completed within 12 weeks, setting a target of 95%. There are occasional exceptions (for example, if a plan is delayed whilst an individual is in hospital) which require longer to complete. These plans tell us what is important to the person now and in the future, and can be shared with their GP and others.

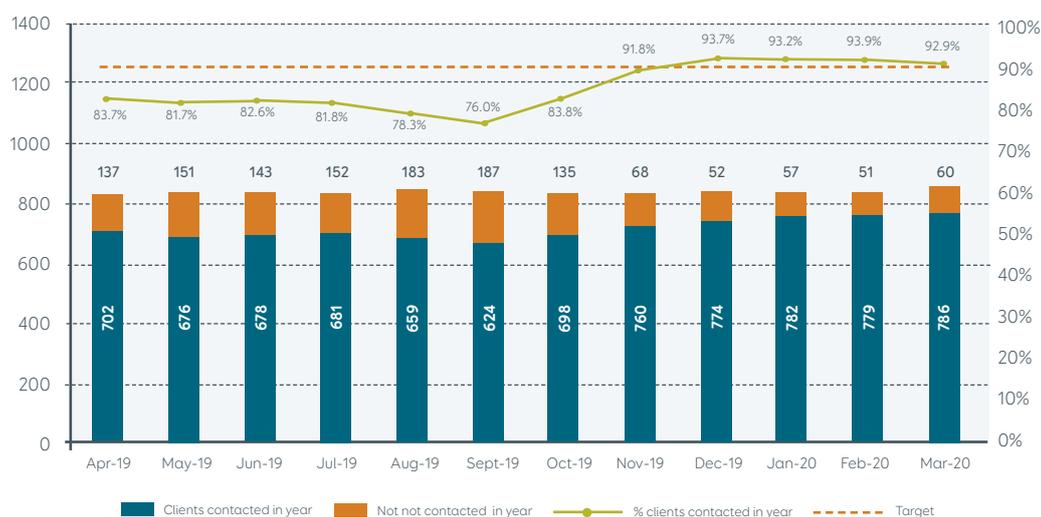


### KPI 3c: We keep in touch

We are pleased to show that almost all clients receive a contact (which can be a telephone review, or formal face-to-face appointment) at least once every six months. Even as our caseload grows, we are keeping in touch with the people we support.



And we keep in touch with people on our Care Home caseloads too!



## KPI 4: People have the opportunity to take part in research

We are committed to supporting people to access research opportunities and we have increased the number of people actively involved in studies over the past year.

Over the last year we have been involved in a number of research projects, promoting opportunities to those on our caseload, including:

### AD Genetics (DWS Site)

Cardiff University conducted study investigating genes related to Alzheimer's disease including service user interviews, memory test and blood samples, as well as carer interview. Target of 10 couples achieved. The service met its revised target due to the discontinuation of this study due to COVID-1

### Dementia with Lewy Bodies Genetics (DWS Site)

Additional strand of genetic research by the Cardiff Uni Team running the AD genetics study. At the point of research being discontinued due to COVID, service was on target to achieve its target.

### **GREAT-iP (Goal-Oriented Cognitive Rehabilitation in Early-Stage Alzheimer's and Related Dementias - in Practice) (DWS Site)**

- 4 DWS Practitioners were trained in cognitive rehabilitation.
- DWS target of 12 service user/carer couples recruited into study achieved.
- Consideration of how Cognitive Rehabilitation can be implemented within DWS working practice underway.

### **PriDem (Primary care led support in dementia: Developing best practice) (DWS Site)**

Newcastle Uni. study investigating development of evidence-based, person-centred models for future dementia care. Research activity included:

- 6 DWS staff involved in a focus group and 5 staff members interviewed
- 4 DWS staff shadowed ½ day by researchers, including Person with Dementia (PwD) carer visits and GP meetings.
- 3 PwD interviewed, and 3 Carers
- Interviews with 3 linked professionals to DWS (Admiral Nurse, Social Worker, Hospital Lead)
- 2 additional interviews with PwD & their carer

### **CUBOld (Continuous Behavioural Biomarkers of Cognitive Impairment) (DWS Participant Identification Centre (PIC))**

University of Bristol (UoB) led research with sensor technology (SPHERE) installed in participant's home to detect behavioural changes that may occur in PwD or MCI. Theory that analysing data from the technology will help prediction of behaviour and diagnosis of condition.

- 3 DWS service user consented to participate into study (so far only PwD in study)

### **BAME report by University of the West of England (DWS Service Evaluation)**

Rik Cheston (UWE) led evaluation comparing service experience of BAME people (from Caribbean, Chinese and South Asian communities) with dementia diagnosis and non-BAME equivalents.

- Evaluation considered various aspects of dementia pathway, including; diagnosis, cognitive assessments, medication, comorbidity, care support & risk assessments.
- Final report is awaiting publication.

## KPI 5: Carer assessments

We offer a full Carers 'Trusted Assessment' which is used by Bristol City Council's Integrated Carers Team who provide support plans/carers breaks. We have exceeded our 40% target of carers receiving either a new assessment or review in the last 12 months which is a fantastic achievement by the team.



# Your feedback

Your feedback is really important to us. It is only through listening to people who use our service that we can continue to develop as a service, learn from mistakes and meet people's needs. Our Focus on Dementia Network groups have continued to run every month across the city and we are exploring ways to run these groups online and over the phone in response to COVID-19 restrictions.



“ My experience with the dementia wellbeing service has been exceptional! I am able to contact them so easily for any problems

”

## Patient Advice & Liaison Service (PALS)

As part of our Dementia Pack, we provide a PALS leaflet for feedback, compliments and complaints.



We had **56 compliments** via PALS between April 2019 and March 2020.

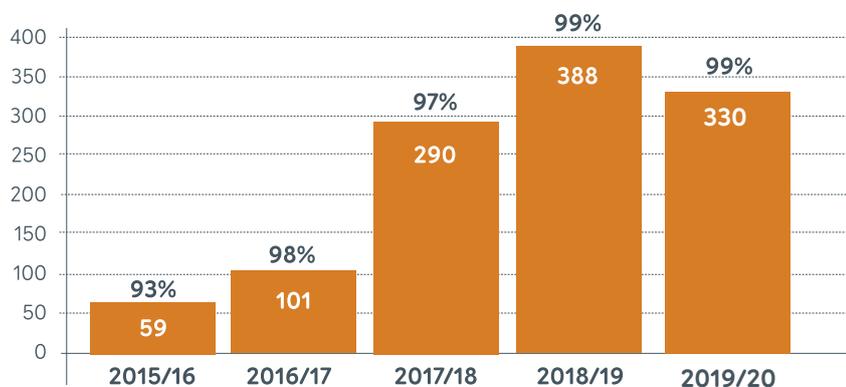


In this period we received **0 negative comments**

## Friends & Family

The Friends & Family Test gives quick feedback about the services we provide and helps us to make changes quickly where needed. The test measures both the rate of return and the satisfaction score achieved. Whilst we have received slightly fewer returns this year (330 down from 388 last year), this is still a significant consistent return and we are proud to report that over 99% of the returns have reported they are either likely or extremely likely to recommend our service.

Annual F&F returns





# Friends & Family Quotes



I was very happy with the visit from Dementia Practitioner. We had a long & beneficial conversation & she was able to help me with my questions & concerns regarding my condition. She also gave me some literature to study and I felt she was genuinely interested in my welfare at this difficult time. Your service is much appreciated.

.....  
service user

The Bristol Dementia Wellbeing Service have made us understand the illness that I have, and the possible journey that I will have. With the help and contact we can make this journey smoother, and always have the comfort of knowing there is always help at hand. Thank you

.....  
service user

Today I had a visit from [Carer Navigator] and I have been completely overwhelmed by all the things she has helped me with. Thank you so much.

.....  
carer

Every person I have seen has been most helpful. They are very knowledgeable and have helped me a great deal. Everyone has been very kind and understands our situation. We are very lucky to have the service in our area.

.....  
carer

The peace of mind to know that there is someone with the knowledge and support behind me just a phone call away. Thank you.

.....  
service user

Amazing service. [Carer Navigator] was so friendly, helpful and understanding. She gave me so much advice, support and empathy. I felt quite uplifted and hopeful for the future. It can feel lonely worrying about my Mum and all the decisions that need to be made. She helped me feel that we are doing all the right things, right now. Thank you for everything today.

.....  
carer

Dementia Wellbeing Service "10 out of 10". [Dementia Navigator] and her team are the first people I phone for everything when I need help with anything. "Brilliant" I would recommend your service to everybody, no matter what I ask for it is always done, the care is out of this world, I can't thank you enough, you are all my life line.



carer

The Dementia Navigators have been brilliant. The life history work was perfect for my grandparents, she got them really engaged and they were happy reminiscing. Also a really accessible service in harder times. Thank you.



carer

The support [my husband] and I have received since his diagnosis has been invaluable. It has helped a difficult time be easier. [Dementia Navigators] and [Dementia Practitioner] have really helped us walk this journey. I recommend this service already



carer

They were a constant and positive support for more than two years when there was nothing much else out there. Upbeat, forward looking, generous with time, ideas, things to stimulate my wife with, they made a dark time bearable and I count them as friends. Thank you



carer

It was extremely difficult to know what to do or where to turn when my mother was diagnosed + they really helped with Care Package + Advice. Helped my mother make good decisions and were there if we needed to know anything.



carer

The Wellbeing Service responded promptly at the GPs request and the representative won my mother's confidence prior to providing a helpful wellbeing plan



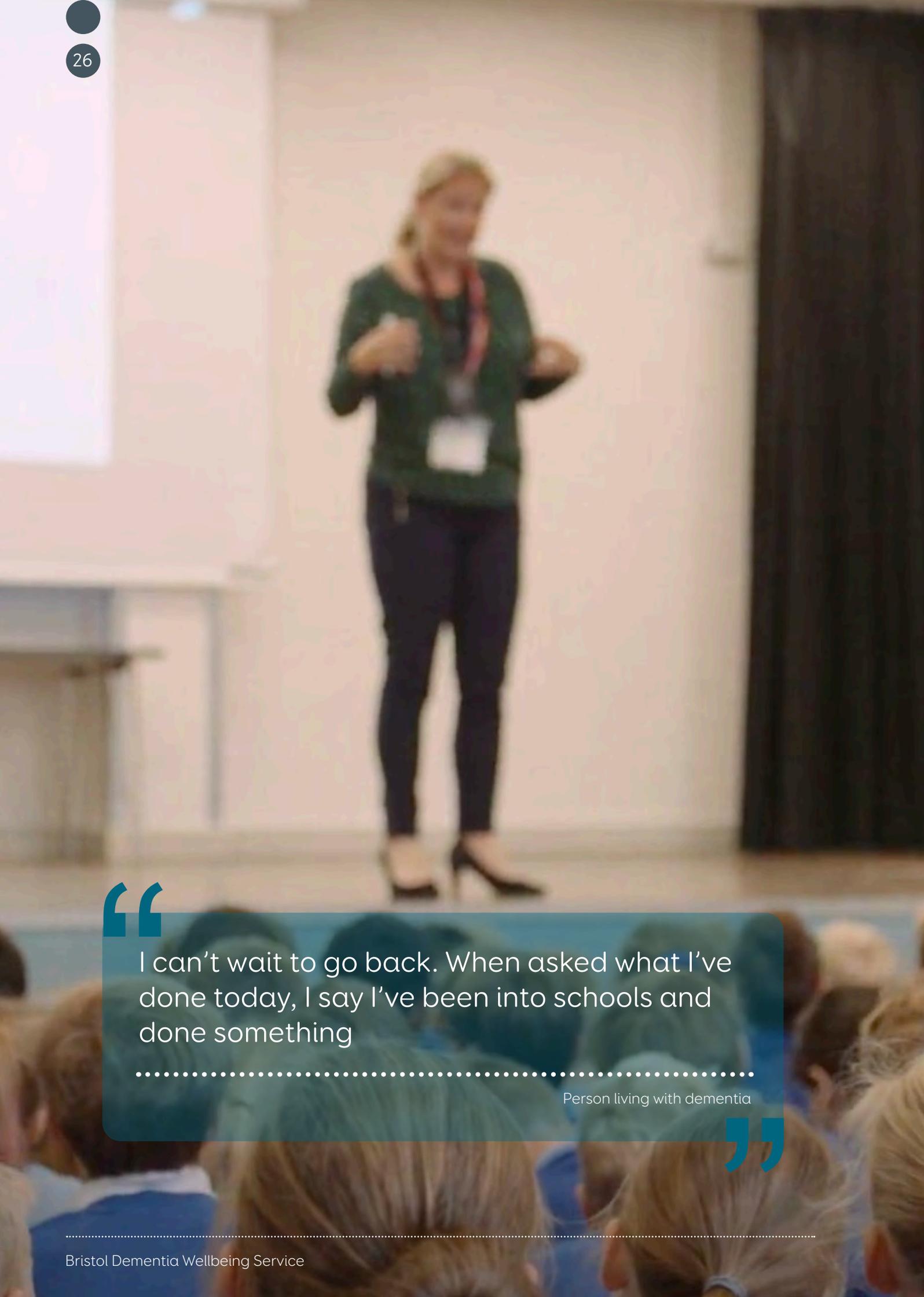
carer

I was extremely apprehensive before my carer's assessment, but I needn't have worried. It was a comfortable chat. I have been so impressed with every person I have met from the Dementia Wellbeing Service. Their knowledge, kindness and support is second to none



carer





“

I can't wait to go back. When asked what I've done today, I say I've been into schools and done something

.....

Person living with dementia

”

# Community Development

- Our Community Development Coordinators have continued to engage seldom-heard communities to raise awareness and understand the barriers communities may face in accessing services. In the last year there has been a focus on developing an enhanced model of Dementia Friends for organisations and community groups alongside delivery of dementia friendly awareness to GP Practices across the city.

## Dementia Education in Schools

- Our Education in schools project, led by one of our Community Development Coordinators, has continued to go from strength-to-strength, and has now delivered assemblies and Dementia Friends sessions reaching over 10,000 pupils across Bristol. An exciting project over the last year brought people living with dementia into the classroom, enabling pupils to have first-hand experience of interacting with people living with dementia with the opportunity to apply their knowledge, skills and understanding.
- Whilst there are models of dementia education in schools across the country, this project is innovative in bringing people living with dementia into the learning environment in a project co-produced with pupils. This has an influence on the wider school community, reducing stigma when engaging with people living with dementia. For example, pupils in one school produced a film based on their experiences of this project which was in turn shared with the wider pupil group – extending the reach of this intervention into wider communities including parents and families.
- In November 2019, Wansdyke Primary, one of the schools involved was recognised through being shortlisted at the Alzheimer’s Society Dementia Friendly Awards for ‘Youth Organisation of the Year’ as a result of its engagement with this project and its ongoing commitment to dementia education.
- The results of this project demonstrated improved positive attitudes and pupil confidence when interacting with people with dementia, alongside demonstrating increased purpose and wellbeing for the person living with dementia. This project will have a lasting impact beyond the service as children and young people are social influencers, with the ability to demonstrate positive values to the wider community, applying their learning to support Bristol becoming a dementia-friendly city.

## Side by Side

Our Side by Side service helps people with dementia to keep doing the things they love through the support of a volunteer. The service is highly flexible and is designed around the needs of people with dementia. We provide both face to face and telephone companionship to those who would like to be paired with a volunteer.

This year our team of volunteers have delivered over 1146 hours of Side by Side support, completing 443 face to face visits and 137 companionship telephone calls.

We have an in-house Side by Side Coordinator who manages the delivery and day to day running of the service. Activities include recruiting and training volunteers alongside meeting people with dementia, creating person centered plans and introducing them to the right volunteer.

The following case study came from a person with dementia whose volunteer has enabled her to go out in the community. Prior to the volunteers visits the lady hadn't left her home in over two years.

“

She [volunteer] is a lovely lady - did she tell you we went out in the car? It was delightful...

I used to know this area so well, lots has changed...

So many new houses...

It was sunny...

The trees looked beautiful...

I can't wait for her [volunteer] to visit again.

.....

”

## Our staff

(as at end of March 2020. Change compared to March 2018 data)

| Our Staff                           | TOTAL      | +/-       |
|-------------------------------------|------------|-----------|
| Consultant psychiatrist             | 2          | +1        |
| Clinicians/doctors                  | 3          | -1        |
| Clinical psychologist               | 2          | +1        |
| Assistant psychologist              | 1          | -         |
| Senior managers & clinical managers | 11         | -         |
| Dementia practitioner               | 35         | +2        |
| Dementia support managers           | 3          | -         |
| Dementia navigator                  | 30         | +2        |
| Dementia support workers            | 3          | -         |
| Practice leads (care home liaison)  | 1          | -         |
| Group activity support manager      | 1          | -         |
| Community development coordinators  | 4          | -         |
| Administration                      | 9          | +1        |
| Assistant research practitioner     | 1          | -         |
| <b>TOTAL</b>                        | <b>106</b> | <b>+8</b> |

\*denotes role out to recruitment

# Looking forward

## Priorities for 2020/21

### 1. Response to COVID-19

As above, over the next year we will continue to listen, engage with our commissioner and other partners to respond to changing needs. Our priority as ever is to support people to remain as well as possible, for as long as possible, in their own community.

We are actively working on initiatives to utilise technology in the delivery of the service, from virtual appointments to telephone interpretation.

We are also mindful of the impact of current changes on our staff, and have put in place a number of options for staff to access support during this time and into the future. It has been no surprise to us that our staff group remains so dedicated and passionate to support people living with dementia at this time, as well as being supportive of each other too.

The message for people living with dementia, their carers and families in Bristol is that we are still here for you.

## Where can I find out more?

- 1 : The Dementia Wellbeing Service has a website where you can find out more about what we do at:  
: [www.bristoldementiawellbeing.org](http://www.bristoldementiawellbeing.org)
- 2 : **Bristol Mental Health**  
: **Visit: [www.bristolmentalhealth.org](http://www.bristolmentalhealth.org)**
- 3 : **Devon Partnership NHS Trust**  
: **Visit: [www.dpt.nhs.uk](http://www.dpt.nhs.uk)**
- 4 : **Alzheimer's Society**  
: **Visit: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)**

However, if you need any advice on referral or have any general enquiries about the Dementia Wellbeing Service you can use our Access Point number.

You can contact the **Access Point** line on: **0117 904 5151**



[facebook.com/BristolDementia](https://facebook.com/BristolDementia)



@BristolDWS



You can find out more about the Dementia Wellbeing Service on our website:

[www.bristoldementiawellbeing.org](http://www.bristoldementiawellbeing.org)



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