

# Case Studies

The following paper highlights six case studies taken from **"Dementia 2014: A North East Perspective"**



**NORTH EAST  
DEMENTIA  
ALLIANCE**



Debbie J Smith and Peter Otter  
July 2014

# Dementia Collaboratives in the North East

*"Dementia Collaboratives present a fantastic opportunity to work in partnership on a shared vision across organisations to improve the overall experience for people with dementia and their families."*

**(Corinne Walsh Project Lead  
Stockton and Hartlepool  
Dementia Collaborative)**

Dementia Collaboratives in the North East aim to develop, implement and maintain large-scale system changes aimed at improving services for people living with dementia.

Collaboratives bring together key partners including acute trusts, clinical commissioners, mental health trusts and local authorities. Other partners include independent sector providers, the third sector, carers and people with dementia.

To deliver improvements Dementia Collaboratives have adopted the North East Transformation System, a lean methodology. This uses Rapid Process Improvement Workshops (RPIW) to review processes and develop improvements, for example removal of extra steps in a process seen as 'waste'. 3P (production, preparation, process) events have been used when developing new services for example, the development of the Halcyon LiveWell Dementia Hub in Thornaby.

This approach has allowed the Darlington Dementia Collaborative and the Stockton and Hartlepool Dementia Collaborative to achieve significant measurable results.



**The lead in time between identifying a person who may need continuing health care to completion of the Decision Support Tool meeting was reduced from a 10 days average to 8.3 days average, a 17% improvement.<sup>1</sup>**

The Stockton and Hartlepool Dementia Collaborative has a work programme until December 2014. The Darlington Collaborative focused on identifying how to carry forward the legacy of service improvements delivered through RPIWs. As of May 2014, South Tees is in the process of developing a Dementia Collaborative.

**For further information about the Stockton and Hartlepool Dementia Collaborative contact [corinne.walsh@nhs.net](mailto:corinne.walsh@nhs.net)**

<sup>1</sup>Christine Murphy (2013) North Tees Dementia Collaborative End of first year report September 2012 – September 2013 p.11 (unpublished)

## Gentoo - Healthwise Project

Gentoo, a large housing and support provider in Sunderland, has developed a case management system for people living with dementia. Called Healthwise, the computer-based information system allows frontline staff to input details of relevant call-outs and interactions with residents. The system enables Gentoo to flag up problems using an early warning system and refer people to other agencies at an early stage.

Gentoo has a Wellbeing Team, which deals with Healthwise referrals. The members of the Wellbeing Team have received training in dementia care and have been trained to complete basic cognition tests.

Through Healthwise, Gentoo aims to increase dementia diagnosis rates, raise awareness of dementia and support people with memory problems to remain in their own home for longer.

*"Mrs X was first referred to me by our Gas Control Team following an annual service visit. The engineer advised that Mrs X was burning paper on her gas fire. The dementia training helped me to recognise the signs of dementia and deal with Mrs X's behaviour following that initial visit. I referred the customer to Healthwise, which triggered a referral to our Wellbeing Service. The Wellbeing Team has been making regular visits to support Mrs X and has been liaising with social services, her GP and family. Since then Gentoo has arranged to replace the gas fire with an electric fire to prevent a crisis and has referred Mrs X to our befriending service."*

**(Neighbourhood Manager Gentoo Group)**



2014  
750

2029  
1,000

Gentoo estimates that around 750 of their customers currently live with dementia and predicts that this number will increase to more than 1,000 in 15 years. Through the use of Healthwise Gentoo is taking a proactive approach to identify and provide support to people with cognitive impairment.

Gentoo has eight Healthwise software licences, which it will share with other housing providers as part of the evaluation of the software and the Healthwise approach. The National Housing Federation is supporting Gentoo and other housing associations to roll out use of the software as an integrated approach to early intervention in dementia care in other areas of the North East.

**For further information about Healthwise contact [Lindsay.gibbins@gentoo.org.uk](mailto:Lindsay.gibbins@gentoo.org.uk)**

**For further information about the work of the National Housing Federation in relation to this project contact [lynne.livsey@housing.org.uk](mailto:lynne.livsey@housing.org.uk)**

## Smarter Homes for the Future - Stockton-On-Tees

*"The project... proved that relatively small changes can make a big difference to someone's peace of mind and independence, as well as alleviating some of the pressures on family members."*

**(Independent Homecare Manager)**

Working in partnership with Tees, Esk and Wear Valleys NHS Foundation Trust and local homecare agencies, Stockton Borough Council launched the 'Smarter Homes for the Future' pilot in 2011.

The project provided home care staff and other professionals with specialist dementia training so they would be able to advise people living with dementia about adaptations to make their homes more dementia friendly. Adaptations included the use of assistive technology, dementia-friendly design principles and effective utilisation of colour, contrast and clarity to support the person living with dementia to remain at home longer.

**Results of the 2012 project evaluation found there had been little or no deterioration in the clients' quality of life and cognition throughout the six month evaluation. In addition the implementation of 'Design for Living' principles and assistive technology resulted in a positive impact on the mental well-being of the clients and reduced pressure on family members.**



As of May 2014 a group has been established to mainstream the principles of the project through key social care and health partners.

**For further information contact [natalie.shaw@stockton.gov.uk](mailto:natalie.shaw@stockton.gov.uk)**

## Embracing difference - Dementia care for minority communities

*"Awareness and understanding of dementia are of crucial importance as this DVD superbly demonstrates."*

**(Professor Alistair Burns,  
National Clinical Director for  
Dementia for England)**

In spring 2013 the North East Dementia Alliance commissioned the theatre company Open Clasp to produce the DVD 'Embracing Difference: Dementia Care for Minority Communities'.

The DVD was produced as a training resource to enhance the quality of care and support provided for people living with dementia from minority communities.

The DVD features three scenes highlighting issues relating to the care of people living with dementia from Bangladeshi communities, Traveller communities and lesbian, gay, and bisexual communities.



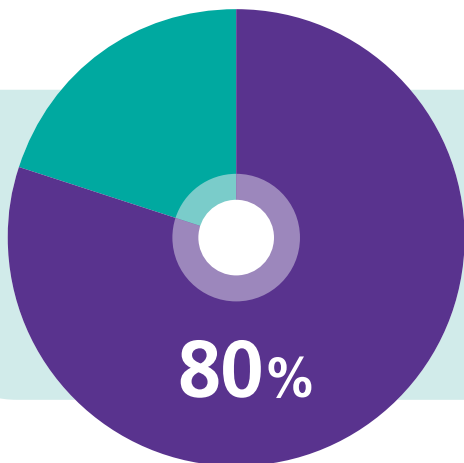


*"It [the DVD] makes some simple points on individuality very strongly. There is some particularly good learning in 'Flowers' (the care plan)."*

**(Director of Independent Consultancy)**

To ensure the DVD's content reflected the collective experiences of people living with dementia from minority communities, the script was informed by research conducted by Open Clasp's Artistic Director. This research included interviews with carers and care staff. The DVD was also informed by research previously conducted by the North East Dementia Alliance.

**The DVD is free to organisations in the North East. To order a copy please contact [NEDA@newcastle.ac.uk](mailto:NEDA@newcastle.ac.uk)**



**More than 900 copies of the DVD have been distributed free of charge in 2013 and 2014.**

**An independent evaluation of the DVD found that it was well received with 80% of respondents stating that it was a good learning tool with high artistic content.**

## Living Well with Dementia - participation and engagement programme

The North East Dementia Alliance commissioned a pilot programme aiming to empower people living with dementia and their carers to take control of their own care and support and influence service and policy development.

The pilot programme, which has been developed by the North of England Mental Health Development Unit and Karen Picking & Associates, takes place over four sessions. The pilot programme aims to support people living with dementia and their carers to develop the confidence and skills to shape services as well as increasing understanding of available services and how to develop a well-being plan.

Each person on the programme had their own learning objectives and was supported to achieve them.

*"It made me think more about how things could be improved and how other people have experienced other things."*

**(Participant on the first day of the living well with dementia programme)**



**The pilot's first cohort joined the programme in May 2014. This included 20 people who were carers or people with dementia. Links are being made between participants and strategy groups so that participants can influence future services.**

A second programme will run in the autumn of 2014, followed by an evaluation of the pilot programme. **For further information contact [paul.johnson@nemhdu.org.uk](mailto:paul.johnson@nemhdu.org.uk)**

# Northumbria University - working to become more dementia friendly

Northumbria University contributes to improved dementia care through a range of work, which it is bringing together to become a dementia friendly university.

**More than 400 student nurses have received Dementia Friends training.**



All pre-registration nursing students attend a Dementia Friends session<sup>2</sup>, with people living with dementia and carers participating in the University's taught programmes.

The University engages with a wide range of other organisations and holds information and development sessions during dementia awareness week. Sessions are open to students, staff and the wider community.

Northumbria University has also developed a spirituality and dementia resource, based on research and workshop findings.



**The University reached the final of the national 'Dementia Friendly Awards 2014'.**

Practice based research includes exploring the use of technologies and making sheltered accommodation environments more dementia friendly. With partners the University developed 'Jack and Jill and the Red Postbox;' a fictionalised stage performance. It relays research findings about living in the community with dementia. The play has been performed throughout North East England and appeared at the 2013 Edinburgh Fringe.

**For further information contact [isabel.quinn@northumbria.ac.uk](mailto:isabel.quinn@northumbria.ac.uk) or [sue.tiplady@northumbria.ac.uk](mailto:sue.tiplady@northumbria.ac.uk)**

<sup>2</sup><https://www.dementiafriends.org.uk/>

Special thanks to Meerkat Films & Open Clasp Theatre Company for selected images in this report.

## More information

Full and summary copies of the 'Dementia 2014: A North East Perspective' report by Debbie J Smith and Peter Otter can be downloaded from the Foundation's website at [www.nr-foundation.org.uk/resources/dementia-report](http://www.nr-foundation.org.uk/resources/dementia-report)

For more information about Northern Rock Foundation's work on dementia please contact Northern Rock Foundation at the address below.

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*"I will carry your stories with me throughout my nursing career and I hope to be the 'nurse' that has the time not only for her patients, but for her patients families/carers."*

**(Student nurse after attending a lecture delivered by a person living with dementia and a carer)**

*"The play allows the audience to see the impact of communicating with someone living with dementia, the difficulties that they may encounter and the consequences of certain interactions. It brings to life issues for family, friends and the community and serves as an effective training tool for professionals."*

**(Dr Cathy Bailey talking about 'Jack and Jill and the Red Postbox')**

