

WAMH in PC Wales Mental Health in Primary Care

WALES MENTAL HEALTH IN PRIMARY CARE

MANAGING DEMENTIA IN PRIMARY CARE TRAINING RESOURCE

FACILITATOR'S WORKBOOK

Acknowledgements:



Royal College of
General Practitioners

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**INSTRUCTIONS FOR RUNNING
THE WALES MENTAL HEALTH IN PRIMARY CARE
MANAGING DEMENTIA IN PRIMARY CARE
TRAINING RESOURCE**

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GENERAL INTRODUCTION

This training has been designed to support Primary Care Teams in delivering the best quality care to patients with dementia.

The training is designed to be facilitated by a member of staff. This can be a GP, practice manager or any other member of the team who wishes to take a lead.

The Facilitator will need to watch the video material on the DVD and read through this guide in preparation for the training. This will take about an hour.

Dementia is a difficult subject and preparation is the key to delivering this training in a way that is sensitive and effective.

The core training will last 2 hours and is aimed at the whole practice. There is additional training for clinical staff on Advance Care Planning and End of Life Care. This will take an additional 15 minutes.

At the end of the training, the team will have identified a number of key areas in which your practice can improve the delivery of dementia care.

Following the training session, the Facilitator will need to:

- Log the number of participants.
- Complete an evaluation of the training (**Appendix 2** in the Facilitator's Workbook).
- Gather suggestions for improvement into a Dementia Action Plan. (**Appendix 3** in the Facilitator's Workbook).

This information will be needed to complete the online questionnaire that will enable the practice to claim funding for the training. This can be found at <https://www.surveymonkey.com/s/JLV6ZR8>.

In addition to the video material, the training DVD includes copies of this **Facilitator's Workbook** and the **Staff Workbook**. The DVD also

includes a **Dementia Resource Book - Information and Signposting** (known as the 'Resource Book') and copies of three Public Health Wales (PHW) Quality Improvement Toolkits on Dementia.

The **Resource Book** includes additional material on each of the topics covered in the training. It lists relevant Read Codes and offers contact details for other sources of support and information.

These resources can be used during the training and in drawing up a Dementia Action Plan. They can also be used to support further learning within the practice team.

The PHW Toolkits are on the following topics:

- Dementia Management in Primary Care (**Toolkit 1**)
- Recognition, Assessment and Referral of Suspected Dementia in Primary Care (**Toolkit 2**)
- End of Life Care Review, Case Review Audit (**Toolkit 3**)

These resources, including the video material, are also available at www.wamhinpc.org.uk (dementia tab)

FACILITATOR'S INTRODUCTION

This training is very different from almost all other training about dementia, in two key ways. It is based primarily on the real experiences of patients and carers, and is also a team-based approach involving all the staff. Primary care has previous experience of group learning, and if run well and sensitively, it can be a real boost to staff morale and team understanding. It can also act as a catalyst for managing change.

We hope you can use this opportunity to make the training positive, educational and inclusive. It will be the case that some of the training may seem slightly peripheral to certain types of staff, and it will be your role also to make sure that staff do not switch off or think that it is all irrelevant to them, as there will be challenges and things to learn for all of your team.

The DVD contains all the training materials, including video and print materials. This Facilitator's Workbook will give you all the information you need to run the training successfully. You will need to view the DVD and read through this Workbook before delivering the training. You will also need to spend some time before the session setting up the room and the equipment.

During the training we would like all staff to make a note of issues they have identified, and ideas for change. At the back of each Staff Workbook are two pages to record feedback and ideas for change. (There is a copy of this form at the end of this Facilitator's Workbook - **Appendix 1**.) We would like you to complete an evaluation of the impact of the training. (**Appendix 2**) The ideas for change and evaluation will form the basis of a Dementia Action Plan (**Appendix 3**) for your practice.

RUNNING THE TRAINING

YOU WILL NEED:

- The Wales Mental Health in Primary Care Dementia DVD
- A DVD Player or Computer able to play the DVD
- A TV or other large screen (and speakers!) to watch the video clips
- A printout of the Staff Workbook for each member of staff attending. (Downloadable from the DVD and the WaMH in PC website www.wamhinpc.org.uk – dementia tab)
- Post-It notes and pens
- A flipchart or message board where you can put Post-It notes
- Sheets of A3 paper or lining paper, Bluetac and marker pens
- A log of all those who attend
- Printouts of the Resource Book to share

EQUIPMENT

You may play the DVD on either a DVD player or on a computer.

If you wish to use an NHS computer that has been migrated to a managed site, you will have to contact NWIS (NHS Wales Informatics Service) to request the download of a programme that will allow you to use /run DVDs. Check in advance.

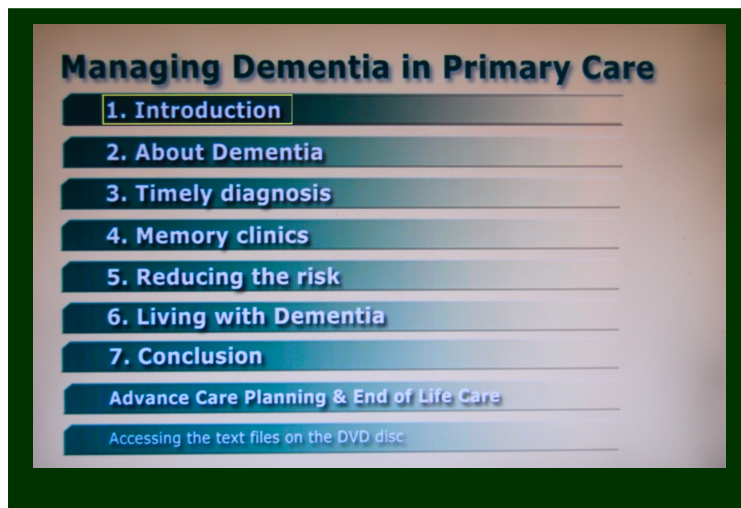
If you are using a computer to play the disc, make sure that its processor and graphics system are fast enough to play DVD video, as many aren't. You can tell whether there's a problem if the video is jerky or 'hangs', or if the sound goes out of sync. Often, even an inexpensive DVD player will do a better job of playing a DVD than a computer.

Make sure that everyone in the group will be able to hear the content. Laptop built-in speakers may not be loud enough.

Make sure the screen is large enough for all participants to read the on-screen text.

Having confidence in the equipment and the DVD will enable you to concentrate on running the training session.

THE ON-SCREEN MENU



The training package DVD is based around the onscreen menu. It is important that you make sure that you understand how to access the menu well before the training session begins as this is the only way of starting each section correctly.

Most DVD players will automatically open this menu when you insert the disc.

Some machines need to be set to 'Menu Play', so that they return to the menu after each section. If the player isn't in this mode, it might want to play on from one section into the next. If this happens, you will need to stop the machine manually when you see the onscreen instruction and

return it to the menu for the next section while the participants are engaged in group work.

During the group work, it is possible that your DVD player will go into 'standby' mode. Be ready for this and to find the menu again.

PLANNING

The training is meant for the whole practice team including nurses, receptionists, admin staff, health care assistants, GPs and others.

You can consider inviting members of your local Older Age Psychiatry team to the training to help improve lines of communication.

During the training you will split into groups and pairs for short discussions. You will need to plan how you do this. Groups should be small enough to encourage meaningful discussion (probably no more than 10 per group but this will depend on your surgery, how many staff you have and how much space you have available for group work!).

There may be benefits to splitting into groups such as Doctors, Nurses, reception staff etc. Or you may feel it better to mix everyone up so there are a broader set of view-points in every group.

What's important is that you decide before the training session starts how you want the groups to be split.

It may be helpful to have someone else manage the practicalities of stopping and starting the DVD to allow you to focus on getting the most out of the training. It is a good idea to appoint a 'scribe' to record the content of staff discussions.

OTHER RESOURCES

Print off enough copies of the Resource book to ensure that people can look at it during the training. (At least: one per discussion group.)

It includes a series of notes to support the learning in this training package, kindly provided by the experts who have contributed. These notes can be used for reference during the training or afterwards. You may find it helpful to read through them before the training begins.

The Resource Book also has lots of other useful information.

LEADING THE SESSION

Members of staff who participate in this training will have their own experiences of dementia. For some it may raise painful recollections or anxieties. Be prepared for this. The fact that you have already watched the DVD and read through the training material will give you enough information to answer any questions honestly before the training begins.

Through the course of the training, your role will be to lead the team, helping them to explore new ways of supporting patients with dementia and their carers.

By the end of the session, we would like you to have developed a broad view of what the whole team has learned and to have gathered practical ideas for change.

We hope that each practice will use this training to create a Dementia Action Plan and appoint a Dementia Lead responsible for taking the plan forward.

The Staff Workbooks have space for people to record their learning and a section to record their ideas for change. Staff should keep the workbook for reference.

The professional members of staff can use these documents and their reflections on the training as the basis for entries into their learning portfolios, and they will be able to claim at least 2 hours of learning.

You can print off a certificate confirming that staff attended the training, so they all have a record themselves. Blanks are provided on the DVD and WaMH in PC website: www.wamhinpc.org.uk (dementia tab).

AFTER THE TRAINING

After the training you'll be responsible for taking a log of everyone who attended the session. You can pass on any notes taken by the 'scribe' to the Dementia Lead.

Either the Facilitator or the Dementia Lead will need to complete a short web-based questionnaire. This can be found at:

<https://www.surveymonkey.com/s/JLV6ZR8> and should take no longer than 10 minutes to complete.

Having successfully completed this, a certificate to demonstrate that your practice has completed the training will be available from WaMH in PC.

This training has been developed to satisfy the requirements of the Welsh Mental Health DES and **having the completion certificate and attendance log** will enable you to claim the fee from your Health Board.

Do not forget the many resources that are available via the website and which are signposted in the workbooks.

EVALUATION

Although you are free to develop your own evaluation and plan, we have provided a template to use if you wish, in Appendix 2 & Appendix 3.

PROBLEMS

If you have any problems with any of the training contact Lesley Hills at lhills@rcgp.org.uk or phone 02920 504516

RUNNING ORDER

1. Dementia – Introduction
2. About Dementia
3. Timely Diagnosis
4. Memory Clinics
5. Reducing the Risk of Dementia
6. Living With Dementia
7. Conclusion

Clinical Staff Only - Advance Care Planning and End of Life Care

The DVD has 7 core sections and a further section aimed only at clinical staff. Most sections begin with comments from patients with dementia and their carers. These comments lead on to information from experts in dementia care.

At the end of each section the on-screen prompt **STOP THE DVD** will appear. The DVD should then reset to the menu.

After each section there is an individual or group activity described in the staff workbook. You will need to introduce the activity and make sure everyone understands what they're expected to do. These activities are timed. Keeping the activities running to time is important. Without good timekeeping, activities will overrun and you may run out of time to complete the training session. Durations for each section are included in the notes below.

To start the next section, just click on the next menu topic.

DELIVER THE TRAINING

INTRODUCTION

Once people are gathered and settled you may read out the information below or put it into your own words.

1. THE AIM OF THIS TRAINING IS TO GENERATE IDEAS THAT WILL IMPROVE THE CARE PROVIDED FOR PATIENTS WITH DEMENTIA AND THEIR CARERS.
2. IN ALL PRACTICES THERE ARE LIKELY TO BE SOME MEMBERS OF STAFF FOR WHOM THIS IS A DISTRESSING SUBJECT.
3. EVEN THOUGH THE MATERIAL IS DIFFICULT, IT IS IMPORTANT.
4. THIS TRAINING IS BASED ON FEEDBACK FROM PATIENTS AND CARERS AS THEY WANT **ALL** STAFF TO UNDERSTAND DEMENTIA BETTER, AS **ALL** STAFF HAVE AN IMPACT ON ASPECTS OF DEMENTIA CARE.
5. THE IDEAS GENERATED BY PRACTICE STAFF DURING THIS TRAINING WILL BE USED TO CREATE A DEMENTIA ACTION PLAN FOR THIS PRACTICE, AND TO IMPROVE THE CARE WE PROVIDE FOR PEOPLE WITH DEMENTIA AND THEIR LOVED ONES.
6. IF DEMENTIA IS A SUBJECT THAT IS PARTICULARLY PAINFUL FOR YOU, PLEASE MAKE SURE THAT YOU HAVE THE SUPPORT YOU NEED DURING AND AFTER THIS TRAINING SESSION.
7. DOES ANYONE HAVE ANY QUESTIONS?

RUNNING THE TRAINING

SECTION 1 – Dementia Introduction (Staff Workbook – Page 4)

FACILITATOR'S INSTRUCTIONS

1. ASK STAFF TO TURN TO PAGE 4 IN THEIR WORKBOOK
2. PLAY SECTION 1 OF THE DVD
3. ASK STAFF TO WRITE A WORD OR PHRASE THAT DESCRIBES WHAT DEMENTIA MEANS TO THEM ON A POST-IT NOTE
4. ASK STAFF TO READ OUT WHAT THEY HAVE WRITTEN TO THE WHOLE GROUP
5. REFLECT ON ANY THEMES - THEY ARE LIKELY TO BE NEGATIVE.
6. ASK A MEMBER OF STAFF TO PUT ALL THE POST-ITS UP ON THE WALL OR ON A FLIPCHART PAGE

VIDEO: 1 MINUTE 6 SECONDS

ACTIVITY: 5 MINUTES

TOTAL DUR: 6 MINUTES

THIS IS THE INSTRUCTION IN THE STAFF WORKBOOK

INDIVIDUAL ACTIVITYY

- On Post-It notes, write down any words or phrases that describe how you think or feel about dementia.

- Share what you have written with the rest of the group

NOTES:

Section 1 of the DVD is a brief introduction about the ideas behind the training from Dr Mark Boulter GP, Chair of WaMH in PC.

After the activity, find somewhere to display the Post-Its as you will come back to these again at the end.

SECTION 2 – About Dementia (Staff Workbook – Page 5)

FACILITATOR'S INSTRUCTIONS

1. ASK STAFF TO TURN TO PAGE 5 IN THEIR WORKBOOK
2. PLAY SECTION 2 OF THE DVD
3. ASK STAFF TO BREAK UP INTO SMALL GROUPS
4. ASK STAFF TO DISCUSS THE CASE STUDY AND ANSWER THE TWO QUESTIONS – **ALLOW 5 MINUTES** FOR THE DISCUSSION
5. ASK EACH SMALL GROUP TO FEEDBACK THEIR DISCUSSION TO THE REST OF THE GROUP – **ALLOW 4 MINUTES** FOR THE FEEDBACK

VIDEO: 5 MINUTES 42 SECONDS

ACTIVITY: 5 MINUTES & 4 MINUTES

TOTAL DUR: 15 MINUTES

THIS IS THE INSTRUCTION IN THE STAFF WORKBOOK

SMALL GROUP WORK - CASE STUDY

- Miss Jones is a retired headmistress, living alone. Her nearest relative is her niece, who visits infrequently from Birmingham. Sometimes Miss Jones drives to see her.
- Miss Jones has had good health, except for a need to take thyroid replacement hormone and anti-hypertensive medication for high blood pressure.
- She phones the surgery asking for a repeat prescription and you see that she had already collected one two weeks ago.

Q1. What difficulties do you foresee in managing this?

Q2. What should you do?

NOTES:

Section 2, DVD begins with comments from patients and carers. Then, Professor Antony Bayer, Professor of Geriatric Medicine, answers some questions about dementia.

SECTION 3 – Timely Diagnosis (Staff Workbook – Page 6)

FACILITATOR’S INSTRUCTIONS

1. ASK STAFF TO TURN TO PAGE 6 OF THEIR WORKBOOK
2. PLAY SECTION 3 OF THE DVD
3. ASK STAFF TO DISCUSS THE CASE STUDY IN THEIR SMALL GROUPS –
ALLOW 5 MINUTES FOR THE DISCUSSION
4. ASK EACH GROUP TO SHARE THEIR DISCUSSION WITH THE REST OF THE
GROUP – **ALLOW 3 MINUTES** FOR THE FEEDBACK

VIDEO: 6 MINUTES 30 SECONDS

ACTIVITY: 5 MINUTES & 3 MINUTES

TOTAL DUR: 15 MINUTES

THIS IS THE INSTRUCTION IN THE STAFF WORKBOOK

SMALL GROUP WORK – CASE STUDY

- Miss Jones has seen the Doctor as she is worried about her memory.
- She has had some blood tests done and has been referred to the memory clinic for assessment.
- A letter comes back from the clinic saying that she has mild dementia probably due to Alzheimer’s disease.

Q1. What can you as a practice team do at this point?

Q2. Consider all the roles and workers within your practice and what parts they can play?

NOTES:

This section begins with comments from patients and carers. Then, Dr Alison Neisser Locum GP, explains the importance of timely diagnosis.

SECTION 4 – Memory Clinics (Staff Workbook - page 7)

FACILITATOR'S INSTRUCTIONS

1. ASK STAFF TO TURN TO PAGE 7 IN THEIR WORKBOOK
2. PLAY SECTION 4 OF THE DVD
3. ASK STAFF TO DISCUSS HOW THE PRACTICE CURRENTLY DEALS WITH PATIENTS WITH A DIAGNOSIS OF DEMENTIA AND TO IDENTIFY 5 THINGS THE PRACTICE DOES WELL – **ALLOW 3 MINUTES**
4. ASK THEM TO WRITE THESE 5 THINGS IN THEIR WORKBOOK
5. ASK EACH GROUP TO FEEDBACK WHAT THEY THINK THE PRACTICE DOES WELL – **ALLOW 3 MINUTES**
6. ASK A MEMBER OF STAFF TO ACT AS SCRIBE AND NOTE IDEAS ON A 3 PAPER.
7. INTRODUCE THE RESOURCE BOOKS
8. ASK EACH GROUP TO COME UP WITH 3 WAYS THE PRACTICE COULD IMPROVE THE SUPPORT YOU OFFER TO PATIENTS WITH DEMENTIA AND THEIR CARERS. ASK STAFF TO WRITE THESE IDEAS IN THEIR WORKBOOK – **ALLOW 6 MINUTES**
9. ASK EACH GROUP TO FEEDBACK THEIR IDEAS FOR IMPROVING DEMENTIA CARE IN THE PRACTICE – **ALLOW 3 MINUTES**
10. THE SCRIBE SHOULD RECORD THESE IDEAS FOR CHANGE

VIDEO: 5 MINUTES 40 SECONDS

ACTIVITIES: 3 / 3 / 6 / 3 MINUTES

TOTAL DUR: 21 MINUTES

THIS IS THE INSTRUCTION IN THE STAFF WORKBOOK

SMALL GROUP WORK – DISCUSSION

- Discuss how your practice currently deals with patients with a diagnosis of dementia.
- Identify 5 things you already do well. Write them in your workbook
- Think of 3 changes you could make in your practice to improve support to patients with Dementia and their carers. Write them in your workbook.
- Discuss how would you make those changes

NOTES:

Section 4, DVD begins with comments from patients and carers about their experience of memory clinics. Then, Professor Bayer, Professor of Geriatric Medicine explains the role of the memory clinic.

The activities in this section are a really important part of the training, as they allow people to think about what they already do well, and what they could do to improve the care offered to patients with dementia, and to their carers.

You will need to lead this activity in a way that helps all the staff contribute their ideas, and that allows for honest discussion about how to make change happen.

Help people to focus on what you can do as a team, and what they can do as individuals. Don't let the discussion get bogged down on obstacles.

This is a good moment to invite staff to look at the Resource Book as it contains lots of information that will spark new ideas.

You will come back to the ideas discussed in this section after watching the DVD in Section 7. Make sure that ideas are gathered and recorded on flipchart paper by the 'scribe'.

SECTION 5 – Reducing the Risk of Dementia (Staff Workbook – Page 8)

FACILITATOR’S INSTRUCTIONS

1. ASK STAFF TO TURN TO PAGE 8 IN THEIR WORKBOOK
2. PLAY SECTION 5 OF THE DVD
3. ASK STAFF TO DISCUSS HOW TO HELP ONE OF THE THREE PATIENT GROUPS TO STAY HEALTHY – **ALLOW 8 MINUTES**
4. ASK THE SMALL GROUPS TO FEEDBACK – **ALLOW 3 MINUTES**
5. ASK A MEMBER OF STAFF TO ACT AS A SCRIBE

VIDEO: 5 MINUTES 51 SECONDS

ACTIVITY: 8 & 3 MINUTES

TOTAL DUR: 17 MINUTES

THIS IS THE INSTRUCTION IN THE STAFF WORKBOOK

SMALL GROUP WORK – choose one patient group

What can your practice do as a team?

- To help older people, or people who are worried about their memory to stay healthy
- To help promote healthy life style choices and help prevent dementia
- To help carers and people with dementia lead a healthy lifestyle

NOTES:

Reducing the risk of dementia is an important new aspect of dementia care.

Section 5, DVD begins with comments from Phill Chick, Mental Health Development Lead for Wales, PHW, an expert in Healthy Living. It is followed by some comments from patients and carers.

SECTION 6 – Living with Dementia (Staff Workbook – Page 9)

FACILITATOR'S INSTRUCTIONS

1. ASK STAFF TO TURN TO PAGE 9 IN THEIR WORKBOOK
2. PLAY SECTION 6 OF THE DVD
3. ASK PEOPLE TO MAKE A LIST IN THEIR WORKBOOK OF LOCAL DEMENTIA SERVICES
4. ASK PEOPLE TO LIST ANY SERVICES THEY THINK PEOPLE WITH DEMENTIA OR THEIR CARERS MAY FIND USEFUL – **ALLOW 3 MINUTES**
5. ASK EACH INDIVIDUAL TO FEEDBACK – **ALLOW 2 MINUTES**
6. ASK A MEMBER OF STAFF TO ACT AS A SCRIBE WRITING THE INFORMATION IN THE RESOURCE BOOKS

VIDEO: 3 MINUTES 55 SECONDS

ACTIVITY: 5 MINUTES

TOTAL DUR: 9 MINUTES

THIS IS THE INSTRUCTION IN THE STAFF WORKBOOK

INDIVIDUAL WORK

- Name any organisations or services available in your area for people with dementia, or their carers.
- Name any services you think people with dementia or their carers may find useful.

NOTES:

Section 6, DVD begins with comments from Dr Mark Boulter GP, about the need for Primary Care to work alongside other agencies. This is followed by some comments about what people with dementia want, from Sue Phelps, Director of the Alzheimer's Society in Wales.

This section is an important way of sharing information about available services and gathering them in the Resource Book for future reference.

SECTION 7 – Conclusion (Staff Workbook – Page 10)

THIS SECTION IS IN TWO PARTS

FACILITATOR'S INSTRUCTIONS

PART ONE

1. ASK STAFF TO TURN TO PAGE 10 IN THEIR WORKBOOK
2. REMIND STAFF THAT THE IDEAS THEY COME UP WITH IN THIS TRAINING SESSION WILL BE USED TO CREATE A DEMENTIA ACTION PLAN FOR THE PRACTICE
3. PLAY SECTION 7 OF THE DVD
4. ASK THE SCRIBE TO READ OUT THE IDEAS FROM EARLIER IN THE TRAINING ABOUT IMPROVING DEMENTIA CARE IN THE PRACTICE
5. IN GROUPS, ASK THE STAFF TO DISCUSS ANY OTHER WAYS IN WHICH THE PRACTICE CAN IMPROVE THE CARE IT PROVIDES FOR PATIENTS WITH DEMENTIA, OR THEIR CARERS – **ALLOW 5 MINUTES**
6. REMIND PEOPLE OF THE INFORMATION IN THE RESOURCE BOOK
7. ASK EACH GROUP TO FEEDBACK – **ALLOW 7 MINUTES**
8. ASK THE SCRIBE TO RECORD THESE IDEAS AS THEY ARE SUGGESTED AND DISCUSSED
9. ASK STAFF TO WRITE IN THEIR WORKBOOK THE TWO IDEAS THAT THEY PERSONALLY THINK ARE MOST IMPORTANT FOR IMPROVING DEMENTIA CARE IN THE PRACTICE – **ALLOW 2 MINUTES**
10. ASK EACH MEMBER OF STAFF FOR THEIR TWO IDEAS
11. IN TURN DISCUSS EACH IDEA, DISCUSS OBSTACLES THAT MAY NEED TO BE OVERCOME. WHERE THE TEAM AGREE THAT AN IDEA IS VALUABLE, AGREE A PLAN FOR CHANGE, INCLUDING WHO WILL BE RESPONSIBLE FOR PUTTING THE PLAN INTO ACTION. **ALLOW 7 MINUTES**
12. ASK THE SCRIBE TO RECORD THESE DISCUSSIONS
13. ROUND UP BY SUMARISING YOUR PLANS FOR IMPROVING THE WAY YOUR PRACTICE DELIVERS DEMENTIA CARE
14. REMIND STAFF THAT THESE IDEAS WILL BECOME PART OF A DEMENTIA ACTION PLAN

FACILITATOR'S INSTRUCTIONS CONTINUED

PART ONE DURATIONS

VIDEO: 6 MINUTES 48 SECONDS

ACTIVITIES: 5 / 7 / 2 / 7 MINUTES

TOTAL DUR: 28 MINUTES

THESE ARE THE INSTRUCTIONS IN THE STAFF WORKBOOK

SMALL GROUP WORK

- Adding to the ideas you came up with earlier, discuss any ways in which the practice can improve the care provided to patients with dementia. Draw on everything you have learned during the training.
- As individuals, choose the two ideas that you personally think are the most important for improving the dementia care provided within your practice. Write them in your workbook.
- As a whole group, discuss each idea that has been identified as an important way to improve dementia care. Discuss how each idea can be put into practice, and how any obstacles can be overcome.
- For each idea, agree a plan for change including who will be responsible for what.
- These plans will form the basis of the practice Dementia Action Plan.

NOTES:

Section 7 is in two parts. Part 1 concludes the main part of the training. It draws together all the things people have learned and offers a framework for change. The DVD begins with a summary from each of the experts who have contributed to the DVD. Then patients and carers summarise their experience of Dementia. It focuses on what you as a Primary Care team can do to raise the level of dementia diagnosis and care.

Part 2 allows people to reflect on their learning, and any change in their perception of dementia.

PART 2

1. THIS IS THE FINAL PART OF THE TRAINING FOR THE WHOLE TEAM
2. ASK PEOPLE TO LOOK BACK AT THE POST-IT NOTES THEY WROTE AT THE BEGINNING OF THE SESSION
3. ASK PEOPLE TO WRITE ON ANOTHER POST IT ANYTHING THEY WOULD ADD OR CHANGE ABOUT THEIR ORIGINAL POST-IT
4. ASK PEOPLE TO SHARE THEIR NEW POST-ITS WITH THE REST OF THE GROUP
5. SUM UP ANY CHANGES THAT YOU NOTICE IN PEOPLE'S RESPONSES
6. ALLOW TIME FOR REFLECTIONS FROM THE TEAM
7. THE MAIN PART OF THE TRAINING IS NOW OVER.
8. LET PEOPLE KNOW THAT THE CLINICAL MEMBERS OF THE TEAM WILL BE COMPLETING A FURTHER SECTION OF TRAINING THAT IS ABOUT THE FINAL STAGES OF DEMENTIA
9. REMIND PEOPLE THAT THERE ARE LOTS OF DEMENTIA RESOURCES IN THE RESOURCE BOOK, AND ONLINE AT WALES MENTAL HEALTH IN PRIMARY CARE WEBSITE @ www.wamhinpc.org.uk
10. THANK PEOPLE FOR THEIR PARTICIPATION

VIDEO: 0 MINUTES

ACTIVITIES: 7 MINUTES

TOTAL DURATION: 7 MINUTES

THIS IS THE INSTRUCTION IN THE STAFF WORKBOOK

INDIVIDUAL WORK

- Write on a Post-It note any words or phrases about dementia that have occurred to you in the course of this training or that occur to you now.
- Add your Post-Its to the ones gathered at the beginning of the session.

Section 7 Part 2

This section enables you to draw the main part of the training to a close.

When people have written their second Post-It, you will need to draw together all the issues and ideas for improvement that have been discussed during the whole training session.

If the Dementia Lead is not facilitating the training, now is a good time to let the staff know who will be responsible for the creation of the Dementia Action Plan and for leading the changes that you want to put in place.

When you thank people for their participation, acknowledge the difficulty of the work you have all done together. Remind them of the importance of the training and its purpose - to improve the way that people with dementia and their carers are supported by your practice.

You may need to encourage people to leave the room so that you or a colleague can begin the training on Advance Care Planning and End of Life Care for clinical staff.

Advance Care Planning and End of Life Care (Staff Workbook – Page 11)

This section of the training is intended for clinical staff only.

FACILITATOR'S INSTRUCTIONS

1. REMIND STAFF OF THE IMPORTANCE OF THIS ASPECT OF DEMENTIA CARE. (SEE THE NOTES BELOW.)
2. ASK STAFF TO TURN TO PAGE 11 IN THEIR WORKBOOK
3. PLAY THE FINAL SECTION OF THE DVD – ADVANCE CARE PLANNING & END OF LIFE CARE
4. SPLIT THE GROUP INTO TWO AND ASK PEOPLE TO DISCUSS

EITHER

A PATIENT'S PREFERENCES FOR CARE

OR

HOW TO RECOGNISE THE END STAGE OF A PATIENT'S LIFE – **ALLOW 7 MINUTES**

5. OFFER EACH GROUP A COPY OF THE RESOURCE BOOK TO INFORM THEIR DISCUSSION
6. ASK PEOPLE TO FEED BACK INCLUDING IDEAS FOR CHANGE THAT CAN BE ADDED TO THE DEMENTIA ACTION PLAN – **ALLOW 3 MINUTES**
7. ASK A MEMBER OF STAFF TO ACT AS A SCRIBE
8. DRAW THE DISCUSSION TO A CLOSE
9. THANK PEOPLE FOR THEIR PARTICIPATION, ACKNOWLEDGING THE DIFFICULTY OF THE WORK THEY HAVE DONE

VIDEO: 4 MINUTES 19 SECONDS

ACTIVITY: 7 & 3 MINUTES

TOTAL DUR: 15 MINUTES

THIS IS THE INSTRUCTION IN THE STAFF WORKBOOK

SMALL GROUP WORK

EITHER

In your group discuss what kind of information it might be useful to record about a patient's preferences for care.

- When and where might this information be recorded?
- Who should have access to this information?

OR

In your group discuss what signs indicate that a patient may be nearing the end of his or her life.

- What actions should be taken?
- Who is responsible for these actions?
- What can the practice do to improve Advance Care Planning and End of Life Care?

NOTES:

This section of the training is extremely important as both Advance Care Planning and recognising the terminal phase of a patient's illness are critical in delivering the best quality care for patients and their loved ones.

Both Advance Care Planning and recognising the end of a patient's life present many challenges for health care professionals.

The DVD begins with comments from patients and carers about planning for the end of their life, or the life of their loved one. It is followed by some information from Dr Helen Herbert, GP from Aberaeron, about Advance Care Planning and End of Life Care.

The Resource Book has a section on Advance Care Planning and End of Life Care. It also has links to further resources on palliative care, advance directives etc.

Draw the attention of clinical staff to the 3 PHW Toolkits included on the DVD. One of them is about End of Life Care.

IT'S FINISHED! BUT YOU'RE NOT QUITE...

Don't forget to make a log of everyone who attended the training.

Collect any materials that may be of value to the person who will lead the creation of the Dementia Action Plan.

EVALUATION & COMPLETION

Although you can develop your own Evaluation and Dementia Action Plan, we have provided you with a template to use if you wish in **Appendix 2** and **Appendix 3**

These will be helpful in filling in the online completion questionnaire.

Following the training, the Facilitator or Dementia Lead will need to complete a short web-based questionnaire. This can be found at: <https://www.surveymonkey.com/s/JLV6ZR8> and should take no more than 10 minutes.

Having successfully completed this you will then be provided with a certificate by WaMH in PC to demonstrate that your practice has completed the training.

This training has been developed to satisfy the requirements of the Welsh Mental Health DES and **having the completion certificate and attendance log** will enable you to claim the fee from your Health Board

PROBLEMS

If you have any problems with any of the training contact Lesley Hills at lhills@rcgp.org.uk or phone 02920 504516

THIS APPEARS IN THE STAFF WORKBOOK

APPENDIX 1 – STAFF FEEDBACK FORM

	THINGS WE DO WELL
1	
2	
3	
4	
5	

THINGS WE COULD DO BETTER

	ISSUE RAISED / IDEAS FOR IMPROVEMENTS	WHAT OBSTACLES WILL NEED TO BE OVERCOME?	WHAT SOLUTIONS CAN YOU FIND?
1			
2			
3			
<p>BELOW CHOOSE THE TWO MOST IMPORTANT CHANGES THE PRACTICE CAN MAKE AND SUGGEST HOW THEY CAN BE PUT INTO ACTION</p>			

APPENDIX 2

EVALUATION OF TRAINING

1. What changes in perception about dementia was demonstrated by the Post-It note exercise?
2. What key issues did the staff collect?
3. What solutions had they found themselves?
4. What barriers had they predicted?
5. What plans have you made to improve your service to patients with dementia and their carers?
6. How will you know that these changes will have worked?
7. Will you use the Toolkits/Audits supplied?

APPENDIX 3 – Template for Dementia Action Plan

							What changes can you implement
							How will they help
							How will you know they are working
							When you will implement the change
							Who will do the implementation?