



WaMH in PC Wales Mental Health in Primary Care

# WALES MENTAL HEALTH IN PRIMARY CARE

## MANAGING DEMENTIA IN PRIMARY CARE TRAINING RESOURCE

### STAFF WORKBOOK

#### Acknowledgements:



Royal College of  
General Practitioners

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# **THE WALES MENTAL HEALTH IN PRIMARY CARE MANAGING DEMENTIA IN PRIMARY CARE TRAINING RESOURCE - STAFF WORKBOOK**

## **INTRODUCTION**

Dementia is a hugely important topic for all practice staff. Our population is getting older and dementia will be getting more common in our communities. It puts a huge strain on families and carers and is one of the biggest worries for people over 65.

We all need to help develop services that support people with dementia, and their carers.

This training has been developed with the Alzheimer's Society and many others to help you think about what you and your colleagues can do to improve the quality of care received by dementia patients. It is aimed at all members of staff as we all have a part to play. Part of the training will involve breaking into small groups to discuss aspects of dementia care and we hope that all of you will feel that you have a voice in these groups. Many of you will have had first-hand experience of dementia through family members, friends and neighbours, or through work.

At the end it is important that you all decide what you have learned, what you can change in your practice and how you can start the process of creating change. This training is not just about information and learning, it is about thinking and generating change, it is about practical solutions not just facts, and it is meant to help us to see Dementia in a new way.

The training is based on a DVD and will be led by a member of the practice team. It will last for about two – two and a quarter hours. Use your workbook to keep a note of your thoughts and learning.

If you are interested in learning more about dementia care, please consider taking a lead in helping your practice develop a Dementia Action Plan.

There are lots of useful resources provided as part of this training package in the accompanying **Dementia Resource Book – Information and Signposting** (known as the 'Resource Book'). The Resource Book and training materials can be downloaded via the WaMH in PC website [www.wamhinpc.org.uk](http://www.wamhinpc.org.uk) (dementia tab).

**If dementia is an illness that has directly affected you, please make sure that you have the support you need, both during and after this training.**

## **THE TRAINING**

### **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

## **DVD SECTION 1 - INTRODUCTION**

### **INDIVIDUAL ACTIVITY**

- 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:

## **DVD SECTION 2 – ABOUT DEMENTIA**

Discuss this case study in small groups.

### **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:

### **DVD SECTION 3 – TIMELY DIAGNOSIS**

Discuss this case study in small groups

#### **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:

## **DVD SECTION 4 – MEMORY CLINICS**

Discuss with a partner or in a small group and then share your ideas with the rest of the team. Write your answers on Post-It notes.

### **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 you would make those changes

NOTES:

## **DVD SECTION 5 – REDUCING THE RISK OF DEMENTIA**

In small groups, choose one of these patient groups. Discuss what you can do as a practice to help them reduce the risk of dementia.

### **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, 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:



## **DVD SECTION 6 – LIVING WITH DEMENTIA**

Complete this activity on your own.

### **INDIVIDUAL WORK**

- In your workbook, 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:

## **DVD SECTION 7 - CONCLUSION**

In this section you'll be asked to think about everything you've learned in the course of the training. Use what you've learned to identify key areas for change and discuss how they can be implemented.

Add your ideas to the grid at the end of the 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.

Look again at the Post-It notes you wrote at the beginning of the training session.

### **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.

## **CLINICAL STAFF ONLY – ADVANCE CARE PLANNING AND END OF LIFE CARE**

Discuss this case study in small groups

### **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:**

## **APPENDIX 1 – FEEDBACK FORM AND THINGS WE COULD DO BETTER**

### **FEEDBACK FORM**

Use this form to record your ideas about what the practice does well.

	<b>THINGS WE DO WELL</b>
1	
2	
3	
4	
5	

**THINGS WE COULD DO BETTER**

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