



Living Well with Dementia



Dementia Strategy 2016 – 20

Introduction

This is our second Dementia strategy. Our aim is to continue to build on the work of our first Dementia strategy, taking into account the guidance from the Scottish National Dementia Strategy 2013 -2016.

There are currently around 90,000 people living with Dementia in Scotland. Almost 20,000 of this number live in Edinburgh, the Lothians and Fife.

Dementia affects 1 in 20 people over the age of 65 and 1 in 4 people over the age of 85. Dementia is a progressive, terminal condition affecting the functions of the brain, most notably short term memory.

Around 60% of people with dementia live fairly independently in the community, with varying levels of support provided by family, friends and health and social services. However, it is likely that in future, a greater number of people referred to our services or already using our services will develop dementia.

Dementia is a very personal journey. No two people experience the condition in the same way. We at Viewpoint would like to help support you on that journey in a way that suits you.

How will we do that?

The Scottish Government published standards of care for people with Dementia in 2011 and we have integrated these standards into our practice.

We have and will continue to provide appropriate information and support to help people with dementia live well with the challenges their diagnosis presents. We will continue to involve people with dementia in discussions about their care options, lifestyle choices and any decisions about their future.

We will continue to ensure that the actions of our staff and the ethos of our policies and procedures demonstrate respect for the persons' individuality, their family and friends, their belongings, cultural and ethnic diversity, choices about their life and their legal and civil rights. We will support people living with Dementia to maintain links with and play an active part in their community.

We will continue to ensure that people who use our services feel listened to and consulted about the services, support and treatment they need from us and our health and social services colleagues. We will do this by conducting surveys and listening exercises, providing our staff with training in customer care and communication skills and helping to coordinate the services, support and treatment people living with dementia, in our care, need, to stay well and active.

We will continue with our work on creating an enabling environment. We will audit the physical environment of our services using a validated "Dementia Friendly" checklist, and will create an action plan to remedy any deficits by December 2016. This may involve introducing new ideas about colour, furnishings, signage, way finding and installing new technologies such as "telehealth" to help people with dementia maintain their health and independence.

We will continue to provide support and accommodation in a variety of settings from supported tenancies to specialist care home units for people who are experiencing distressing and challenging symptoms.

We will continue to provide our staff with Dementia education and training to meet the Scottish Governments' "Promoting Excellence" standards. We will do this by

- Providing all new recruits to Viewpoint, including Board Members and Directors with level one training: Informed about Dementia – Improving Practice, as part of their induction.
- Providing all staff at Viewpoint who work directly with or have substantial contact with people living with dementia with level two training: Dementia Skilled – Improving Practice
- Providing all staff at Viewpoint who are responsible for delivering specific interventions and/or managing care and services for people with dementia with level three training: Enhanced Dementia Practice.
- Continuing to provide dignified, compassionate, end of life care that respects the persons' previously expressed wishes.

By December 2016, we will ensure that all staff who have substantial contact with people at the end of their life have completed a recognised qualification in Palliative/End of life Care.

We will ensure our practice is evidence and research based by networking with groups and institutions such as Alzheimer Scotland, Edinburgh and Stirling Universities and our regulators.

We will measure our progress each year by reviewing and reporting on staff training and on our progress towards providing a dementia friendly, enabling environment. We will be aiming for a minimum of 85% customer satisfaction with our services.

References

Scottish Government 2013. *Scotland's National Dementia Strategy: 2013-16*
<http://www.gov.scot/Resource/0042/00423472.pdf>

Scottish Government 2011. *Standards of Care for Dementia in Scotland. Scotlands' National Dementia Strategy.* www.scotland.gov.uk

Scottish Government 2011. *Promoting Excellence; A Framework for Health and Social Services Staff Working with People with Dementia their Families and Friends.* www.scotland.gov.uk

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