

Living Well with Dementia

Dementia Strategy 2018 – 20

Introduction

This is our third Dementia Strategy. Our aim is to continue to build on the work of our previous strategies, taking into account the guidance from research and the Scottish National Dementia Strategy 2017 - 2020.

There are currently around 90,000 people living with dementia in Scotland and almost 20,000 of this number live in Edinburgh, the Lothians and Fife. It is estimated that by 2020 around 20,000 new cases will be diagnosed each year across Scotland. Many older people living with dementia are also living with other significant long term conditions.

Dementia affects around 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 the future a greater number of people referred to our services or already using our services will have or 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 whether you are a resident or tenant of Viewpoint, a Board member, staff member or anyone closely associated with Viewpoint. We also recognise the families and carers of people with dementia also need support and we will help them with advice either ourselves or through sign posting to other support services.

How will we do that?

We will **support you to seek an early diagnosis** by providing information and advice and sign posting to relevant services. We will do this through dementia awareness roadshows for tenants, residents and their carers, relatives and friends.

We will **research and help you access information and services** to support you to live well with the challenges your diagnosis presents.

We will **continue to involve you** in discussions about your housing and care options, lifestyle choices and any decisions about your future.

We will **continue to ensure that the actions of our staff and the ethos of our policies and procedures demonstrate respect** for your individuality, family and friends, carers, your belongings, cultural and ethnic diversity, choices about your life and your legal and human rights.

We will **support you to maintain links** with and play an active part in your community.

We will continue to **ensure that you feel listened to and consulted** about the services, support and treatment you need from us and our health and social services colleagues.

We will **create an enabling environment**. We will use colour, furnishings, signage, way finding and install new technologies such as “telehealth” to help people with dementia maintain their health, wellbeing and independence.

When we build new properties or refurbish existing ones we will **build into the design the most up to date dementia friendly concepts** that we can.

We will **continue to provide support and accommodation** in a variety of settings from supported tenancies to specialist care homes.

We will **continue to provide our staff with dementia education and training** to meet the Scottish Government's "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.
- By December 2020, we will ensure that all staff that have substantial contact with people with dementia at the end of their life have completed a recognised qualification in Palliative/End of life Care.

We will **provide dignified and compassionate end of life care** that respects the person's previously expressed wishes.

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

We will **work closely with our Health and Social Care partners** to ensure that services are relevant to the local communities we serve.

We will **measure our progress each year** by reviewing and reporting on staff training and on our progress towards providing dementia friendly, enabling environments and services.

The key outcomes we would like to see for our tenants and residents are:

- People who are living with dementia are enabled to live well and safely at home or in a homely care environment.
- People get timely access and delivery of good quality palliative and end of life care when necessary.
- The rights of people living with dementia to good quality, culturally sensitive, dignified, safe and therapeutic treatment, care and support are recognised and facilitated equally in all of our service settings
- Our services become dementia friendly and our communities are dementia enabled.

We will use the following measures to gauge how well we are doing:

1. 85% customer satisfaction with our accommodation and services.
2. All planned and major works carried out meet dementia design standards.
3. All new build or refurbished properties meet dementia design standards.
4. 100% of Viewpoint people have been trained to the relevant Promoting Excellence level.
5. There are no complaints about people living with dementia in our housing or homes.
6. No one with dementia leaves Viewpoint because we cannot meet their needs.
7. No care home resident dies in hospital as a direct result of dementia.
8. The outcomes for people with dementia who receive a registered service are judged good by the Care Inspectorate.