Welcome to the Dementia Elevator newsletter. We are delighted to provide you with Elevator training updates and other project related news.

CONTENTS

Dementia Elevator Awards 2–3
News of the winners and runners-up

Training Updates 4–7
The lastest news from Elevator’s training programmes

Acute Care Awareness Programme 8–9
Overview of HSE 4-hour Acute Care Awareness programme

University Hospital Waterford Set Up Dementia Interest Group 10
Marie Doyle reports on UHW’s experience

Join us online at www.dementiaelevator.ie

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Dementia Elevator Innovation Award 2015

There was a wonderful afternoon of networking and ideas sharing at the Dementia Elevator Innovation Award Ceremony in December in the Helix, DCU. It was an All-Ireland event with attendees and shortlisted projects present from both the North and South of Ireland. Last year’s winners ‘The Kildare Past Times Community Choir’ provided everybody with an enjoyable performance of well-known songs. Why not have a listen to the choir’s performance at the event? Find it online at https://www.youtube.com/watch?v=05rAGBt-ODs.

Winners of 2016 Award

Congratulations to the overall winners Pamela Dunne and team, Daughters of Charity Support Service, Dublin 15 who developed a digital life story project as a means of supporting creative person centred care for people with an intellectual disability or dementia. Listen to what the winner had to say about their project: https://www.youtube.com/watch?v=j6THOK-1_Rg.

Dementia Elevator Innovation Award 2015 winners, the Daughters of Charity Support Service, accepting the award at a ceremony in DCU

Details of the Dementia Elevator Innovation Award 2016 will be made available soon.

The Elevator Programme is supported by Atlantic Philanthropies and the Health Services Executive. Dublin City University and the Health Services Executive are partners in the Project. © Dementia Elevator, 2016
Runners up
Runner up awards went to:

- Dearbhla O Caheny / Dr Suzanne Cahill, Dementia Services Information and Development Centre (DSIDC), Dublin: ‘Will Grandad Remember Me?’ The Development, Implementation and Evaluation of a Schools Dementia Awareness Project in Ireland.
- Ellina Nolan, Tango Therapist in Private Practice, Wexford: Golden Age Tango Therapy for People with dementia and their carers.
- Mervyn Bell, The Spectrum Centre, Co Antrim: The Shankill Social Sofa Project which aims to increase awareness about dementia, and promote integration and inclusion for people with dementia.

Listen to the runners up speak about what the recognition means for their projects:
https://www.youtube.com/watch?v=o7-zcClIdKro.

Dementia Champions Award

This category invited past and present DCU Dementia Champions students to submit a dementia ‘change project’. Congratulations to award winners, Aifric Conway/ Suzanna Dooley, St Columcille’s Hospital, Loughlinstown, Co Dublin for their project: The Dargle Group – Conversation Coaching for People with Dementia and their Communication Partners.
Dementia Coping Skills for Families and Carers – available now!

This comprehensive, online programme was developed in close collaboration with family carers of people with dementia. It aims to provide carers with a range of skills which will enable them to support the person with dementia in their care, and to help that person live well in their home for longer. Meet some of the carers involved in the development of the programme by watching this short video https://www.youtube.com/watch?v=gKT85sd0aW0.

You can access this free resource here: http://dementiaelevator.ie/training-programmes/psychosocial-skills-training=/#foundation

The programme content is divided into five chapters:
1. Focusing on the person with dementia
2. The importance of self-care
3. Maintaining relationships between carer and the person with dementia
4. Understanding and exploring emotions of a person with dementia
5. Supporting the person with everyday activities

The training aims to be interactive and engaging with features including:
- Interviews with people with dementia, family carers and professionals
- A range of video examples demonstrating the skills in everyday situations
- A personal narrator and use of characters
- A downloadable personal reflection journal
- Additional resources with each chapter
- A resource pack for group delivery

A printable flyer and poster advertising this programme can be downloaded from our website: http://dementiaelevator.ie/the-project/project-materials/

The Dementia Coping Skills programme is freely accessible online
Coming soon – Dementia Awareness programme for Financial Services

The Elevator team have been working closely with banks, credit unions and post offices to develop and promote the upcoming dementia awareness training for financial services. This free, online training will be available on the Elevator website in April 2016.

Learning outcomes for the financial services training
Participants will learn:
• What memory is, and how memory problems can impact the management of our finances.
• What a diagnosis of dementia can mean for a person and their family and the impact of stigma.
• Some of the challenges a person with dementia can face using financial services.
• Some approaches which can be used to support the person in these situations.
• What a ‘dementia friendly’ physical environment means and some approaches to achieve this.

Dementia and Everyday Ethics (foundation level)

Development of ‘Dementia and Everyday Ethics (foundation level)’ for dementia carers is underway. More information about this programme can be accessed on the Elevator website as it becomes available.

Dementia programme for managers and leaders

Key priority actions identified in the Irish National Dementia Strategy include Training, Education and Leadership. The Strategy recognizes that staff in all relevant care settings need appropriate skills and competencies to effectively cater for people with dementia. This programme for senior management has been developed in association with the Office of the Nursing & Midwifery Service Directorate (ONMSD). It was piloted in Co. Louth on March 10th 2016. Ronan Smith, a member of the Irish Dementia Working Group who was diagnosed with Alzheimer’s at the age of 56 gave a presentation on the day about his experiences of living with dementia. Following evaluation, it is intended to make this programme available nationally.

Ronan Smith will speak to course attendees about his experience of being diagnosed with Alzheimer’s at the age of 56.
Reminder of Elevator’s available dementia training resources

**Awareness Video**

Our short dementia awareness video is now available to download from the Elevator website [http://dementiaelevator.ie/training-programmes/dementia-awareness-training/level-1-general-dementia-awareness/](http://dementiaelevator.ie/training-programmes/dementia-awareness-training/level-1-general-dementia-awareness/). We would love to hear your feedback on the clip! You can provide this by completing this short survey (just four questions): [https://www.surveymonkey.com/r/W3LR9W7](https://www.surveymonkey.com/r/W3LR9W7). If you are using this video as part of a training session, our downloadable facilitator’s pack provides useful questions and possible answers to guide the discussion. Questions include:

- ‘Why is Dementia awareness important?’
- ‘Why might the man in the video not want sympathy?’
- ‘Can people with dementia still make decisions?’

**Awareness Programme for Retail Staff**

Suitable for all types of retail outlets, this programme is freely available from the Elevator website: [http://www.elevator-pst.com/?course=retail](http://www.elevator-pst.com/?course=retail). The training was recently delivered to Arboretum Garden Centre in Co. Carlow and Molloy’s Bakery in Co. Roscommon. If you would like to use the modules in an ‘offline’ format please contact ann-maire.coen@dcu.ie. Feedback from participants has been positive.

- ‘I found the videos very good. It really showed you what signs to watch out for when working in a retail shop, or when even out doing your own shopping and you come across someone who may be vulnerable.’
- ‘Opened my eyes to more than just forgetting what they were doing. The shop layout, lighting, floors never occurred to me.’

**GP Training**

GP’s are considered the critical and initial point of contact with the health system for those with dementia. Content in this e-learning programme which is available on the ICGP website (http://www.icgp.ie) includes: diagnosis, disclosure, treatment (both social and medical), carer support, ethical and legal issues, therapeutic communication for dementia and formulation of person-centred care.

**DCU Level 8 Modules**

Delivery of Elevator’s level 8 (degree level) 12 week modules continues. Good luck to our Dementia Champions and Dementia and Everyday Ethics students who started in February!

For more information on the Dementia Champions module visit the Dementia Champions Network website: [http://dcn.dementiaelevator.ie/](http://dcn.dementiaelevator.ie/).

For information about the Dementia and Everyday Ethics and Psychosocial Skills (Therapeutic Responses to Dementia Care) modules visit [http://www.dementiaelevator.ie](http://www.dementiaelevator.ie).

**HSE 3-Day Awareness Training**

The 3 day (11 module) programme aims to provide health and allied professionals with the knowledge, skills and attitudes required to deliver high quality, person-centred care to the person with dementia and their carers. To find a programme facilitator near you check out our interactive map at [http://dementiaelevator.ie/training-programmes/dementia-awareness-training/level-3-dementia-awareness-training-for-health-and-social-care-workers/](http://dementiaelevator.ie/training-programmes/dementia-awareness-training/level-3-dementia-awareness-training-for-health-and-social-care-workers/).
Other Useful Resources

Why not visit the Dementia Elevator Portal for more information on different aspects of dementia? The portal contains a wide range of resources for people with dementia, carers, health and allied care professionals, and children and young people. Other sections include technology, design, positive ageing, international organisations and general information.

See http://dementiaelevator.ie/portal/.

The Dementia Champions website contains a wide selection of useful learning resources on dementia care.

See http://dcn.dementiaelevator.ie/learning-resources/.

Survey of Everyday Memory – Call for Volunteers!

For those over the age of 50, this anonymous questionnaire-based research study from DCU School of Nursing and Human Sciences is exploring the type of memory mistakes people make in normal everyday life, how often these mistakes occur, and the possible relationship between memory errors and factors such as age, gender, education level, mood and fatigue.

Access the survey here:
http://dementiaelevator.ie/blog/2016/02/03/survey-on-everyday-memory-call-for-volunteers%E2%80%8B/
Overview of HSE 4-hour Acute Care Awareness programme

Enabling & Enhancing Quality of Care for the Person with Dementia – Acute Care Programme

Aim of the Programme
The aim of the Acute Care Programme is to raise awareness of the needs of the person with dementia in the acute hospital setting. The Irish Dementia Strategy, (2014), estimates that 29% of patients admitted to acute hospitals have dementia. The programme philosophy is based on the values and beliefs that the maintenance of personhood is central to the well-being of the person with dementia. Participants are empowered to adapt person centred care that brings together ideas and ways of working with the lived experience of people with dementia (Brooker 2011).

Four-hour Programme
The four-hour programme was specifically designed for acute care staff in order to raise awareness of the needs of the person with dementia. To date, the programme has been delivered to Midland Regional Hospital Portlaoise, over five weeks from November to December 2015. It was facilitated two days per week, with two sessions per day. So far approximately 350 staff in the acute hospital have attended. To gain buy-in and promote attendance, key stakeholders and senior management confirmed that the training is mandatory for all staff working in the acute hospital environment.

Programme outline
The four hour programme has been developed as part of the National Dementia Project ONMSD. It is one of a suite of dementia education programmes developed sequentially based on best practice, needs analysis and continuous evaluation. The programme consists of power point presentations and scenarios on DVDs. The sessions are interactive with the facilitators using their experience and knowledge to deliver the package. The DVDs were found to be powerful and helped create awareness amongst hospital staff concerning the impact an acute hospital admission had on the person with dementia and their family. The Programme also aims to introduce staff to other programmes developed by the National Dementia Education Programme and HSE/DCU Elevator Programme.

Facilitators
For the initial roll out of the programme two persons facilitated each session. Both facilitators have completed their MSc in dementia and have a wealth of experience working in the Psychiatry of Later Life Service. This allowed for real life scenarios and experiences to be discussed, with group interaction throughout. Evaluation and feedback suggests this was a valuable part of the programme. For sustainability of the programme further members of the Psychiatry of Later Life Team have been trained to facilitate this education session. Members of the acute hospital team have also expressed an interest in facilitating training.
Evaluation
An intrinsic element of any education programme is evaluation by participants and facilitators. This provides valuable information to improve and develop education. Each participant completed an evaluation form to rate the programme and add additional comments.

As well as evaluation and feedback, each participant was asked to complete a pre-programme questionnaire. This will be distributed again in 4-6 months and results evaluated. The pre and post evaluation will firstly measure staff knowledge and attitudes around dementia and dementia care in the acute hospital. Secondly, the facilitators will audit the impact the training has on the use of 1:1 specials, the use of anti-psychotic medications and referral rates to the Psychiatry of Later Life Service. It is envisaged that through this training, a network can be established with key stakeholders to develop an in-house cognitive friendly working group. In the future is hoped that the MRHP will become a cognitive friendly environment, including the Out-Patients and Emergency Departments.

The Future!
This valuable four hour training is being further delivered in the Midland Regional Hospital Portlaoise as a mandatory education session. Following this it is hoped other acute hospitals nationally will be targeted and evaluated over the next 12 months.

Some comments from participants:

“I thought the presentation was very interesting and enjoyed it – even though before I came I thought it would be irrelevant to me.”

“Overall very educational, teachers excellent.”

“Very well run class, CNS’s very informative. Made the subject interesting, Thank you.”

“Found the course very interesting. Has opened my eyes to what I need to change.”
A Dementia Interest Group was set up in late 2014 in UHW in response to the *Report of the Irish National Audit of Dementia Care in Acute Hospitals*. Our group is multidisciplinary with the common goals of:

- enthusiasm and passion to provide the best possible care for patients with dementia and
- ensuring that dementia care in UHW is underpinned by a person centred model of care delivery.

Some of the projects in raising awareness and enhancing dementia care throughout the hospital from the dementia group include:

- Dementia and Delirium posters and a number of publications from the Alzheimer's Society of Ireland were distributed around the hospital.
- Information leaflets for patients and their families explaining what dementia is, what they can do to help and what support services are available in the hospital and locally.
- An environmental audit was carried out on the ward and with the advice of the University of Stirling a list of recommended changes were compiled and are currently been looked at.
- 5 “Ann Brophy” pictures which are of 5 old landmark buildings in Waterford along with current pictures were purchased and mounted on the walls of the ward. This provides great opportunities for patients to reminisce about past times.
- We also had the pleasure to show 3 films on the ward for our patients and their families which they enjoyed - “The Quiet Man” (1952), “Brief Encounters” (1945) and “White Christmas” (1954).
- Memory boxes were also purchased and families are encouraged to bring in personal items. A large number of old pictures of many different things/places such as cows, show bands, trashing machine etc. were obtained. Patients can rummage through these pictures identifying their favourites.
- Families are also encouraged to complete the “This is Me” form which was introduced by one of our Dementia Champions who had completed the DCU module.
- The Abbey pain score was also introduced by another Dementia Champion and education sessions are carried out throughout the hospital.
- Our nursing care plans have been revised and are now promoting a more person centred approach.

Two occupational therapists in UHW have established a pilot “Memory Group” for clients with mild cognitive impairment or early dementia, who are experiencing some difficulties with instrumental activities of daily living (IADLs).

The aims of the group are to provide a basic framework for understanding memory, to train in both intervention and compensation strategies, to maintain or improve performance of IADLS, and to provide a suitable environment to share and develop coping skills and problem solving skills. There are plans to further develop the group to include input from other disciplines, such as nursing, speech and language therapy, dietetics and physiotherapy.

The Elevator Programme has had such a
positive and influential impact on dementia care in Ireland and we have been extremely fortunate that the Centre of Nurse Education in UHW have been running Dementia Educational programmes (Part of The National Dementia Education Programme) spanning all care groups and areas of work in the region. These programmes include:

- Enhancing and Enabling Well-Being for the person with Dementia.
- Responsive Behaviours Workshop.
- Acute Dementia Awareness Care Programme delivered by 2 members of the Dementia Interest group who have been trained to facilitate these sessions.
- Dementia Champions course (Level 8 module) which 4 staff members have completed and who are displaying their new knowledge and skills and showing a very positive and optimistic view and actively promoting person centred care for our patients with dementia.

UHW will continue to advise and support all our patients and families affected by dementia and strive to achieve all recommendations in the Irish Dementia Strategy.

Members of the Dementia Interest Group in University Hospital Waterford.

Back row (l-r): Marie Doyle, Nursing Practice Development Unit; Mairead Bluet, Palliative Care Clinical Nurse Specialist; Maeve Brennan, Speech and Language Therapist; Mary O Neill, Healthcare Assistant; Mary Grehan, Waterford Healing Arts; Philomena Fogarty, Physiotherapist. Front row (l-r): Suzanne Caulfield, Security Manager; Deidre Kelly, Clinical Nurse Manager; Maire Caulfield, Occupational Therapist
Dublin City University (DCU) and the Health Services Executive (HSE) have developed the Elevator programme with the support of Atlantic Philanthropies.

The following organisations are involved as collaborators in the project:

For more information about the Elevator project visit our website http://dementiaelevator.ie/ or join us on Facebook at Dementia Elevator or Twitter @dementiaelevate

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