



The Dementia Services
Development Centre



UNIVERSITY OF
STIRLING

The Shetland Project; How to Make Change Happen

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www.dementia.stir.ac.uk





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Who are DSDC?



www.dementia.stir.ac.uk





What do we do?

- Information
- Training
- Consultancy
- Change and innovation
- Research
- Improving the public understanding of dementia

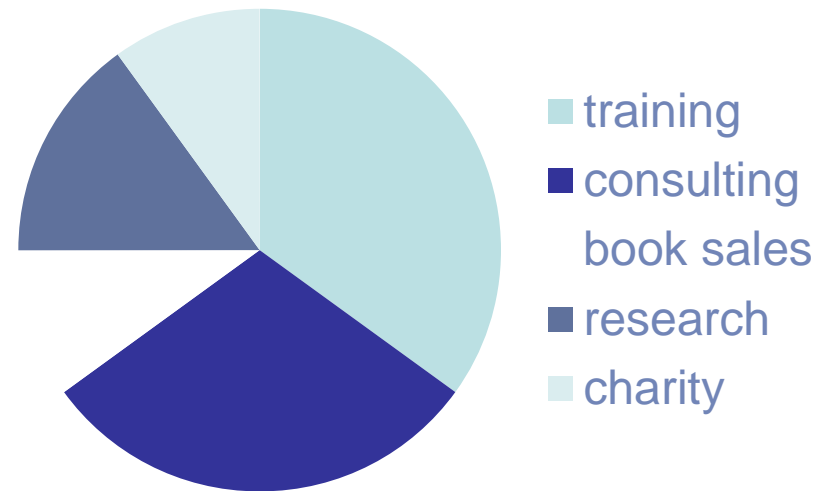




How do we cover our costs?

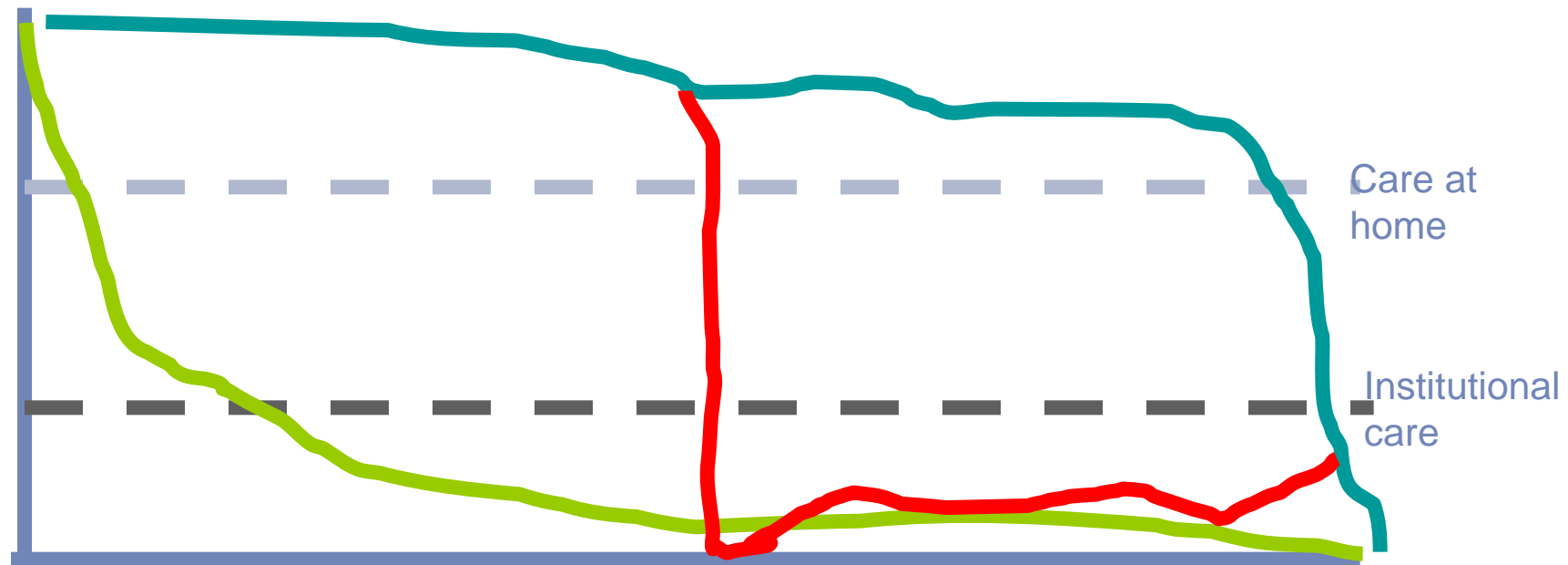
- Government funding in the early years
- Now no core funding from anyone so no money to waste
- “Commercial” model so pay staff, space and services
- BUT do wonders with charitable support eg funding for design of courses or printing of materials or “free” delivery

Income



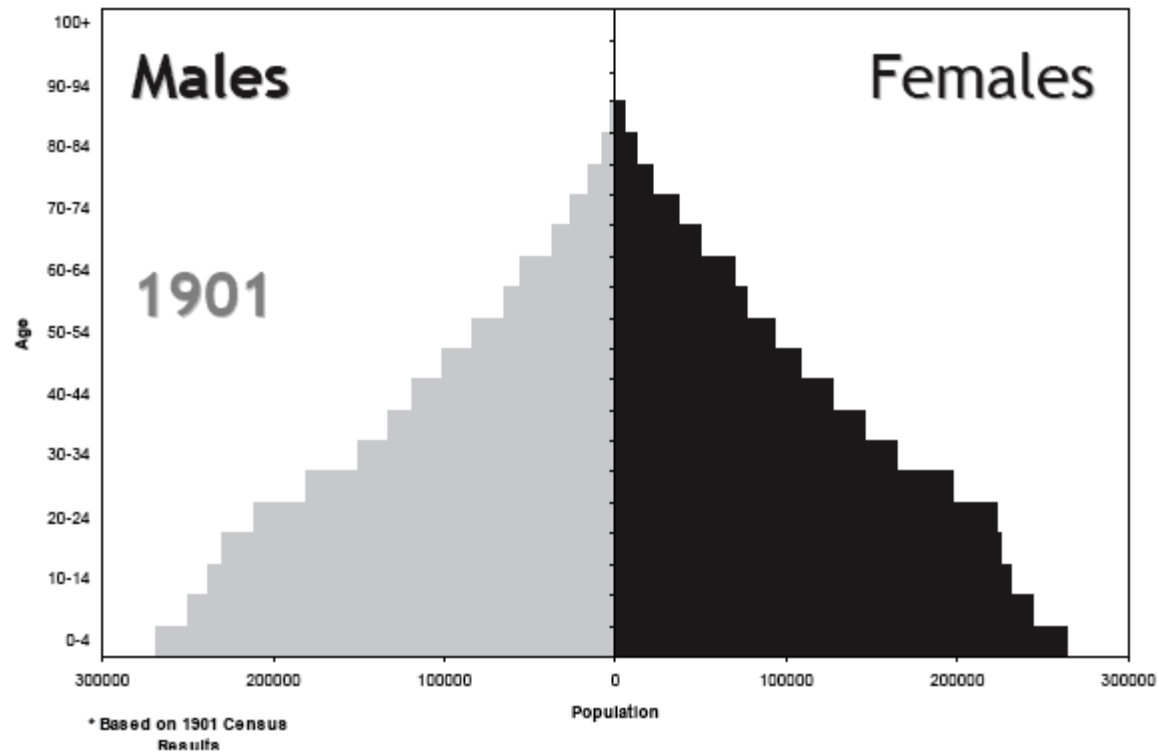


How much of the UK £20 Billion spend on dementia is needlessly caused by our staff's deliberate interventions?



Acute
Hospital





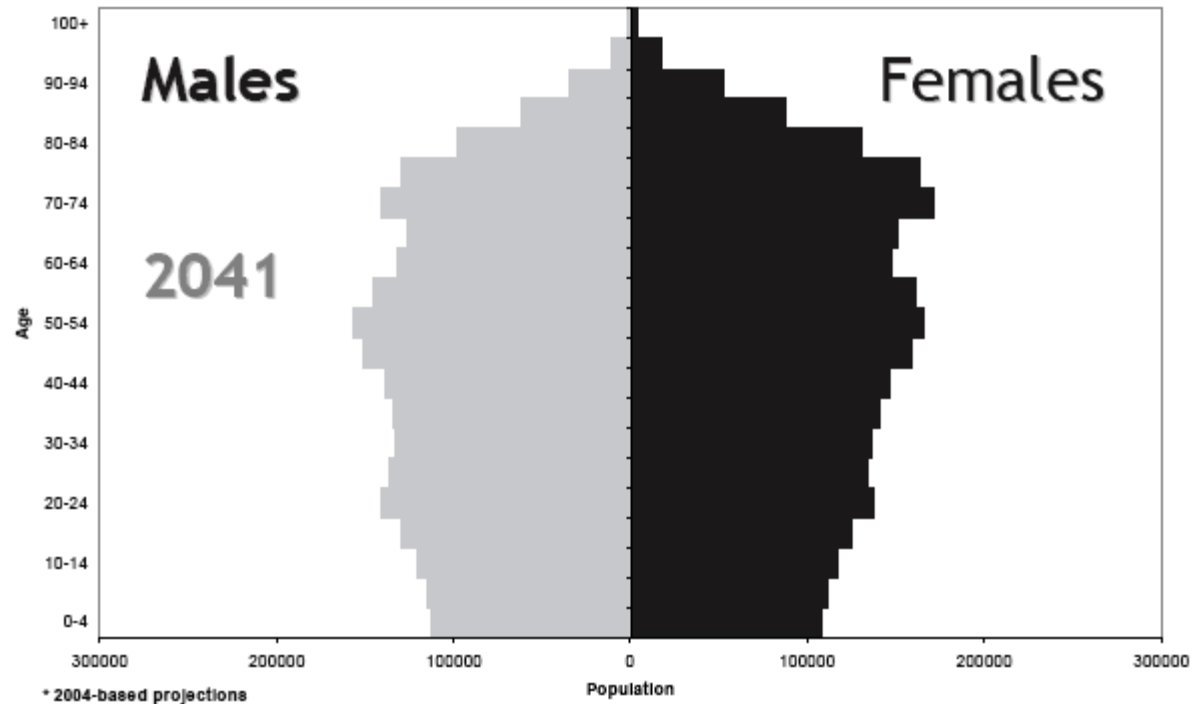
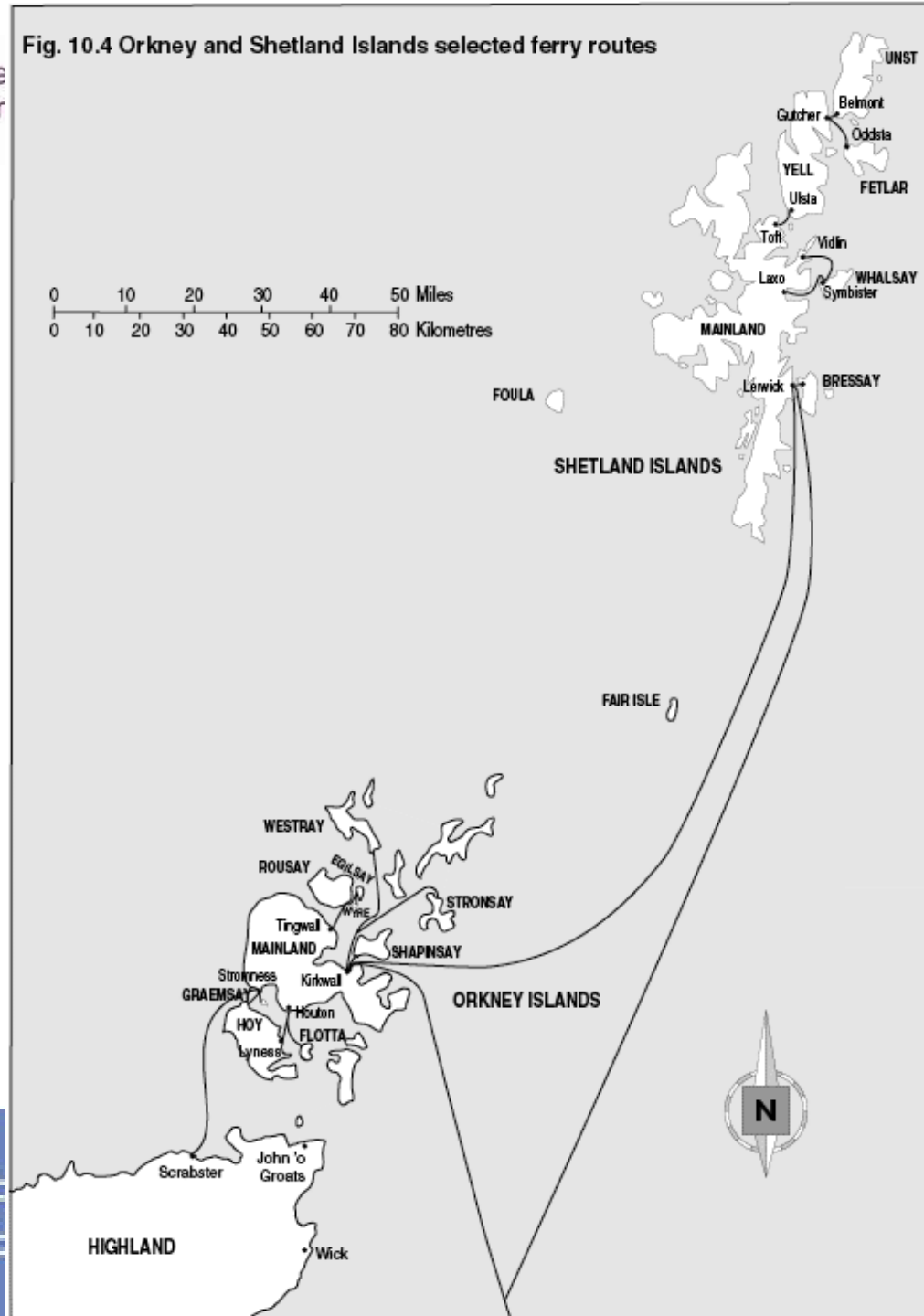




Fig. 10.4 Orkney and Shetland Islands selected ferry routes





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Dementia in Shetland

- 100 out of 300 known to GPs
- 20,000 population
- 25% over 65
- Some never been “off the islands”
- 220 mile air journey
- Overnight on ferry





The issue

- Not many people get a diagnosis
- Post diagnostic support is not well organised
- Staff need education and support
- There are resources about which people do not know
- It can be made better





Time management and Communication

- The only thing that is truly rationed is your staff time
- Stop them from doing pointless and unhelpful things
- Design your systems to make sure the right thing is the easiest thing to do





Why the programme?

- Because everyone says that one of the major problems is that the responsibility is spread over a wide range of professions, providers and services





Actions included

- Education
- Networking
- Process mapping
- Coaching and management support
- Innovation
- Small change improvements
- Information





Networking

- Providing location for meetings and “piggy backing” on to existing meetings
- Creating learning sets across organisations and between them
- Open days for mixed groups of staff
- Providing good practice contacts via the website
- Active networking support
- Introducing staff to policy and political contacts





Process mapping

- Mapping pathway of clients through crucial parts of the health care system such as A&E, acute wards
- Redesign of post diagnostic support for carers
- General support for the redesign of older people's mental health





Coaching and management support

- Formal management development programmes at practitioner level (“Manage to Lead”)
- Personal coaching (one to one for small number of senior staff)
- Personal effectiveness training for staff in local authority, care homes, NHS (as part of leadership programme), and social work
- Support with change techniques





Information

- Provision of briefing on local demographics, government policy, good practice on paper and by email, and available on the website
- Design guidance
- Public awareness raising
- Reviewing information for carers





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