An Innovative Approach to Culture Change in Hospital Acute and Critical Care Wards: 
The Best Practice in Dementia Care Learning Programme

Pauline Cameron
Learning and Development Officer
Dementia Services Development Centre
University of Stirling

www.dementia.stir.ac.uk
The Dementia Services Development Centre

- An internationally recognised centre of excellence.
- Working to support multidisciplinary practitioners, professionals and organisations to improve services for people with dementia.
The Initiative

- Six month self study programme of work based learning for all healthcare staff
- Accredited by RCN and City & Guilds
- Students supported by a facilitator and by the DSDC team.
- Focus is on person centred approach
- Underpinned by reflective practice
Background

- Clinical experience and experience as carer enabled recognition of expectations of carers and challenges facing staff:
  - Families assumed staff were expert in dementia care
  - Staff needed to know what good practice in dementia care looks like
  - Approached the DSDC for support to develop ideas
Aims

• To improve the person’s experience of care by changing often deeply held values, attitudes and beliefs about dementia.

• Enabling staff to:
  
  Understand what good practice is
  Change together as a team
  Listen to colleagues who are at the front line
  Engage with people with dementia & families
  Make small changes at first
  Keep improvements going
Learning outcomes

- Exhibit a greater understanding of dementia and its impact on the individual
- Engage in a reflective evaluation of caring interventions and change practice accordingly
- Implement a person-centred approach to care
- Demonstrate evidence-based caring interventions
- Demonstrate a more expansive use of communication skills when interacting and understanding the needs of people with dementia.
- Recognise the role of the carer/family, their needs and the support networks.
Challenges

- **Supporting Organisations** to adopt a “can do” attitude

- **Convincing managers:**
  - Of the possibility of culture change
  - How the programme works
  - The need for protected group study time
Evaluation

Evaluation continues to evidence positive improvement in the quality of care:

- A Multi method evaluation commissioned and was published in November 2014
  
  (2014 Velzke K Nursing Older People 26.9.21 – 27)

- On going review of student feedback

- Assessment of final reflective exercises

- Annual audit by City & Guilds

- Annual accreditation by the RCN
Dissemination

• Initiative shared with colleagues across the UK and internationally
• 1,711 facilitators
• 8,109 students
“I have learned most of all to reflect on what I do within the ward as I realise that my actions and those of other staff can have a negative or positive impact on patients” (HCA)