



Dementia Friendly Campaign

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Aim

YAS has made a commitment to become a Dementia Friendly organisation as part of its Clinical Strategy (2019-2024).

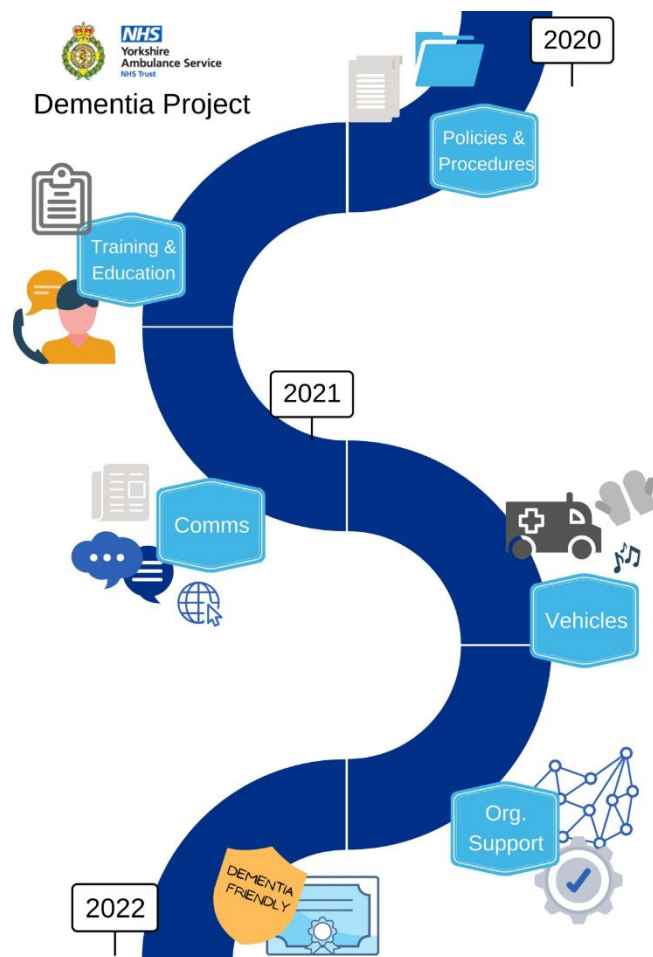


Objectives



- Deliver person centred care that supports the patient living with dementia.
- Develop a skilled and effective workforce able to champion compassionate person centred care and recognise the early signs of dementia.
- Modernise our approaches to communicating by seeking and acting on feedback from people living with dementia and their carers to improve the quality of service we provide.
- Become dementia friendly organisations with environments and processes that cause no avoidable harm to patients living with dementia.
- Develop effective partnerships with local agencies (police, fire, health, social care, and third sector) to improve care and outcomes.

The Plan



- Policies and Procedures
- Training & Education
- Communication
- Vehicles
- Organisational support

Dementia Video



Policies and Procedures

- HR, dementia project lead and carer focus group to review relevant existing policies and procedures.
- Considering staff who may receive a dementia diagnosis and/or carers of people living with dementia.
- Ensuring documents are written and created in a dementia friendly way, with required EIA/QIA in place.

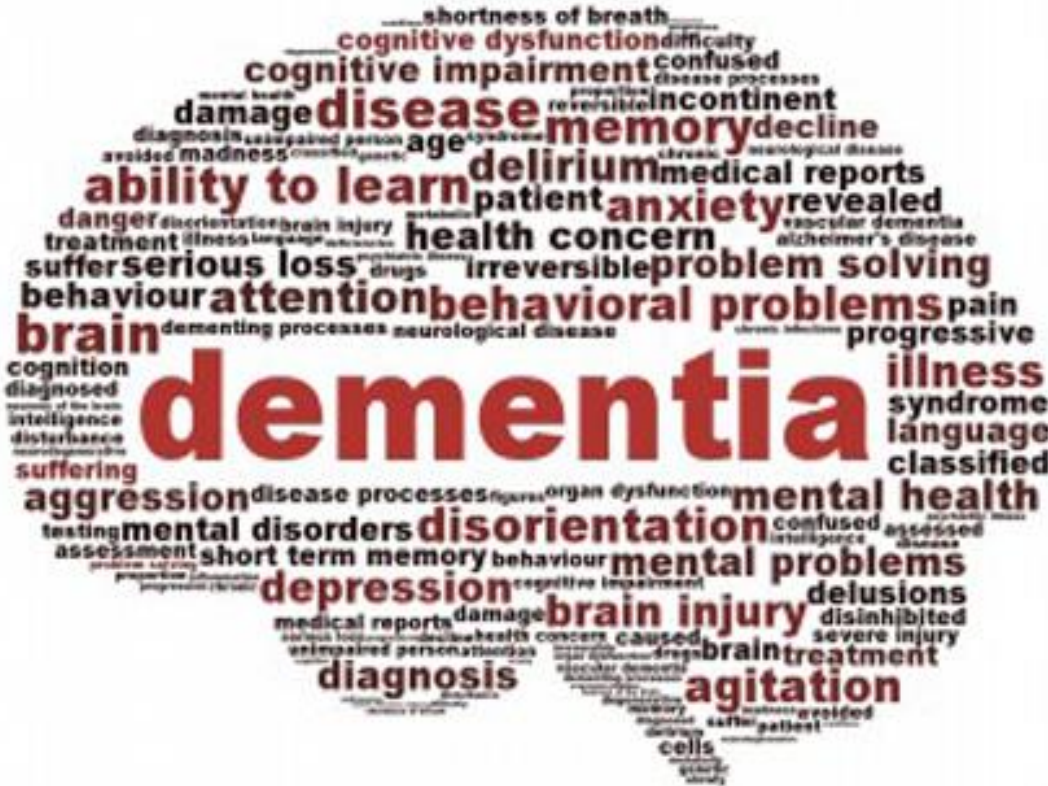


Training and Education



3 tier training program:

- Tier 1 – all staff via statutory and mandatory training
- Tier 2 – all patient facing staff
- Tier 3 – Frontline leaders and Ambassadors
- Dementia Friends training for all



Training tiers



- To date there are 704 members of staff completed the tier 1 training.
- Tier 2 training pilot has been created with pre-reading, and delivered to 3 groups of operational staff. Focusing on communications, behaviours, carers and delirium and case studies.



Patient Story



Patient has advanced dementia, can be agitated and verbally aggressive.
Had locked herself in a room and wouldn't come out

Kind

Patience

Compassionate



Caring

Support

Professional

I wanted to contact you so that my thanks can be passed onto your crew who went to a patient & stayed with her & her husband for over 2 hours. This patient is known to our service. I spoke to the Paramedic several times during their visit & I understand they also spoke to the Older Person's Team at CMHT.

Follow up call made the following day from Charity – Husband described situation as better today. He said the reassurance and caring attitude was a great comfort at a distressing time.

CPD



- Haylo Theatre - Swimming with memories
- Dementia Bus – 5 sessions planned
- Dementia Champion delivered sessions
- Exploring other CPD opportunities

YORKSHIRE
AMBULANCE
SERVICE
CHARITY



Vehicles/Environment

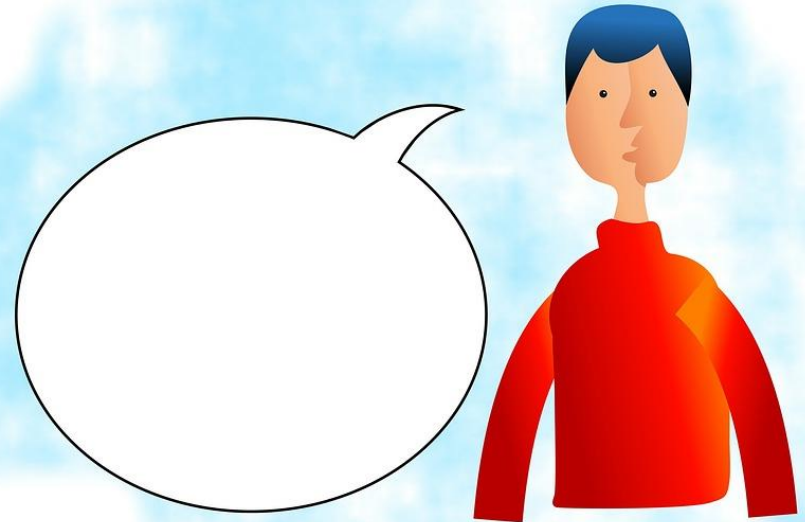
- 123 new Dementia Friendly PTS vehicles delivered Feb 2021
- Knitted Octopuses
- Exploring other options for toolkit



Engagement



- Connecting with dementia friendly communities/steering groups
- Engaging with people living with dementia and their carers
- Getting their views to make sure we are on the right path



Organisation Support



- Creating a Carer Support group for staff/volunteers who may have a diagnosis or be a carer for someone living with Dementia
- Cohort of Dementia Champions across YAS
- Develop partnership working with health/social care providers, police & fire

Our Vision

By 2023 we will be trusted as the best urgent and emergency care provider, with the best people and partnerships, delivering the best outcomes for patients

One Team

Innovation

Resilience

Empowerment

Integrity

Compassion

Blue Light Services



- Alzheimers Society want blue light services working together.
- In 2017 emergency services came together and launched the Emergency services strategic commitment on dementia.
- There are four commitments highlighted in the guide

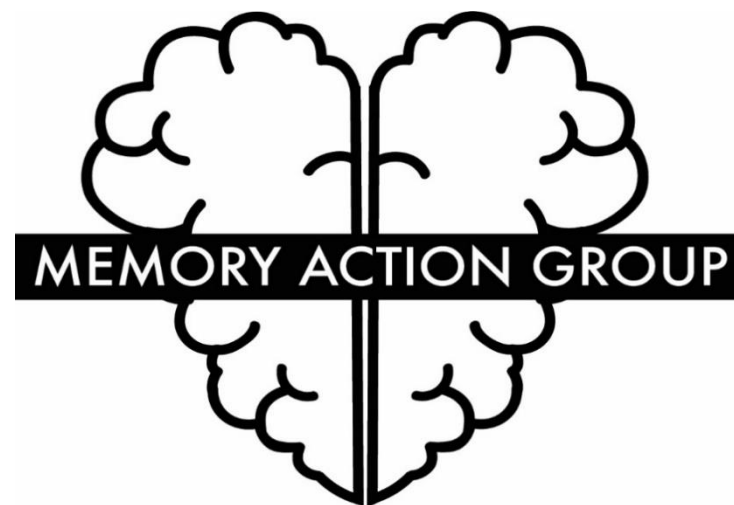


How can you help?



- Focus on YAS presence at hospital dementia groups.
- Clear information when using our services, especially when it comes to any behaviours that could challenge.





Your North Yorkshire Charity





Any Questions?