



## Dementia Pledge

# The Dementia Pledge

One of the biggest challenges facing social care at the moment is how to meet the needs of people with dementia and their carers (whether formal or informal) and how we can encourage dementia care providers to be progressive in relation to how they provide dementia care.

A key element to improving service delivery is the knowledge and skills level of the workforce in direct front line caring roles and those members of staff who do not provide front line care and support like catering assistants, drivers and gardeners. It is important that care providers ensure everyone who comes into contact with the person with dementia has access to the latest knowledge and research.

Care providers should be able to benchmark their service delivery against the latest thinking to ensure continuous improvement and to make sure that the workforce is fully equipped to meet individual needs.

The Dementia Pledge is an important initiative which will raise aspirations within the sector about excellent dementia care. A group of employers keen to capture and share expertise in relation to the provision of excellent dementia care developed 4 key principles which care providers should nurture across their workforce.

The Dementia Pledge will encourage services to aspire to deliver the best possible dementia care.

### The aims of the Dementia Pledge are to:

- Ensure that people who deliver adult social care services fully understand and meet the needs of the person with dementia and their families
- Ensure commissioners are committed to commissioning for quality, and only commission services from providers who demonstrate their workforce understand the needs of people with dementia and are committed to providing excellent dementia care
- Increase public awareness of excellent dementia care and make them intolerant of anything less

### The Four Principles of the Dementia Pledge

- Know the person who is living with Dementia
- Quality care, quality life
- Everybody has a leadership role
- Value focussed care

A commitment to the Dementia Pledge will mean a care provider will demonstrate that they can meet the 4 principles of the Dementia Pledge. This commitment will show that a provider really cares about developing their workforce's understanding of dementia and adapting the service to meet the needs of the person living with dementia.

### The benefits of making the Dementia Pledge

Adult social care providers who make the Dementia Pledge will:

- Be able to actively demonstrate that they have made a commitment to providing excellent dementia care services
- Send a clear message to people who buy their services about the level of knowledge that their workforce has about dementia
- Acknowledge and value the contribution that all of the workforce make to the provision of excellent dementia care services

# Making it happen

Principles	What needs to be done to deliver the principle:	Care providers will be able to measure the difference the pledge has made by:	We will know the pledge has made a difference because:
Know the person who is living with dementia	<ul style="list-style-type: none"> <li>Person centred care planning</li> <li>Life stories for everyone – workers need to know a person's story</li> <li>Develop an ethos where 'Relationship Centred' care is encouraged to thrive</li> </ul>	<ul style="list-style-type: none"> <li>Regular review of the use of antipsychotic drugs to reduce inappropriate use and to ensure when prescribed it is absolutely necessary and the last resort and only for the maximum period of 12 weeks</li> <li>Any decision made, or action taken, on behalf of a person who lacks the capacity to make the decision or act for themselves is made in their best interests and will involve the person in the decision making process wherever possible</li> </ul>	<ul style="list-style-type: none"> <li>People receiving care and support will have more fulfilling lives because they are engaged in activities that are meaningful to them</li> <li>Care Workers will have an understanding of the Mental Capacity Act 2005 and recognise that a person's capacity can fluctuate</li> </ul>
Quality care, quality life	<ul style="list-style-type: none"> <li>A focus on Relationship Centred care to support personal outcomes</li> <li>A commitment to promoting the dignity and respect of each individual</li> <li>Establish an effective relationship with the family with the person living with dementia at the heart, built on sharing relevant information and being clear about expectations</li> <li>Opportunities for development and learning are on going, embedded into practice and supported through supervision and appraisal.</li> <li>Training of a recognised standard that meets the needs of the person with dementia and the care provider</li> <li>Advanced care planning to support End of Life care</li> </ul>	<ul style="list-style-type: none"> <li>Seeking feedback about the use of Person Centred Outcomes from families and the difference this has made to the person receiving care and support</li> <li>Reviewing the culture of the workplace by seeking feedback from people who work within the care environment and those who have regular engagement with the care environment</li> <li>Post training evaluation of the impact of learning upon practice will demonstrate an understanding of the persons living experience of dementia, a commitment to providing care and support with respect and dignity and a commitment to continuous improvement of care and support for people with dementia</li> <li>People will be confident in discussing and adhering to the person with dementia end of life wishes</li> </ul>	<ul style="list-style-type: none"> <li>People receiving care and support and their family will know what is important to them is important to the care worker</li> <li>Living and working in a culture where treating people with dignity and respect is important; people will have more fulfilled lives</li> </ul>
Everybody has a leadership role	<ul style="list-style-type: none"> <li>Everyone working in the care environment must have an understanding of dementia</li> <li>There must be a shared commitment to achieving the Dementia Pledge</li> <li>There must be a shared desire to continuously improve the outcomes for people with dementia</li> <li>There must be a willingness to keep up to date with developments in research into dementia</li> <li>Create a culture, with attitudes, philosophy, and ethos which support the person living with dementia</li> </ul>	<ul style="list-style-type: none"> <li>Having a stimulating care environment; willing to engage with new thinking and new ways of working</li> <li>People with dementia will achieve their Person Centred Outcomes</li> </ul>	<ul style="list-style-type: none"> <li>People with a better understanding of dementia provide more person centred care which helps the person with dementia to feel settled within the care environment</li> <li>New research and a culture of continuous improvement means that the care environment is as supportive and stimulating as possible</li> <li>An increase in the number of discussions/ conversations amongst staff sharing knowledge and learning about dementia.</li> </ul>
Value focussed care	<ul style="list-style-type: none"> <li>People with dementia and carers should be involved in developing the organisations values</li> <li>Value based recruitment in addition to recruiting for skills and qualifications</li> <li>Workers must be supported to translate the values of the organisation into how they support people with dementia</li> </ul>	<ul style="list-style-type: none"> <li>Retention rates increase</li> <li>Everyone knows and lives the values of the organisation</li> <li>Reduction in the number of complaints</li> </ul>	<ul style="list-style-type: none"> <li>We get the right people with the values of the organisation at heart, providing the individualised care that people with dementia and their families want and need</li> </ul>