**Overview of the Dementia Care Mapping Procedure**

The Dementia Mapping Service are attending to undertake a Dementia Care Map which will include a Performance and Quality general observation of your service.

**Dementia Care Mapping is used for a variety of purposes in a range of settings**

* Assessment and care planning
* Training needs analysis
* Staff development
* Continuous quality improvement
* Benchmarking and quality assurance

**Provider Responsibilities**

* The provider will identify the service user to participate in the Dementia Care Mapping session; where data will be collated and later analysed by the Dementia Care Mapper (DCM), which will form part of the written report.
* The provider must ensure that consent has been sought/ confirmed that the participant can be included in the process. (Consent to be sought prior to the mapping session.)
* The provider will inform staff members, service users, other visiting professionals, family members and visitors of the DCM’s impending visit/ presence.
* The provider must ensure that all staff members on site/ duty during the process are fully aware of the provider’s responsibilities.

There is an expectation that the DCM will be allowed access to all communal areas.

The DCM suggests that initially more than one service user should be identified, (consent); as on the day the DCM would not include a service user who may present as physically unwell. In the event that the identified service user could not participate in the session, the DCM will remain at the property and continue a general observation of the service only.

The identified service user would preferably be one who would normally/ predominantly remain in the communal areas; to enable the DCM to complete the general observation of the service.

**The process the Dementia Care Mapper will follow:**

* The DCM will position themselves within the communal areas of the home.
* The DCM will remain a presence for an approximate six hour period.
* The DCM will generally observe the interactions/ service provided for the service users who may choose to spend their time in the communal areas during the process.
* The DCM is trained to observe unobtrusively and will endeavour not to impact on any part of your service or any individual’s day. However if any objections are raised or the participant appears distressed or adversely affected by the DCM’s presence; the DCM will terminate the process and take further direction from a senior team member of the home.
* On completion of the mapping session the DCM will firstly feedback verbally to the provider/ appropriate appointed person and indicate areas of ‘best practice’ for that of a dementia friendly residential home.
* The DCM will discuss at length areas that require immediate attention (e.g. risks/ breaches/ safeguarding etc.).
* The DCM will inform the provider/appropriate appointed person of the team’s protocol and process with regards to sharing of information, with other regulators, professional’s or partnering agencies, Duty of Care.