

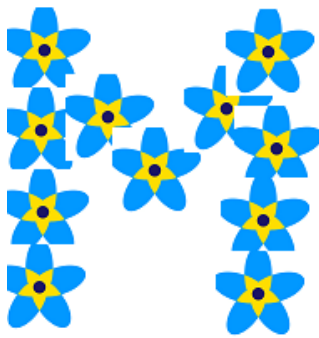
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## What is mapping?

Dementia Care Mapping is an observational framework developed at the University of Bradford which records quality of life and quality of care from the perspective of the person living with Dementia.

Dementia Care Mapping is both an 'Observational Tool' and a 'Process', which are designed to help the provider to consider and improve in the delivery and quality of care for service users with dementia.

The observational tool is used for a variety of purposes:

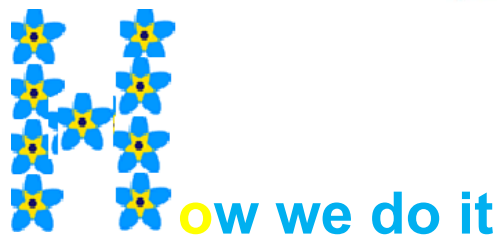
- Assessment and care planning
- Training needs analysis
- Staff development
- Continuous quality improvement
- Benchmarking and Quality Assurance

### Aim:

- Work jointly with providers in an inclusive manner that provides good person-centred outcomes for service users.
- The expectation is for all stakeholders to support continuous improvement, striving towards excellence in dementia care.

### Key Elements:

- The Dementia Mapping Service is part of the Care Quality Assurance Team (CQAT), within Adults Social Care. Together they ensure that services not only meet the contractual requirements, but more importantly meet the quality and outcomes of service user's using them. The data collated when analysed evidence's the service user's mood, engagement, and well-being.
- Dementia Care Mapping is central to improving the quality of care for service users with Dementia and is closely aligned with the National Dementia Strategy on Living Well with Dementia.
- Dementia Care Mapping is recognised in key policy and guidance nationally.



The Dementia Mapping Service process consists of two separate but integral parts:

### Mapping

Will observe an identified service user to whom the provider has gained consent for their inclusion in the mapping process.

The Dementia Care Mapper (DCM) will endeavor to observe the participant's mood state alongside their level of engagement. This is achieved by continuous observation based on coding within five-minute time frames.

Over the period of a whole map a general picture can be built up about a participant's relative level and range of well-being or ill-being by drawing together and analysing information.

The DCM also observes the home's communal environments to evaluate if they meet that of the expected best practice guidelines for care homes that are providing care to service users living with dementia related conditions.

The DCM observations include signage, orientation, points of interest, displaying of information, way finding, memory aids etc. The DCM observations also relate to compliance, standards, regulations, and legislation.

### Observations

The purpose of 'Observations' is to support the provider/ referring professional to eliminate or consider triggers to challenges, which are being experienced by the provider of the service.

The 'Observations' are undertaken from the service user's perspective ensuring quality person-centred care is foremost. This will support all relevant service areas and professionals to have an insight into the service user's communication, in turn enabling better informed person-centred care planning.

Throughout both processes the DCM strives not to impact/disrupt or intrude on the persons normal routine/ day.

The DCM is trained to observe unobtrusively and endeavours not to impact on any part of the service or any individual's day.



Since recommencing the Dementia Care Mapping service in November 2021 we have achieved some very rewarding results.

The team have to date, (May 2022) completed 10 Care Quality Dementia Maps and 8 observations.

We have successfully supported service providers to better understand service users' that express/ communicate their unmet needs/ challenges as communication.

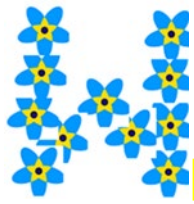
We have successfully supported providers who have been unable to meet people's dementia needs that resulted in breakdown of placements. We work with them in making the necessary changes and improvements to ensure people receive the best Dementia Care and are able to reside in their home successfully.

Throughout both processes the DCM strongly considers the Dementia Care Mapping Principals/ Practice (person centred values).

All DCM findings are documented in a report and provide a full understanding, (clarity) of the positive/ good practice demonstrated/ met and the actual risk/ situation demonstrated, (no opinions, only facts). The DCM recommendations direct/ offer solutions in good practice.

The DCM considers in their recommendations/ (RAG), the robustness of existing or additional controls identified which are balanced against potential consequences with regards the concern/risk.

The DCM provides a clear concise rationale to explain their risk rating, (RAG) which is measured against compliance, good performance and quality, person centred values, regulations, standards, and legislation etc.



## How we work with & what they said

### Collaborative working to date:

Historically the DCM team have worked collaboratively and shared information to achieve good outcomes for people living with dementia. The services include: Health and Social Care professional's/ partnering agencies/ regulators e.g. Continuing Health Care Practitioners, Social Work teams, General Practitioners, District/ Community nurses, Community Psychiatric teams, Psychologists, Best Interest Assessors and Court of Protection. Safeguarding, Occupational Therapy, Commissioners, CQC, Brokerage.

### Collaborative Feedback

**Working with clinicians, (Frailty team, Integrated Care Team):** *'We have been discussing how fantastic we think dementia mapping is. We think it would be beneficial to the work we do in care homes to meet with yourselves to gain further insight into the work you do how we can work together in term of the work we do in care homes with the frailty team?'* (2022)

**Care Home Mental Health Pathway:** *'I understand you have been working with a lady at a care home. I have read the report and have found it very useful. It would be really useful if we could build a relationship between the teams as we are working towards the same goal!'* (2022)

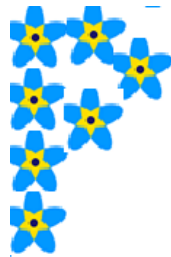
**CQC:** *'The dementia mapping work really did prove to be essential for this lady to enable the service to establish a person-centred and effective care plan to meet her needs. Your mapping meant the service was better able to understand the needs and was given the tools to ensure the staff could provide support that was right for her, carried out in a way staff felt was a more positive approach and achieved the results they wanted for her. Your service and the work you provide, if it were available to all people living with dementia, would make so much difference to their lives and those of the staff/families that support them.'* (2019)

**Social worker, (East locality):** *'It was also a pleasure to meet with you today. Regarding the outcome of the meeting today I would like to say thank you for the support you have provided. I really don't think that without your support we would not have had the same outcome. Once again, it's been lovely working with you both and thank you for the support you have provided, and I will look forward to working with you in the future if necessary.'* (2019)

*“I would like to take this opportunity to thank you for all your hard work and dedication and making a significant difference to the outcome”. (2019)*

*‘I can confirm that I was very pleased with the work undertaken by the Dementia mapping service. The Dementia Care mappers worked hard to produce a very detailed record of observations with Miss X. The Dementia care mappers had meetings with the care home to share their observations and make recommendations. The home used the recommendations provided by the Dementia mappers to develop a more person-centred plan for Miss X which appears to be working well. On receiving the updated care plan, I shared this with Dementia Mapping who cross checked the documents with the Action Plan discussed at the meeting between the provider and the Dementia Care Mapper (DCM) and confirmed that required recommendations/ actions had been met as far as possible within the care plan. Family report that Miss X is now very settled, and no concerns have been brought to my attention since the new care plan was implemented. I found the Dementia care Mappers to be very approachable and easy to talk to. I freely shared my worries and concerns with them, and they provided me with the reassurance that I needed throughout the process. Overall, this was a good piece of work well done’. (2019)*

**Best interest assessor:** *‘The observations, recommendation and feedback have been very useful in relation to my role as Best Interest Assessor re: -Deprivation of Liberty’ (2014)*



## Provider's said

*'This was very positive, constructive, and supportive. This was extremely clear, accurate and again very supportive' (2022)*

*'Plenty of notice of the visit. Staff felt you were unobtrusive during your visit. Very concise report. Good meeting with plenty of verbal discussion on the points raised and subsequent actions that had been taken'. (2022)*

*'The information, communication was good. We didn't feel as though we were on the defensive as we knew that whatever you saw would be commented on in a way which was intended to help us to improve the service. Having attended provider's meetings and listened to talk about more collaborative ways of working, I felt optimistic. Having listened to your feedback and discussed the process with you, that optimism has been fortified. Feedback / action plan meeting. This was a very positive process'. (2019)*

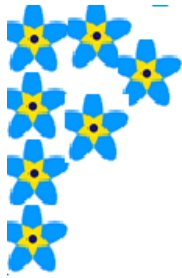
*'Thank you for a comprehensive report which is a true reflection of our discussion. We had a positive general staff meeting and got staff involved in discussing key resident's needs, lifestyle and how they spend their day, already ideas coming in and all. We will cascade this to all staff. We also wish to acknowledge the positive impact of your visit to the home which is really appreciated and look forward to working with your team to improve on practice and enhance the lives of people who use our service' (2019)*

*'The observations were very informative and gave me an insight into the service user's experience of the day service' (2017)*

*'The observation was most helpful, identifying aspects that could be improved such as tasks around occupation' (2016)*

*'Your report was helpful, and I have given copies to the staff to read' (2015)*

**Would you recommend this service? 'Yes, without a doubt'**



## rojects we've supported

The DCM team is currently involved with the Dementia Collaborative, the collaborative has recently reviewed the Dementia Booklet '*Living with Dementia in Hull*' and the DCM team have contributed to the review of the booklet and completed a piece for inclusion in the booklet on '*Life Story*'.

The DCM team have been involved in reviewing the joint East Riding of Yorkshire and Hull Medication Policy '*Administering Medication Safely in Residential Care Home Sector*'.

The DCM team were requested to support in reviewing/risk rating (RAG) care plans for people living with dementia in services who were in the process of transitioning to new placements.

The DCM team supported/completed supporting a provider in producing a detailed person - centred care plan.





## Humber Tech Challenge 2019 - Winners!

A team from Hull City Council won the Humber Care Tech Challenge 2019. The Hull team consisted of two Dementia Care Mappers from Adult Social Care, Corporate IT and Hull CCG.



The team's technical solution to support people living with dementia and their carers was voted to be the best.

Team Ull-tra Fast designed a technological idea on how to ease the symptoms of people living with dementia who experience sundown syndrome, which means end-of-day confusion and restlessness that manifests. Their idea will now be developed into a product with support from Hull University, Amazon, C4DI, the region's Clinical Commissioning Groups and East Riding Council.

## Positive responses

*'Well done, what a great team'*

*'Well done to you and all the team involved'*

*'Fantastic excellent news and very well done to everybody involved. This is ground-breaking news'*

*'Many congratulations to you and the team's achievement on winning the challenge.'*

*'Brilliant news and very well deserved. Team Hull at its best'*

*'Congratulations on your remarkable achievement at the Humber Tech Challenge over the last 2 days. It is wonderful that your idea to support people with sundown syndrome was chosen as the winning idea and I look forward to this been developed into a product that will support many people with dementia and their carers I appreciate it was 2 days of hard work but I hope you all enjoyed the experience and*

*are proud of the fact that you have all come together for the first time and designed a technological solution that will benefit so many people. You are all clearly very gifted and talented people that we are very proud to have as our employees. Enjoy your success and I look forward to catching up to hear about your experience as well as taking time to celebrate’.*



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