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SHARING YOUR INTEREST IN CARE

WINTER 2014/15



CAREER CHANGE

Hayley takes pride in her profession

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Volunteer opportunities ● Human rights ● Complaints



HAPPY TO TRANSLATE

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Would you like to help?

INSPECTION VOLUNTEERS

WOULD you like to get involved with our inspection work?

We are currently recruiting people with personal experience of care as inspection volunteers.

Inspection volunteers take part in our inspections of regulated care services by talking with people who use services, their families, carers and friends to get their views. They also make their own observations during inspections.

Full training is given and inspection volunteers may also have the opportunity to contribute to other aspects of the Care Inspectorate's work.

HOW YOU CAN GET INVOLVED

Tel: 0345 600 9527

Email: getinvolved@careinspectorate.com

Welcome

to the winter 2014/15 issue of *Care News*

Improving people's lives and putting people at the heart of what we do is what the Care Inspectorate is all about.

We need to get the balance right between regulating and inspecting services and helping them to improve, so that every individual gets the good quality, safe care that they deserve. That's why we are reviewing how we inspect – to reflect the ongoing integration of health and social care, new laws to protect young people's rights and so that we can make sure that care properly supports individuals' human rights. Find out more on page three.

From now until the end of February, we are consulting on our new complaints procedure – to make the process quicker and easier. This is your opportunity to have your say and tell us what you think. So please take a few minutes to complete our quick survey on our website.

Around 88,000 people have dementia in Scotland. On page 12, meet Archie Noone – an incredible man with dementia and on a mission to live life to the full. Read about how his role with the Scottish Dementia Working Group is helping to make sure that people with dementia get the right support, at the right time.

Finally, find out more about our achievements last year in our recently published Annual Report and Improving Care in Scotland report. You can find these on our website at www.careinspectorate.com

Let us know what you think about *Care News*. Email communicationsteam@careinspectorate.com to tell us your views, or to suggest stories that you would like to see next time.

Happy New Year!

Sarah Wilkie
Editor



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Follow us:  @careinspect

Full listings of all our offices are available at www.careinspectorate.com

Our 0845 numbers have changed to 0345. The rest of the number stays the same.

Calling 03 numbers costs the same as calling landlines starting with 01 and they're built into the cost of pre-paid phone packages for landlines and mobiles. So, if you call 01 numbers at no extra cost during certain times of the day or you have a monthly call allowance, 03 numbers are included too. Check your tariff with your phone provider. Our local office numbers will stay the same.

If you wish to find out more about these changes please visit www.ofcom.org.uk

Our 0345 numbers are:
General enquiries 0345 600 9527
Eforms helpdesk 0345 603 0890
Finance team 0345 603 6979

Online

Visit us at: www.careinspectorate.com



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Look out for barcodes like this throughout the magazine. Scan them with your smartphone and they will direct you to the linked web page.

NEW APPROACH

The Care Inspectorate is carrying out an essential review of the way inspections are carried out



The Care Inspectorate is embarking on its biggest change programme as it carries out a fundamental review of its inspection methodology. This change is necessary in order to reflect the ongoing integration of health and social care, new laws setting out the rights of young people and a greater focus on outcomes and human rights for people using services.

The aim of the review is to design a framework for inspections that focuses on outcomes, as well as being proportionate, streamlined and risk-based, and supports improvement where people aren't getting the quality of service they deserve.

The new approach needs to be robust enough to highlight where services do not provide high-quality, safe, compassionate care, but also flexible enough to support services that show innovation and new ways of providing services. The ethos is to promote partnership working.

Rami Okasha, Head of Quality and Improvement, said: "We want to make sure that we target our scrutiny where we have the most concerns to ensure what we do is proportionate and helps improve outcomes for people who are using services.

"The process started last year with the changes we made to childminders'

inspections. We completely reinvented how we did them and this year we are making further changes."

The new approach will be underpinned by outcome-focused risk assessment, developed in conjunction with inspections, registration and complaints information.

The review is also looking at introducing different types of inspections. The current graded inspection could be complemented by a different type of inspection to follow up requirements, look at a particular theme or issue, or a dedicated improvement opportunity to focus on particular areas in poorly-performing services, with new ways of accessing specialist health and

care support locally.

The Care Inspectorate plans a phased approach to implementation, with tests of change from April, and further changes thereafter.

Rami added: "This review is not intended to simply tweak or refine our current methodology. It starts from a blank sheet of paper and is prepared to recommend fundamental and far-reaching changes where they support our corporate plan and the responsibilities placed upon us. That said, we have no intention of losing the good practice we currently have: we need to establish which elements of our current methodology should be retained, and which changed."

Big plans for the results of review

The review will result in:

- a robust inspection framework with clear quality indicators linked to new national care standards
- published examples of very good and weak practice
- a clear judgement framework showing how inspectors arrive at decisions
- an inspection and improvement tool box, shared with providers
- more robust, dynamic self-assessment
- intelligence profiles for services and community planning partnerships
- clear roles for improvement and partnership ambassadors
- clearer, shorter inspection reports.

Annual returns

PLANNING AHEAD

EACH year, the Care Inspectorate asks care providers to complete an annual return to help it plan, inform and carry out inspections.

This year's annual returns will be available to submit through the eForms system, between Tuesday 6 January and Monday 16 February 2015.

Service provider eForms accounts can be accessed from any internet-connected computer at:

<http://eforms.careinspectorate.com>
If you've not set up an eForms account, please contact our eForms helpdesk on 0345 603 0890. If you don't have a computer, you can generally get access to an internet-enabled computer at your local library or council resource centre.

Answers to many frequently asked questions can be found on our website www.careinspectorate.com under 'Annual Returns' in the 'Professionals' section. If you don't find the answer to your question there, you can call our eForms helpdesk on 0345 603 0890.

If you registered your service on or after 1 October 2014, you don't have to complete an annual return in 2015, but it would be helpful if you do. The information you put in will automatically appear in the 2016 annual return. You'll then only need to enter any information that has changed.

Even if your service is inactive, you must still submit an annual return.

This information is not only crucial to the regulatory role of the Care Inspectorate, but is also vital to other organisations, such as the Scottish Social Services Council.

STORIES BEH

Competition celebrates achievements of people

Winners of the Housing Support Enabling Unit's (HSEU) fourth annual 'No Place Like Home' photography competition were invited to an awards ceremony at the annual Scottish Housing and Support Conference in October in Edinburgh.

The competition celebrates the achievements and experiences of people who receive housing support services in Scotland and is divided into three categories: home, community and challenges.

Information Officer Heather McCluskey said: "This year, the unit received a fantastic selection of entries and the judges had the very difficult task of selecting the winners. Our winners have wonderful stories that explain some of the challenges that they've come across in their lives and how they are working with support to overcome them."

BILLY JUSTICE FROM GOWRIE CARE Life after Loss

"This is a photograph of me with a picture of my mum and dad. I moved to my new home at age 54 after both my parents died. It was difficult to accept that my life was no longer going to be the same. My parents cared for my every need and I had no care or worries. Suddenly I felt alone and hurt. I have settled into my new home and life, gaining new friends and becoming part of a new community. I have gained new skills and independence I never knew I had. I know that through the stars and the clouds, my mum and dad will be looking down on me, smiling to see me happy as I start my life on my own."

To view all the entries, visit <http://www.flickr.com/photos/hseunoplacelikehome/>



Billy's photo won the Life after Loss category

Shifting Landscapes of Dementia Care

REGIONAL EVENTS

FOLLOWING the interest in the first 'Shifting Landscapes of Dementia Care' conference in Dundee last year, the Care Inspectorate is holding five regional events around Scotland to share the key learnings in improvements.

The events, which run from 9.30am-4.15pm, cover a range of topics that promote wellbeing and person-centred care for people living with dementia. Events have already been held in Aberdeen and Irvine, Ayrshire.

The following events are planned:

- Western Isles, 22 January 2015

- Shetland, 12 February 2015
- Inverness, 26 March 2015

Heather Edwards, Dementia Consultant with the Care Inspectorate, said: "These workshops will give people the opportunity to find out what makes a care plan 'person-centred' and understand the key factors that the Care Inspectorate are looking for during an inspection. The sessions will also explain the latest thinking in 'Promoting Excellence' in dementia care."

To register for a place, please type the following address into your internet browser: cinsp.in/dementiaevents

SNAP publish

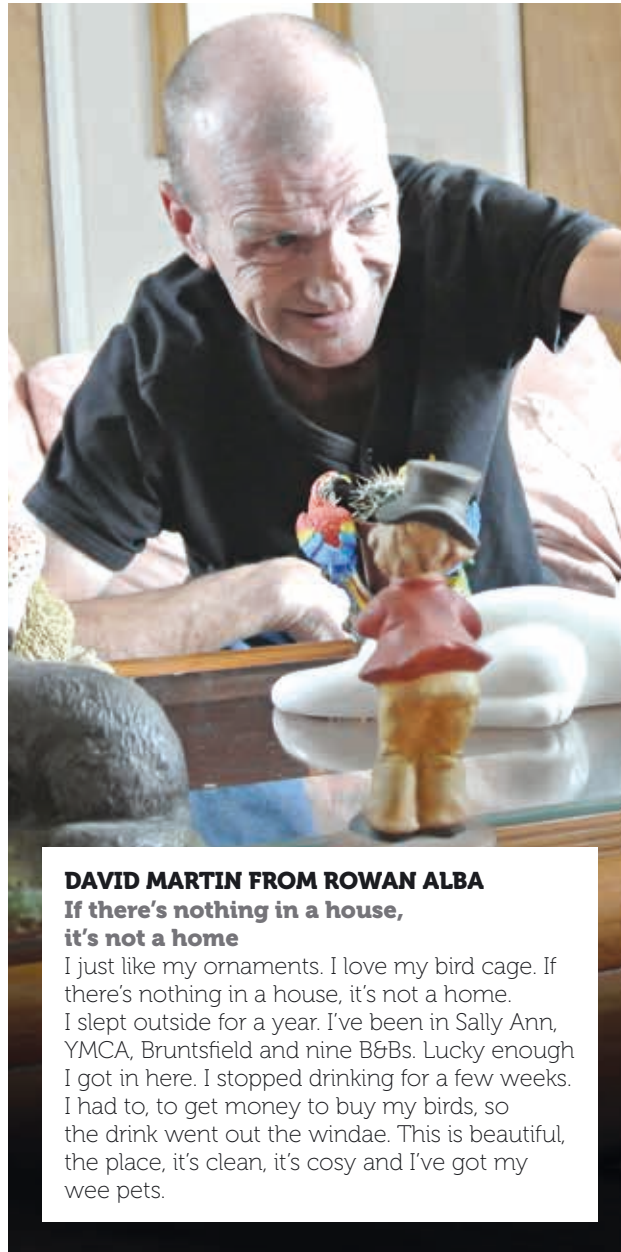
HUMAN RIGHTS

SCOTLAND'S National Action Plan for Human Rights (SNAP) has published its Year One Report on progress made during the year and its plans for 2015.

SNAP was established by the Scottish Human Rights Commission in partnership with a number of public and private organisations to provide a 'roadmap' towards creating a Scotland where everyone can live with human dignity and where international human rights are realised in people's lives.

Its four-year action plan has three overall outcomes: for people and organisations to understand about human

IND PHOTOS



DAVID MARTIN FROM ROWAN ALBA
If there's nothing in a house,
it's not a home

I just like my ornaments. I love my bird cage. If there's nothing in a house, it's not a home. I slept outside for a year. I've been in Sally Ann, YMCA, Bruntfield and nine B&Bs. Lucky enough I got in here. I stopped drinking for a few weeks. I had to, to get money to buy my birds, so the drink went out the window. This is beautiful, the place, it's clean, it's cosy and I've got my wee pets.

National campaign

POWER OF ATTORNEY

AGE Scotland has launched a national campaign to urge people to plan ahead and get a Power of Attorney (POA).

A POA gives someone else the authority to make decisions about your life – including issues around finances, care and property – if you were to need help or lose the ability to make decisions for yourself.

Age Scotland believes that too many people assume that in those circumstances family members would automatically step in. However, without a POA in place, even family members would need to go to court to get the legal right to make decisions for you, and this can be time-consuming, expensive and stressful.

Brian Sloan, Chief Executive of Age Scotland, said: "Getting a Power of Attorney is one of the most important decisions you can make and it's one you shouldn't keep putting off until later, as many people do."

For more info and a pack, visit www.age-scotland.org.uk/poa



es progress and plans in first report

rights and to put them into practice; for Scotland to tackle injustice and exclusion, and improve lives; and for the country to live up to its international obligations at home and abroad.

One of the groups SNAP set up in its first year is the Action Group on Health & Social Care. This aims to promote the value of adopting a human rights-based approach to health and social care, and includes involvement in the ongoing integration of the two sectors and a drive towards person-centred health and care.

In 2015, the group will pilot approaches to building human rights into health and social care practice as well as hosting

learning events to bring agencies together to influence strategy, policy and practice. The group will also support the embedding of human rights with the new National Care Standards which are currently being developed by the Scottish Government and the Care Inspectorate.

Annette Bruton, Chief Executive of the Care Inspectorate, is on the SNAP Leadership Panel, and said: "Human rights are at the heart of our work and will be at the heart of

the new national health and social care standards. Our job is to ensure that we protect vulnerable people from harm

and ensure their rights are well protected. A rights-based approach to regulation and inspection means that we will empower our inspectors to exercise their professional judgement more about whether particular care properly supports someone's human rights."



Do you have a plan for the care of your parents?



CARE UK SURVEY RESULTS

Care UK conducted a survey of 2,000 people with parents over the age of 60 to discover their attitudes to their parents' care.

The survey asked a range of questions, including if people would be able or willing to look after their parents, whether they had talked to their parents about potential care scenarios, and what would prevent them from supporting their parents. The results make interesting reading...

One in 10 people said that it was a topic that either they or their parents refuse to discuss.

A similar amount said the subject had come up once but had proved too upsetting and less than a third (28%) would have their parents live with them.

The top five reasons why they wouldn't be able to look after their parents were:

- Our house isn't big enough
- I don't think I could cope
- I don't have that sort of relationship with my parents
- I lack the necessary skills required to care for them
- Work commitments wouldn't make it feasible.

Although one in five people said their parents' welfare is a constant worry, only 5% discuss future care plans with their parents regularly

Of those who had not discussed future plans with their parents:

- 44% said it was not something they worry about right now
- 23% say it's too depressing a topic to discuss
- 21% say they don't know enough about the care options available.

With 20% of people feeling fearful and 33% feeling guilty about potentially having to arrange external care for their parents, it's no surprise that many people find it difficult to approach the topic with their loved ones.



Harry Watson carried the baton

HARRY'S STILL GAME FOR HIS FUNDRAISING

Hard work led to Peterhead man carrying the Queen's Baton

FUNDRAISING

A Peterhead man with learning disabilities has raised thousands of pounds for local and national charities in a fundraising 'career' that's lasted for 26 years.

Fifty-nine-year-old Harry Watson's efforts have not only brought him the thanks of the good causes he supports, he was recognised last summer when he got the chance to be a Queen's Baton bearer in the run up to the Glasgow Commonwealth Games.

Harry said: "I began because I wanted to give something back and help other people."

He is helped in his efforts by Inspire, a north-east learning disability charity – one of the groups he raises funds for. To date, he's raised over £10,000 for

Children in Need, over £1,000 for Theatre Modo in Peterhead (a group that helps disadvantaged young adults in the local area), and approximately £800 for Inspire.

Among other things he runs the Baker Hughes 10K in Aberdeen, and collects outside a local supermarket. For each event he buys a new fancy dress costume out of his own pocket, helping to ensure all money raised goes to charity.

Harry also helps out as a volunteer in a group who do litter picking in the community twice a month.

Val Culley, Regional Manager at Inspire, said: "We are all extremely proud of Harry and what he has achieved over the years; not only for Inspire but for Children In Need too."

Harry added: "I love doing it and I love to know that I am helping people."

Older people's initiative to release first report

WE'RE HERE TOO

AN initiative for raising awareness about the representation of older people, and highlight good practice, is about to issue its first report.

'We're Here Too' has been organised alongside partners by Outside the Box, a voluntary organisation that works with care providers, local authorities and service users.

Anne Connor, Chief Executive of Outside the Box, said: "It sprung from work we've done with Scottish Care around self-directed support. We saw instances where people received good, responsive support and others where people's voices are not being heard. We realised that there were two types of participation missing; one was having a say in

your own support and care, and the service you use, and the other was having a say in what happens in your community."

A report will be published in the new year.

"We want people to start talking about these issues and following the good examples that have been set," said Anne.

"ISOBEL'S SERVICE IS INVALUABLE"

Acute Learning Disability Nurse Advisor supports people going to hospital

HOSPITAL SERVICES

As an Acute Learning Disability Nurse Advisor with NHS Grampian, Isobel MacKenzie has a varied but crucial role in promoting access to hospital services for people with learning disabilities.

Isobel helps to assess an individual's needs and then shares the necessary information and care planning with the hospital staff to promote safety and minimise risk.

Her role includes providing advice and support for people with learning disabilities, developing hospital and community systems, influencing strategies and policies and providing education for hospital staff.

"One of the most important aspects of my role is acting as a liaison between the healthcare team, the individual with a learning disability and the care providers as well as the family," says Isobel.

"For example I make an assessment to see if the patient has any additional care needs that should be accounted for, and I ensure that appropriate information is passed on to the ward staff. We have created a document



Isobel MacKenzie

almost like a 'hospital passport', which gives pockets of information about the person's everyday abilities and their level of functionality. This can provide the healthcare team with a baseline to work from when major changes have occurred."

The benefits are clear, in terms of helping people with sometimes severe learning disabilities to understand and

accept the process of examination, as well as ensuring all the appropriate departments are involved in any procedure.

Sarah Smith, Support Manager of learning disability charity Inspire's Threadneedle Street project in Peterhead, sought Isobel's advice when a person supported by the charity, Brian, was to be admitted to Aberdeen Royal Infirmary for surgery.

"Brian was unsure and nervous about the procedure, but Isobel ensured he had easy to read material to explain what to expect," says Sarah. "During his stay in hospital, Isobel visited several times, which gave him a familiar face and someone who could look after his additional needs.

"Isobel provided an invaluable service to both Brian and his support staff. She contacted us to let us know how he was and offered to pop in and visit him on days when we were unable to provide a visiting member of staff.

"It was a great comfort to know that there are nurses with these skills and we now know who to contact in future for further hospital admissions."

Ellon Resource Centre newsletter is a big hit

ELLON RESOURCE CENTRE

ELLON Resource Centre, which provides a day service for up to 30 people with learning disabilities who live in Ellon and the surrounding area of Aberdeenshire, has been creating its own newsletter.

The newsletter is to keep service users, staff and family members up to date with everything that's going on.

A dedicated team produce the monthly eight-page newsletter, Centre Scene, with service users involved in every aspect of gathering and writing the content as well as design and production.

"Everyone plays a role, from coming up with ideas for



The 'Centre Scene' team

stories through to laying out the newsletter and printing it out," says Kate Robb from Ellon Resource Centre, who works with Pauline Watson to produce Centre Scene.

"It's been very successful not only in terms of keeping

everyone up to date with what's going on, but in developing lots of different skills. Being involved really makes our contributors think and has helped them progress, for example from doing writing which is

descriptive to working on more creative content."

Donna Harvey from the Care Inspectorate said: "The Ellon Resource Centre staff's approach to involving the people who use the service has always been good, and the newsletter typifies their approach.

"The people who use the centre have been completely involved in developing the newsletter.

"The newsletter team produces a wide variety of articles, both entertaining and informative, and the positive feedback they have received about the newsletter has led to an increase in their self-confidence."



care
inspectorate

Unhappy about a care service?

Here's what you can do

Firstly, raise any issues directly with the service. If you are not satisfied – you can make a formal complaint using the service's complaints procedure. All registered care services must have one.

Or, you can raise a complaint about



the service with us.

If you want to speak to us about a concern:

- call our national enquiries line on **0345 600 9527**
- telephone, write or visit any of our offices
- fill out our complaints form on our website.



For copies of our 'Unhappy about a care service' leaflet please call

0345 600 9527

OR visit

www.careinspectorate.com

Pupils link with fire service

BALNACRAIG SCHOOL

A recent project between Balnacraig School in Perth and the fire service has shown young people how important the emergency services are.

The project arose after an incident at the school where pupils went onto the roof on a dark, wet night and the emergency services had to be called. While at the school, the fire service was unable to attend another serious incident in Perth which the firefighters were obviously unhappy about. As a result of this it was decided that the school and the fire service would work in partnership.

Principal Liz Angus said: "That was a really difficult night. We had a debrief meeting with all the emergency services in the aftermath of what happened and two things emerged – the emergency services didn't have a full understanding of what we do, and also that our young people needed to have a better understanding of what the emergency services do. From that we decided we would work together."

The initiative involved members of the White Watch, who were on duty that night, coming in to work

with the young people in school. Part of that was getting to know the young people and learning more about the school while teaching them about what the fire service does. This then progressed into the pupils going to work at the fire station and completing a young firefighter's course, all as part of the community education element of the curriculum.

Liz added: "This was a really good piece of interdisciplinary learning in the community and very relevant for our young people. They developed confidence and got a lot out of it. It's that bit about engaging with partners and with the local community which is really important."

The project culminated in a graduation at the fire station where all participants received certificates.

Care Inspectorate Inspector Lynn Ellison agrees that the project was worthwhile.

She said: "I think this was great because it's about supporting young people to develop a sense of community and responsibility so that they become aware that what they do affects other people."



FIRST A BIG

Hayley changed her career to become a childminder and has received a very positive first report

When Hayley McCann set up as a childminder in Edinburgh, two things were essential to her initial success – her own thorough approach, and the help she received from the National Registration Team, through Jackie Brims, a registration inspector based at the Care Inspectorate in Musselburgh.

"Although my business started in September 2013, I had begun looking into the possibilities a year before," said Hayley.

"Previously, I worked as a manager in an orthodontic practice, so when I became a childminder it was a complete change in my career and a new chapter in my life."

Her first contact with the registration process was when she applied for the necessary forms to get things under way in April 2013. Then, in July, she met Jackie, who undertook a pre-registration visit.

Jackie said: "People tend to be nervous at first since they don't know what to expect. However, I spend some time getting to know the individual. When you chat with people about their children and

Children's group has made essential changes

WHEN it comes to improving services for looked-after children who do you turn to for advice? For Aberdeenshire Council, the answer is clear – ask the children themselves.

The council has been running a Young People's Organising and Campaigning (YPOC) group since 2009, which is made up of looked-after children and care leavers aged 12 and over. They delve deep into their experiences to give insights to the people who are involved with care services.

Since its launch, the group's list of achievements include producing guidance to improve the way meetings involving the children are run and the council's whole approach to corporate parenting. In fact, the children have even been involved in appointing two champions for looked after children from amongst Aberdeenshire's councillors, and appointing a Children's Rights Officer.

The work of the group kicked off with a "Tell it like it is" conference for young people

to share their experiences about what worked well for them and what needed to be better. They identified that the meetings they attend had to be more suited to their needs.

More recently, similar work led to the launch of a guide and DVD on corporate parenting, "We are the Bairs". And when the council was hiring a new Children's Rights Officer, the first interview was led by young people from the group.

Kate Ramsden, Children's Rights Officer for

Aberdeenshire Council, said: "It's crucial that the real voices of children and young people who are looked after and care leavers are being heard to help inform the best way forward for services that support them. There are no more powerful voices than the people who have been through the system."

For a copy of the guides, email kate.ramsden@aberdeenshire.gov.uk or 01467 628282 or visit www.aberdeenshire.gov.uk/children/rights/index.asp

STEPS TO SUCCESS!



life experiences you get a lot of useful information."

During the visits Jackie explains the legislation, discusses the National Care Standards and carries out a risk assessment, among other things.

Approximately six weeks after Jackie's visit, Hayley's registration was confirmed. It takes a great deal of effort to get to that stage and evidence of the work that's been put in is always required.

"We look for people to back up what they are telling us with some paperwork," said Jackie. "For example, we might ask for their complaints procedure, or behaviour or medical policy."

After registration the next vital step is the first inspection. By this time new childminders are aware of what the difficulties can be, what is going well and what they might need to revise.

“ When you chat with people about their children and life experiences you get a lot of useful information ”

For Hayley, her first inspection was scheduled approximately a year after registration. To her pleasant surprise, she received 'very good' grades for all three quality themes. However, that came as no shock to Jackie. She added: "It didn't surprise me that Hayley received a positive first inspection as it was clear to me that she is someone who is interested, enjoys children's company, and takes pride in doing a good job."

Volunteers are needed

CHILD CARE

IF you have experience of child care, either as a carer or a parent, then the Care Inspectorate is interested in your insights. The organisation is currently recruiting Inspection Volunteers to work with its teams in the inspection of early year services, such as childminders, playgroups, nurseries, crèches or out of school care services.

The Care Inspectorate currently has 11 Inspection Volunteers for child care services and is looking to increase this number significantly in the next six months to work with its inspection teams to assess the quality of care provided by services and encourage improvements where needed. Full training and support is offered to all Inspection Volunteers, as well as expenses.

Gemma Watson, Involvement Adviser – Children & Young People, said: "We believe we can make care better by working with people who have personal experience of those services. That's why we are looking for parents or carers of children who have experience of using a child care service. They will be involved in our inspections, speaking to parents and often children about their service.

"We are not looking for people with child care qualifications because personal experience is what counts, as this can provide us with unique insights which will help to help services improve."

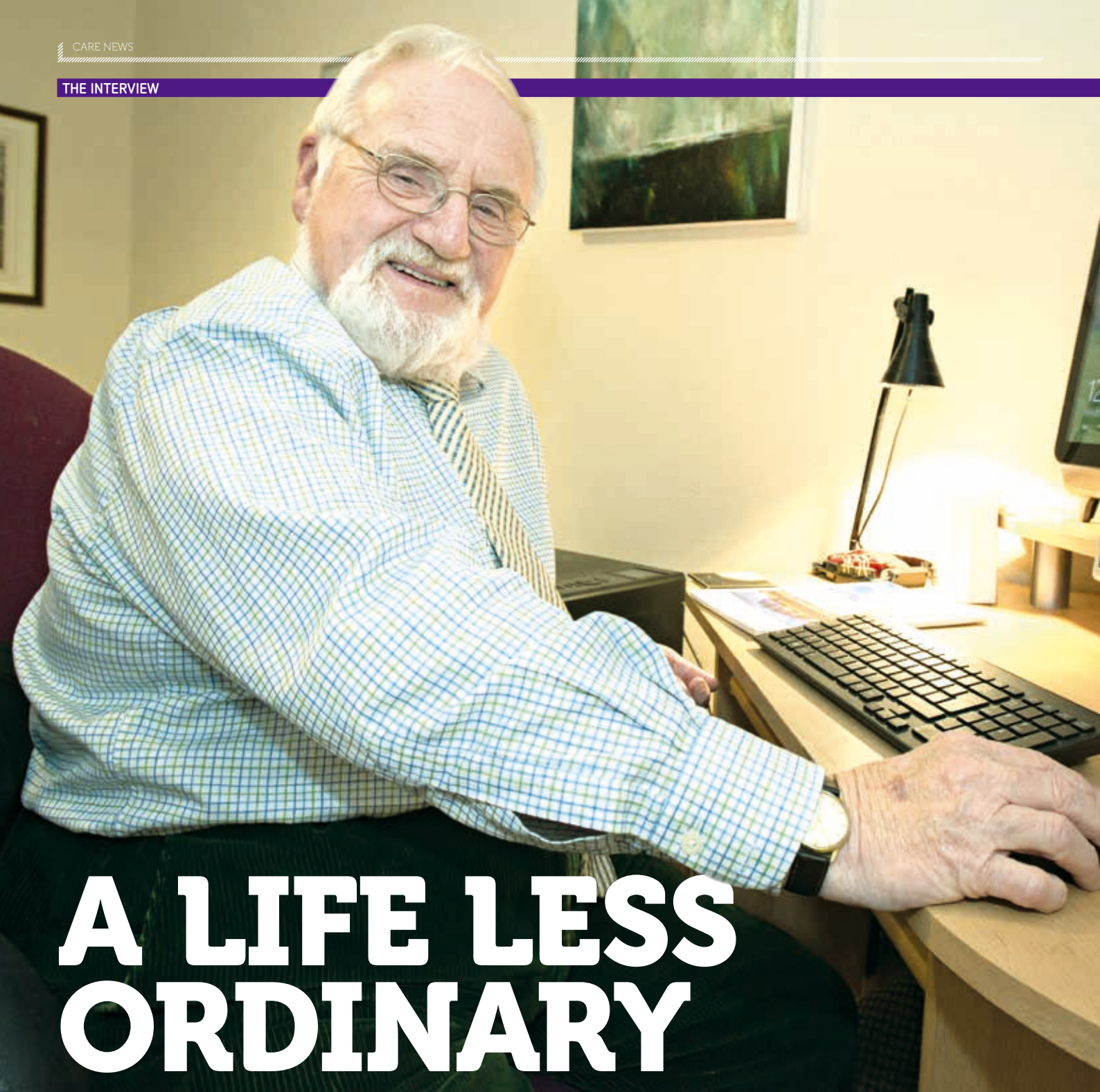
Lorraine Elliott from Motherwell is an Inspection Volunteer and got involved after asking the Care Inspectorate about an issue at her daughter's nursery. She said: "I felt the Care Inspectorate had been really approachable, so when I found out about the focus on early years inspection I thought, that's right up my street.

"I've had good training to be an Inspection Volunteer and it was really interesting. I'd say from a personal development point of view it's really useful and beneficial.

"I really feel that the inspectors I work with listen to me and that it makes a difference."

If you are interested in becoming an Inspection Volunteer for childcare services, contact getinvolved@careinspectorate.com or call 01382 207142.

Thinking about registering a care service?
Find out how at cinsp.in/register-a-service



A LIFE LESS ORDINARY

Archie Noone refuses to let dementia stop him from living his life to the full and putting his energy into the Scottish Dementia Working Group helps him do just that

Archie Noone is a man with a mission: to live life to the full before his dementia makes it harder to do the things he loves.

The 74-year old, who was diagnosed with dementia two years ago, is rarely in his Dundee home nowadays – if he's not driving around the countryside in his Toyota MR2 sports car then he's attending the Scottish Dementia Working Group (SDWG) sessions or related events around the country.

In fact, it was the SDWG that turned his

life around and gave him a new purpose, as he explained: "When I was told that I had dementia I really closed down. I didn't want to do anything as I was in shock. I didn't go out for two weeks.

"But when Wendy from Alzheimer Scotland came to see me and explained about dementia and how I could develop strategies to cope with it she was a real catalyst for me to change my attitude to life. She offered to take me to a day centre to do activities with others but that did not appeal to me. But when she

mentioned about getting involved with the Scottish Dementia Working Group (SDWG) I jumped at the chance."

SDWG is a national campaigning group, run by people with dementia to provide an independent voice of people with dementia and supported by Alzheimer Scotland.

Archie, a former miner who went on to study social anthropology at Queens College Belfast, said he's had an "eclectic" background, and that is why he thought he could make a contribution to the SDWG.

He said: "The first time I went to a meeting in Glasgow I felt a bit silly, but I soon realised that I could actually get my point of view across to others and



Archie loves to drive his sports car around the countryside

“ A lot of the time we are laughing at each other’s experiences, and we all end up in hysterics. If we can laugh about dementia then we can laugh about anything ”

the suitability of research projects, and we attend lots of events to spread the word about understanding dementia.”

Archie has recently been invited to Brussels at the end of January to speak to EU ministers about the issue of dementia and incontinence.

Archie said that if he knew more about dementia 10 years ago he would have been able to recognise the signs that he was at risk of developing the disease. Heart problems, Type 2 diabetes and a small stroke, plus the onset of incontinence, were indications that Archie was developing dementia.

He said that it’s really important for people diagnosed with dementia to get professional advice as soon as possible to help them understand the full implications of the condition and develop coping strategies. He explained: “When I was told I had dementia all I got was a pack of information. It wasn’t until I had a visit from Alzheimer Scotland that I could understand what was happening to me and how to deal with the situation - they were fantastic.”

When Archie talks he will sometimes stop mid-sentence as his train of thought gets derailed, but after a short pause he’s often able to carry on from where he stopped.

Obviously, short-term memory is affected by dementia and that’s why Archie’s kitchen, bathroom and hallway walls are covered with Post-it notes with handy reminders.

“I have notes all over the place to remind myself to take out plugs, turn off taps, flush the loo and remember house keys before I leave the house. These are things that normal people take for granted, but people with dementia have to develop strategies to deal with these little things.

“I can still drive but I am aware that my reactions are not as sharp as they used to be - but I am 74! I sometimes forget my way around town but after a few drives around the place I get my memory back. People have suggested I get a ‘sat nav’ for the car, but I want to exercise my memory for as long as I can before I need an aid like that.

“That’s why I force myself out the door every day to not let apathy set in and ensure that I enjoy an active life before I get to a point where I am unable do these things and the grim reaper takes me away!

“As a result, I have a fun, active and stimulating life at present and my work with the SDWG gives me great purpose and satisfaction.

“My attitude is: I have dementia... but dementia has not got me.”

they not only listened but were interested. By the end of the session we had filled up three flip charts with ideas. It was then that I thought: this is the place for me!

He added: “Actually, a lot of the time we are laughing at each other’s experiences, like forgetting things, and we all end up in hysterics. I think this is very healthy because if we can laugh about dementia then we can laugh about anything that life throws at us.

“It’s about people with dementia working to improve the lives of people with dementia. It’s not just about helping us now but helping improve the lives of the next generation with dementia.

“For example, we work with PhD students who come to us for advice on



• AVAILABLE ONLINE AT
WWW.CAREINSPECTORATE.COM

Publications full of helpful information

THE Care Inspectorate produces a range of publications which are available free of charge to explain the role of the organisation and its work to improve the quality of care throughout Scotland.

These publications provide useful information to people who currently

use, or are preparing to use, care services as well as to their families and carers.

The publications include information about the National Care Standards, the level of care people should expect to receive and what to do if they need to make a complaint.

SHARE WORRIES

Making a complaint can improve a service so tell someone

CASE STUDY

Last autumn, a family contacted the Care Inspectorate through its National Enquiries Line with some concerns they had regarding their father's care. He was a resident in a large care home and in recent times his health had deteriorated considerably.

They were concerned about the service having mislaid letters relating to a hospital appointment, which was missed as a result, and about the attitude of an individual member of staff as well as how the service helped their father with bathing.

The inspector allocated to the case recognised that these concerns may be indicative of more serious problems, so she visited the family at home to look at this in more detail. The reality was that there was a much wider range of issues impacting on their father and they had been unable to have these resolved directly with the service provider. It also became clear that the hospital appointment was a very important one.

Through this meeting, the inspector was then able to investigate eight separate concerns which related to: the cleanliness of the home; malodours, wellbeing and safety overnight; support with the use of hearing aids; and other health and welfare



support issues, including the quality and quantity of food.

The inspector was able to address how the service supported the family's father in making choices, such as going for walks when he wanted. The investigation also looked at the way the service followed its own procedures regarding how it responded to complaints the family had made.

The complaint was upheld and five requirements were made for improvement. The service responded positively to this and, in fact, volunteered to suspend any further admissions

to the service until the Care Inspectorate was satisfied that appropriate improvements had been made.

The complaint process therefore highlighted a series of issues which went much further than the presenting concerns.

It demonstrates the value in making a complaint even if the complainant is a little uncomfortable initially or is not fully clear about what they can complain about. In this case the resulting improvements benefited all of the people who use this service.

Complaints procedure

THE Care Inspectorate has launched a consultation on its new complaints procedure to ensure that it is fully understood and easy to access and use.

One of the main changes to the complaints procedure includes frontline resolution, as Yvonne Littlejohn, National Complaints Team Manager, explained: "We are proposing a front line resolution stage along with the opportunity for mediation where both parties agree. Currently, only the complainant has a right of review, and only for complaints not upheld. We are asking people's views on whether the provider should also have a right of review and if both parties should be able to ask for a review on upheld complaints also."

"The aim is to deliver a quicker resolution where suitable. Otherwise, we work within our 40-day resolution for more complex and thorough investigations."

The changes are aimed at standardising and simplifying the complaints handling process. For more information on the complaints consultation and to complete the short survey, visit www.careinspectorate.com

Britain's best!

Carlingwark House scoop dementia award for second year running



Carlingwark House Care Home in Castle Douglas scooped the Best Dementia Contenance Care Award at the National Dementia Awards, for the second year running. This was in recognition of its exceptional approach to continence care.

The home, which is part of Community Integrated Care and one of the UK's largest social care charities, has championed a truly best-practice approach. Judges at the Dementia Awards said: "Their passionate belief in delivering the best care, maintaining dignity, and supporting their whole staff team is palpable," and that: "The people they support are at the heart of everything they do." So how have they become Britain's best?

Regional Manager Julie Cowen said: "Unfortunately, many people assume that incontinence is an inevitable consequence of getting old, and it's almost a taboo topic in some homes. This is wrong. If you train your staff to understand how to support



Pictured left, Julie Cowen and Shirley McTeir at the awards

people to remain continent and promote dignity, then you can transform quality of life."

With only 33 per cent of people supported at the home using continence products, compared to the national average of 72 per cent in dementia care homes, Carlingwark has truly set a national benchmark for excellence.

Julie said: "To achieve this, we've had an ambitious vision and drawn on the expertise of several leading groups. We have worked with the local NHS Continence Advisory Service and IDEAS (Interventions for Dementia, Education, Assessment and

Support) teams to develop our colleagues and create a more dementia-friendly environment. This holistic approach has focused on independence, dignity and wellbeing.

"We've been keen to share learning, too, so others can benefit from our work. One example is our partnership with the Care Inspectorate, NHS and National Dementia Carers Action Network, to create a resource book that will be shared with every care home in Scotland. We've also tried to raise the profile of continence care – gaining coverage on ITV and in local media, helping to break the stigma around the topic."

Carlingwark Manager, Shirley McTeir, explained the impact of their work: "When you visit Carlingwark, you'll be struck by how relaxed it is. This is because continence issues are a major cause of distress, and delivering good continence care is about adopting a person-centred approach."

She added: "Great support is a team effort. It relies on a motivated and dedicated staff team, great partnerships, and a shared vision. I'm so proud of everyone who has been part of this success."

Decision aid for care staff

DIARRHOEA

A useful decision aid to support staff in care home settings manage people with diarrhoea has been developed by the Scottish Antimicrobial Prescribing Group (SAPG) in association with the Care Inspectorate and care providers.

SAPG had contributed to technical guidance for healthcare staff to help deal with *Clostridium difficile* (C diff), a potentially serious infection, which presents as diarrhoea. SAPG was approached by the Care Inspectorate to customise the information for staff working in care homes for older people. Dr Jacqueline Sneddon, SAPG lead, brought together an expert group, including care home providers, to discuss how to adapt the guidance for care home staff.

Dr Sneddon said: "The original aim was to develop a decision aid for C diff, it soon became clear that it would be more helpful to start from when a resident develops diarrhoea as, at this stage, you do not know if it is due to C diff or another less serious infection.

"The decision aid provides some useful background information and a flow chart to enable staff to help the GP work out if it is C diff."

Copies of the decision aid have been distributed to all care homes for older people and the decision aid is also available to download <http://goo.gl/tCXwxD>

Feedback on the decision aid will be collected by SAPG in the new year, but any informal feedback should be sent to susan.paton@nhs.net



Launch of continence guide

Look out for a useful pocket guide called "Care about continence" for people living with dementia, their families, friends and care staff. It has been written from the point of view of the person who is being supported.

It highlights the support people can give to those with dementia to help create an environment that encourages independence and promotes continence.

The resource was developed by the Scottish Dementia Working Group and the National Dementia Carers Action Network together with help from the Care Inspectorate, NHS continence advisors, allied health professionals, care home staff, Scottish Care and the University of the West of Scotland.

RESIDENTS ARE SILVER SURFERS

Newmains home uses iPads for older people to rediscover interests

John used to train greyhounds but it was an interest he lost with old age. When he moved into Morningside Care Home in Newmains, Lanarkshire, he didn't seem to have much interest in any activities. It was a similar story with other residents at the home, some with dementia. That was until the introduction of a silver surfers club, with iPads opening up a whole new world and helping people reconnect with their old interests – such as greyhound racing.

The introduction of a gardening group has also helped residents come out of their shells. Crucially, these initiatives, and the day-to-day support of the residents, are made possible by a motivated staff, which is influenced from the top.

A recent care inspection evaluated the 62-bed home as very good across the board for a second year and excellent for leadership.

Lorraine McIntyre, the Care Inspector who undertook the inspection, explained: "Management and leadership is very strong, and as a result there is a very low staff

turnover. The home has a very motivated manager who encourages her staff and pushes them forward."

Manager, Christina Simmons, puts her staff through the My Home Life programme. Christina herself had first undertaken the leadership programme, which gathers together care home managers to learn from one another. She was so impressed with it that when the programme for care staff launched, she was quick to put six of her team forward for the workshops and networking sessions, funded with a grant from the Reshaping Care programme.

Lorraine added: "Christina has really got her staff on board. There is a great atmosphere, and during our inspection staff would come up and tell me about developments such as the silver surfer's club and the gardening club. They were really proud of their work."

These two clubs were the result of listening to the residents on what they wanted from their activities, rather than

"giving activities that the home thought residents would like," explained Christina.

While the silver surfers club began back in 2012, it really took off in May 2014, when a development grant from the Reshaping Care programme allowed the home to purchase 10 iPads and employ the services of a digital instructor to come in and give lessons on using them to the residents. Crucially, the instructor also trained the staff on how to help the residents use the tablets. "That allowed us to make the group sustainable for the future," Christina said.

Since the iPads have been made available, the residents have been able to rediscover their interests and explore new ones. For example, one woman is able to listen to her favourite music, and the group is able to research special projects, such as World War Two during the anniversary of the D-Day landings, and the Commonwealth Games, when they were being held in Glasgow. They have also helped the home's gardening group access advice online to grow their own potatoes and tomatoes, which they've been able to enjoy at meal times.

The value of all of this work, Christina said, is in the outcomes "When you see a smile on someone's face when they are doing something worthwhile and enjoyable, it is phenomenal."

For more information on My Home Life, visit please www.myhomelife.org.uk

“When you see a smile on someone's face... it is phenomenal”

