

Case Study: Dementia Care Mapping – Supported Living (DCM-SL) New way of working

Lincolnshire County Council (LCC) Home Support Service

Background

Dementia Care Mapping (DCM) is used internationally as an approach to practice development and continuous quality improvement. To date it has been used mostly in formal care settings. DCM is now being developed and tested for use in supported living facilities, in line with the emphasis in the National Dementia Strategy on improving quality of care in all settings. DCM SL is a new initiative to be launched by Bradford University Dementia Group and Lincolnshire County Council Home Support Service.

Introduction

In April 2008 the Council requested support from Bradford Dementia Group for their training programme for care staff who support people with Dementia within the residential, day and domiciliary support services.

At first a DCM course for 30 internal and external Managers was commissioned. The Council then wanted to supplement its implementation by providing frontline care staff with development and training in the principles of person-centred care and DCM awareness. Also to ensure longevity they wanted Bradford's assistance in preparing four Dementia Care Champions to deliver future training. This took the form of shadowing and coaching.

Timings

The DCM in the Home Research Project commenced at the beginning of June 2009 with briefing sessions for the Dementia Care Champions and Home Support Staff. Mapping took place between the middle to end of June and then data collection and feedback took place early July and ended with interviews with the people that use the Council's services that agreed to be observed.

Roles

The DCM-SL map involves an observer (mapper) accompanying a care worker during all of their visits to clients with dementia over a representative time period. The trained Mapper's in LCC are the Dementia Care Champions. Part of the development of Dementia Training in LCC and ensuring longevity, included a mentoring process with Bradford in training up the Dementia Care Champions to be able to deliver the Dementia Person-Centred Training.

Benefits

The DCM-SL tool provides in depth detail about the following:

- How each individual participant experience the supported living care they receive – what behaviours they are engaged in their mood/ engagement at the time.
- Whether some participants experience greater or lower well-being when in receipt of care from a particular care worker and what might cause this.
- Care worker behaviours and interactions that promote personhood and person-centred care and care worker behaviours and interactions that will undermine personhood and person-centred care.

It may also be possible to collect data on:

- The direct perspectives of people with dementia about the care they receive and how this compares and adds to what is observed.
- The direct perspectives of informal carers on the care their friend or relatives receives, and how this compares and adds to what is observed.

DCM-SL tells the Council about the quality of care as it impacts on the quality of life of those receiving care in supported living situations.

Risks

- Misuse of the tool.
- Incorrect giving of feedback ~ can be very powerful if used correctly and very damaging if not given correctly.
- Having a mapper in the home, could lead to further confusion for the user of the service ~ mapper must be conscious of this and quit immediately if their presence is causing upset.
- Consent – this can be problematic so clear protocols must be followed.

Key issues for success

- Commitment and embedding into everyday practice.
- Learning and sharing between staff.
- Communication, feedback and supervision.

Future use

DCM SL is to be used within the Lincolnshire Assessment and Re-ablement Service and to hopefully work with external providers to assist with measuring quality and improve development of their staff and service.

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