

Connecting People, Connecting Support

A co-ordinated and integrated allied health professional approach to support people living with dementia.

Elaine Hunter, National AHP Consultant, Alzheimer Scotland @elaineahpmh
Alison McKean, AHP post diagnostic lead, Alzheimer Scotland @AliAHPDem



Background

“Connecting People, Connecting Support” integrates and maximises the contribution of allied health professionals (AHPs) to dementia care so that these professionals are working to greatest effect in line with Commitment 10 of Scotland’s 2017-2020 National Dementia Strategy. The policy is integral to the delivery of the Active Independent Living Programme (2017).

Our vision

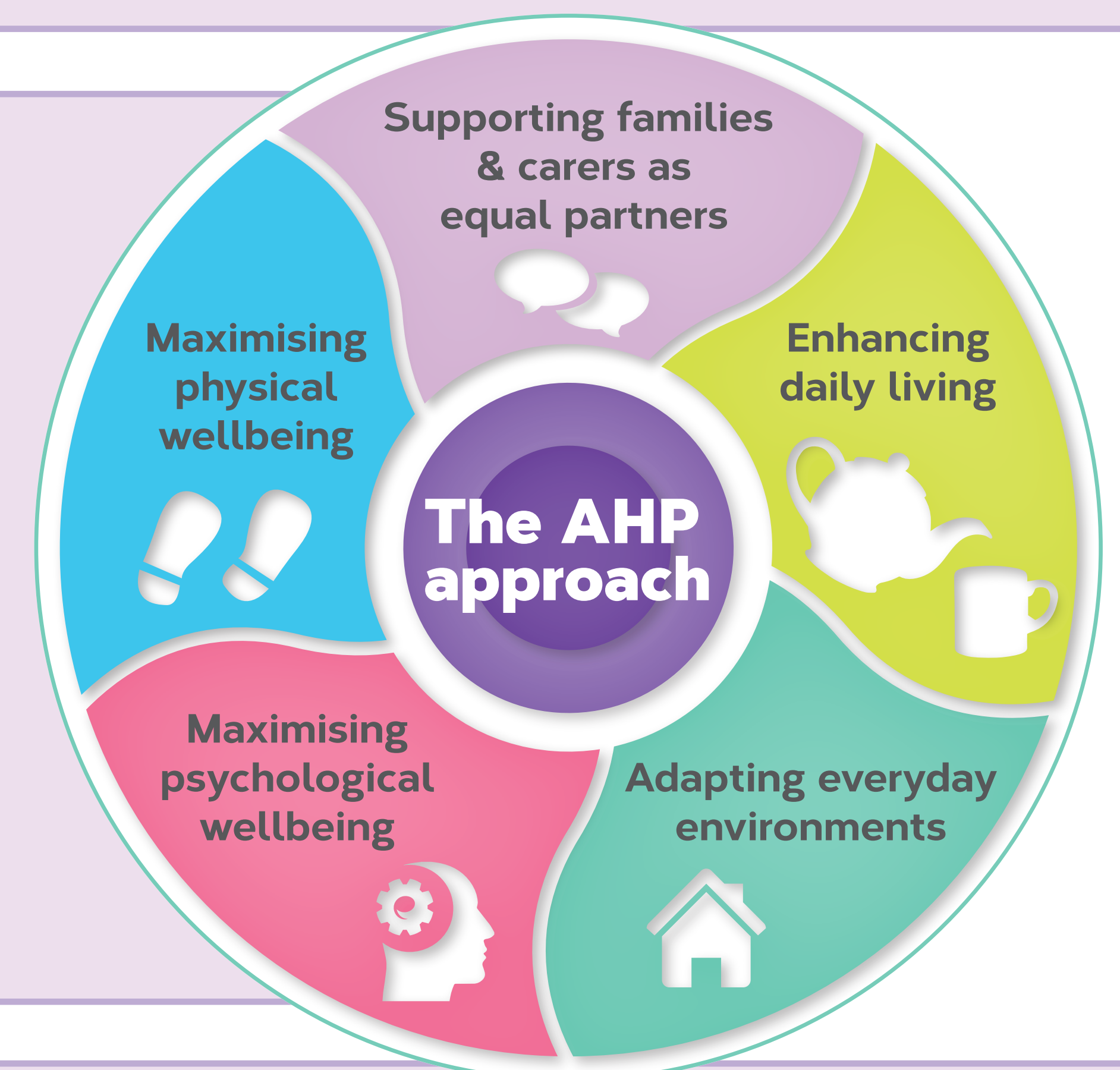
People living with dementia have better access to a range of AHPs regardless of age or place of residence, early in their diagnosis and throughout their illness.

The AHP approach in dementia care

Connecting People, Connecting Support presents an evidence-informed case to support an approach to practice for AHPs working with people living with dementia – what we call the AHP approach.

5 things you need to know:

1. The AHP approach is applicable for all people with a diagnosis of dementia in all care settings.
2. It is underpinned by principles of human rights using the PANEL approach as a framework.
3. The fundamental understanding driving the approach is that people living with dementia **can** benefit from AHP-led interventions.
4. The AHP approach combines a biopsychosocial approach of care with an integrated and co-ordinated approach to providing AHP interventions.
5. The five elements in the AHP approach are described separately, but must be considered collectively within overall universal, targeted and specialist AHP interventions



Bridging the gap from policy to practice

An implementation programme has been established to deliver on the 4 ambitions of Connecting People, Connecting Support to

1. **Enhanced access** enabling people living with dementia to be supported to look after their own health and wellbeing & do the things that matter most to them and for family carers to keep on with their caring role for as long as they want to
2. **Partnership and integration** enabling people living with dementia to be treated as a person by the people doing the work, and a relationship is developed that helps people work well together
3. **Skilled AHP workforce** enabling all AHP staff to have the support and resources needed to do their job well
4. **Innovation, improvement & research** ensuring people living with dementia have the right care delivered at the right time

An integrated improvement approach to change and innovation

Implementation of Connecting People, Connecting Support is underpinned by integrating an improvement approach to fully realise the impact of the ambitions across health, social care and partner organisations. We are combining relational approaches focusing on how we engage with people in the change process and technical approaches focusing on designing effective systems and process.

Integrated Improvement Approach

Relational Approaches

“To develop changes that result in improvement, we often need to change our normal thought patterns” *Langley et al 2009:40*

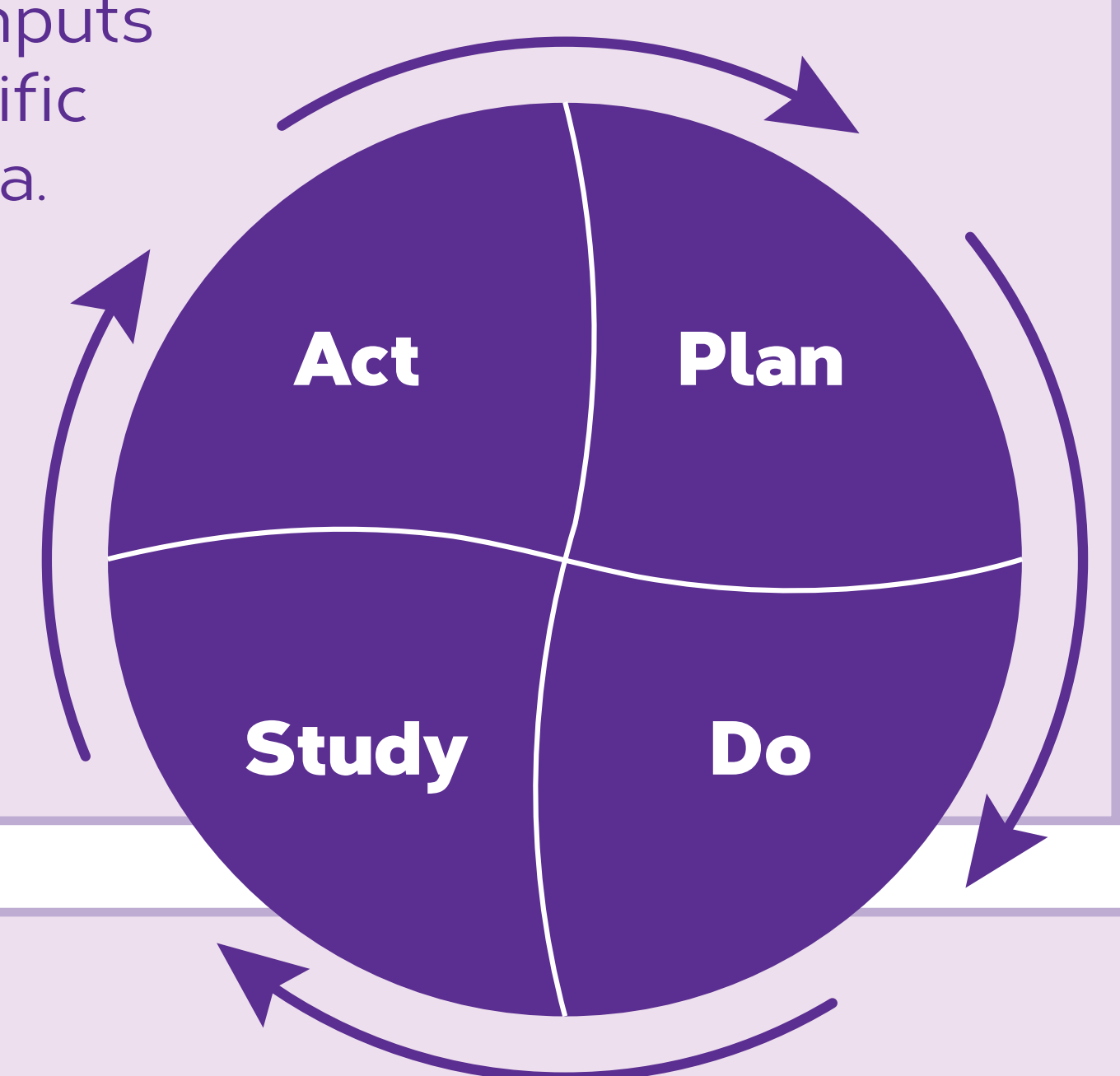
We have established an Alzheimer Scotland AHP dementia forum with over 40 AHP’s from throughout Scotland. All are actively engaged dementia advocates who view supporting people living with dementia as a core part of their role and are integrating appreciative inquiry concepts to deliver & co-design local solutions. Appreciative inquiry is about relating to and working with people in a different way to achieve the outcomes that matter to them and focuses on doing more of what is already working (Scottish Social Services Council 2016)



Technical Approaches

“Without data, you are just another person with an opinion” *Deming*

We are building an impetus towards change using a range of improvement tools and techniques. Our programme is defined by a logic model including project phasing, risk profiling, inputs and participants structured towards specific outcomes for people living with dementia. Each project within the programme will drive improvement within one of the 4 ambitions and will utilise tools such as Aim Statements, Driver Diagrams, Value Stream Mapping, and Plan Do Study Act hypothesis testing. Change ideas will be tested, and then scaled and spread.



Conclusion

Connecting people, connecting support is the first policy of its kind for Scotland. It provides a foundational underpinning from which AHPs will be able to build, using their own skills, experience and understanding of the person to provide a service truly tailored to individual needs. No service, profession or group of professions can transform dementia services alone. Health and social care services are much more effective when they are coordinated, integrated and working in tandem with people living with dementia and this policy calls for a multidisciplinary, multi-sectoral approach in which allied health professionals in Scotland can and must play a unique part.

References

- Alzheimer Scotland 2017 Connecting people, connecting support. Transforming the contribution of allied health professionals in dementia in Scotland 2017-2020
Langley GJ Moen RD Nolan KM Nolan TW Norman CL Provost LP 2009 The improvement Guide A practical approach to enhancing organizational performance 2nd edition Jossey-Bass
Scottish Government 2017a Scotland’s National Dementia Strategy 2017-2020 Scottish Government Edinburgh
Scottish Government 2017b Allied Health Professions Co-Creating Wellbeing with People of Scotland The Active and Independent Living Programme in Scotland Scottish Government, Edinburgh
Scottish Social Services Council 2016 Appreciative Inquiry Resource Pack learningzone.workforcesolutions.sssc.uk.com/mod/resource/view.php?id=653