

The Bee Inspired Dementia Care Programme: creating a buzz in care homes

The Bee Inspired Dementia Care Programme was developed by Jackie Pool in response to the need for improving leadership skills in dementia care settings. Over the years she has developed a range of tools that have been proven to enable managers of care services to lead their teams in delivering high quality dementia care.

The Health & Social Care Partnership, which was part of the Department of Health Regional Presence in the South East, tendered for a provider to work with them on a project to improve the experience of individuals with dementia in care homes, Jackie saw an opportunity to implement her programme on a large scale and to potentially make a difference to the lives of a large cohort of individuals.

The Bee Inspired Dementia Care Programme commenced with the project Homes in March 2011 and the key aims were:

- To improve the awareness and understanding of dementia amongst leaders and managers of 32 care homes in the south east of England
- To address objectives 10 and 13 of the NDS and to improve the experience of people living with dementia following the All Party Parliamentary Group report and the Anti Psychotics Review, on the actual experience of people in care settings:

The Bee Inspired Programme

The programme consists of a 3 day Leadership course and the provision of a Toolbox to enable the Lead for Dementia Care and the senior team members of a dementia care setting to work with their teams to deliver excellent and ethical dementia care.

The Bee Inspired Dementia Care Tools are mapped to the 10 Dignity in Care challenges, providing the successful Bee Inspired Dementia Care Leader with evidence to become a Dignity Champion.

Project Results

The initial invitation to care homes in the South East were sent via Local Authorities and Skills for Care workforce development leads. Two participants from each Home were invited to attend the 3 day course which was run at a central London venue on four occasions.

Of the 32 care homes that applied to participate in the project, 28 actually participated as some were unable to attend. Of the 64 participants invited, 55 attended.

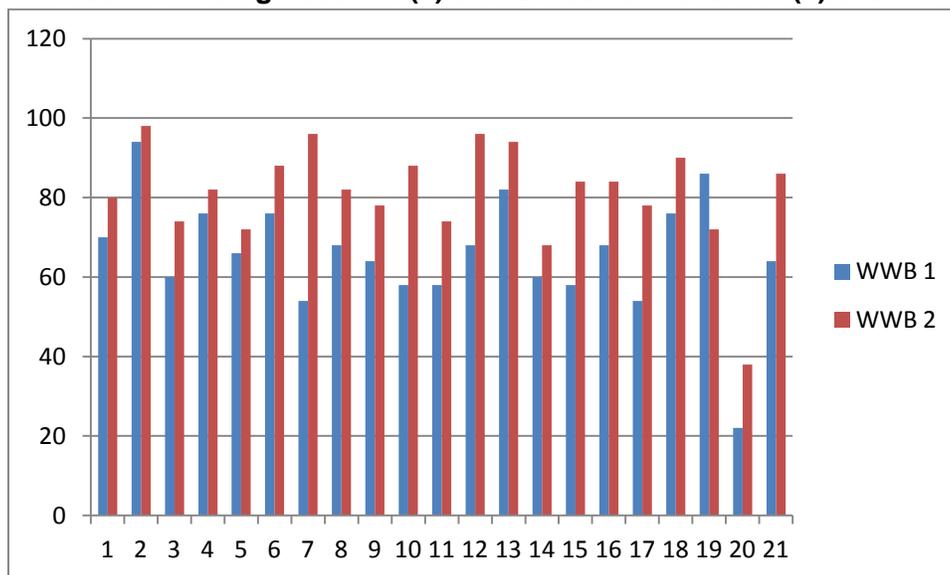
The size of the Homes had a range of registered places with the highest number (35%) having between 31-50 places. All of the participating Homes had individuals with dementia receiving their services with the majority (54%) having over 90% of residents with some form of the condition.

The 28 homes in attendance have a total of 1,165 registered places between them – so the programme had the immediate potential of benefiting that number of residents (and an unknown number of family and friends who might also experience the impact of any changes in staff behaviour). The programme had potential for reaching 1,335 staff (total in all homes) of these, 970 are care staff.

Workforce Well-being

This is measured by scoring against 25 indicators of person-centred behaviours in the team, with the belief that being person-centred is a reflection of a state of well-being in an individual. The measures can be completed for each individual within the team, as a form of appraisal and also can be completed as a team score to indicate the team status. The initial average Workforce Well-being, completed as a baseline measure by the senior management teams, within each of the 25 Homes who returned this information was 65.76%. At 3 months, following implementation of the tools in the Toolbox to improve staff facilitation skills, and to develop the physical environment, the average Workforce Well-being had risen to 81.05%. This average was taken from the 21 Homes who returned their second sets of measures.

Workforce Well-being Baseline (1) and Outcome measures (2) at 3 months



Therapeutic Physical Environments

This is measured by scoring against 40 design features that will be enabling to an individual with dementia. The measures are completed by walking round the home and auditing how many of these features there are. The baseline measure within each of the 26 Homes who returned this information was 49.58%.

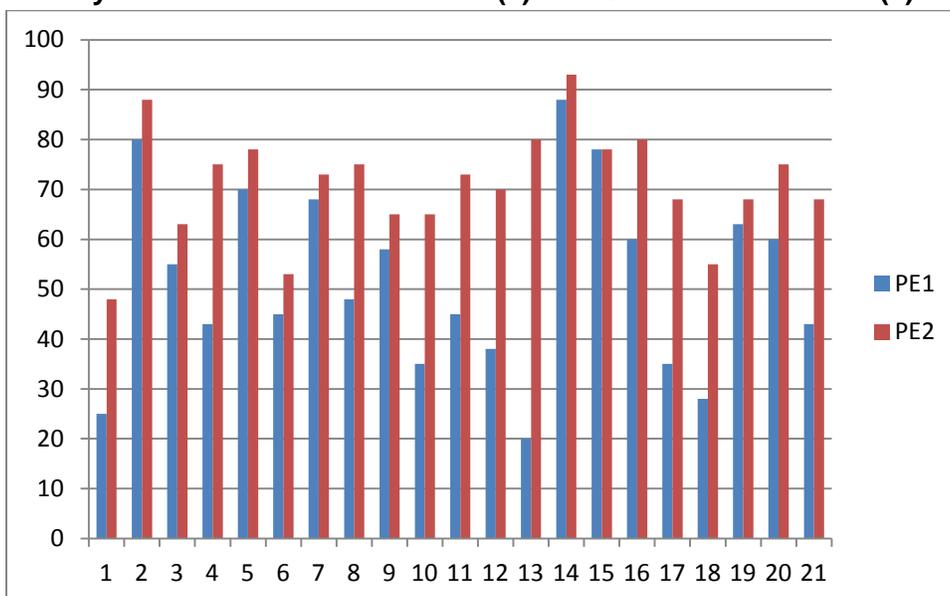
The baseline measure was then used by each Home as a catalyst for the development and implementation of plans to improve the physical environment by addressing any lack of enabling

features. The provision of the Alzheimer’s Society Guide to the dementia care environment supports the care teams with ideas for improving their care setting. Many of the teams went far beyond what is in the book, with imaginative approaches to improving the settings.

The team spirit and sense of fulfilment in working together to improve the physical setting contributed to the sense of Workforce Well-being, with anecdotal reports of the positive effect of team building during the creation of more helpful environments and the reduction of falls.

At 3 months, the average level of therapeutic physical environments had risen to 69.95%. This average was taken from the 21 Homes who returned their second sets of measures.

Therapeutic Physical Environment Baseline (1) and Outcome measures (2) at 3 months



Total Therapeutic Environments

The belief that a Total Therapeutic Environment for individuals with dementia should pay equal attention to the physical and the social environments is reflected in this outcome measure which combines the Workforce Well-being score with the Therapeutic Physical Environment score.

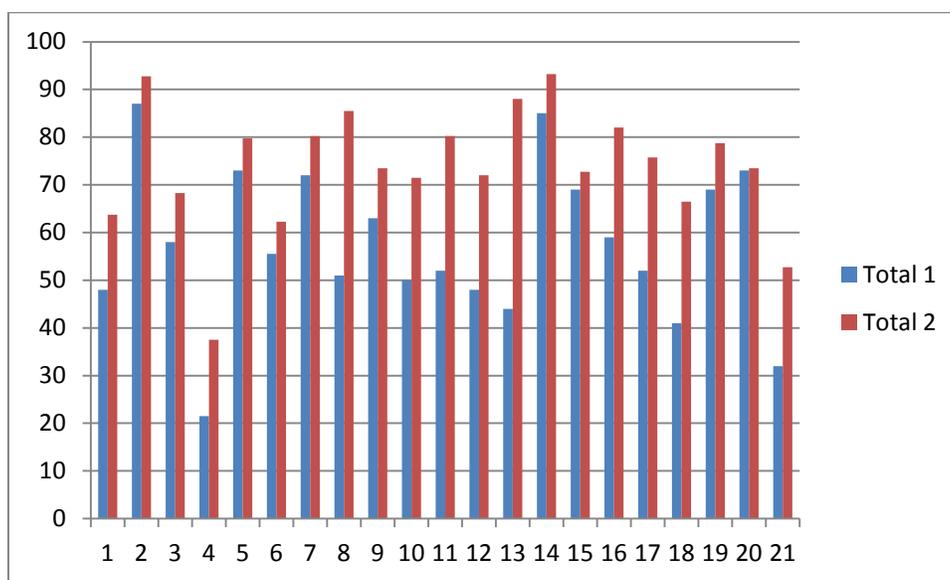
Whilst the two measures that make up this combined score offer detailed information that can be used to identify the current situation and what needs to be developed, this Total Therapeutic Environment score can be used as evidence for the whole care service. This is particularly helpful to the team in providing them with positive feedback and the motivation to continue with their Bee Inspired Dementia Care approaches. It is also helpful for commissioners and regulators of their services.

To encourage a progression towards a Total Therapeutic Environment, Jackie Pool Associates offers an endorsement visit when the total score reaches 70% or above. The first Endorsement was awarded in October to Sunrise of Esher. The two members of their team (Anita Wales and Hilary

Hooper), who participated in this Bee Inspired Leadership programme, worked hard to overcome some obstacles to implementing the Bee Inspired Dementia Care Tools and their ideas for improving their care setting, saying: 'we recognize that there is a lot we do well, but we want to be the best!'.

The baseline measure within each of the 26 Homes who returned this information was 57.67%. At 3 months, the average level of Total Therapeutic Environments had risen to 75.50%. This average was taken from the 21 Homes who returned their second sets of measures.

Total Therapeutic Environment (WWB and Physical Environment combined) Baseline (1) and Outcome measures (2) at 3 months



Areas to be addressed

Immediately after the first two days of the course, some participants reported difficulties using the technology involved in completing the Microsoft Excel Spreadsheet and required some individual coaching. The availability of the Bee Inspired Dementia Care Trainer to provide ongoing support for this and any other issue was beneficial and has been built into the programme as a Mentoring service.

Day 3 of the course was held three months after the initial two days. Only two homes reported an issue with lack of time to implement the assignments they were given to complete prior to this day, which is a reflective day to explore experiences from implementing the tools and ideas.

Only two homes were doubtful about the usefulness of the tools, saying that their residents are 'end stage dementia' and therefore not appropriate. This certainly instigated some debate amongst the participants during the course. Interestingly both of the homes who expressed

these doubts, have since made significant improvements in both their workforce well-being and in their physical environment measures.

Some Homes have advised that they have found it difficult to change the attitudes and practices of long-standing staff whereas other Homes report the opposite, that their core team of loyal staff are working in a person-centred way, but it is taking time to develop the same skills and attitudes in new staff. This highlights the need to support each member of the team in order to make a difference to the culture within the entire team. The use of the Workforce Well-being measure as an individual appraisal as well as a team measure enables a view of the impact of individuals and of workforce turnover. This information can then be used to identify solutions to improving the team spirit and a consistent culture of care.

The future is 'Buzzing'

During the 3 day leadership course, there were excellent responses to the concepts of driving up the energy in the care setting; team building and, sharing aspirations and visions with the team. The idea of aiming to be inspirational as a Leader was embraced as a positive role.

There have been ongoing anecdotal reports, received from participants in the project, of increased activity engagement and the reduction of falls. Several homes have reported that their CQC Inspection reports have been highly positive following the implementation of the Bee Inspired Dementia Care programme.

The learning from this programme is to be shared widely with key partners including Health and Social Care at local levels and through National networks.

Bee Inspired Dementia Care programmes are being used successfully in care homes, day care, community care and hospital settings around the UK.

The demand for the programme is rising as the evidence grows to show how a systematic programme with a set of tools to support the dementia care team, really can make a difference to the experience of individuals with dementia and those who provide care and support. The recent partnership with Dementia UK to deliver the leadership course and mentoring to Bee Inspired Lead Practitioners will enable the programme to deliver effective and sustainable truly person-centred dementia care.