

Welsh Ambulance Service Trust - Working to become Dementia Friendly

Leigh Keen, Louise Platt

Louiseplatt2@wales.nhs.uk

Project method

The Welsh Ambulance service Trust (WAST) has been identified as a key organisation in supporting people living within dementia and as a result we have been working closely with other organisations to establish commitments to the Alzheimer Society's Dementia Friends programme. The three strands of work are:

- 1) The distribution of 'Message in a bottle' ('Lions pots') containing a "*This is Me*" document when attending patients who have been diagnosed with dementia in the Swansea locality.
- 2) Pilot a referral pathway to Chronic Conditions Management Service for patients who we suspect have dementia but have not been diagnosed. This team will then assess the patient and facilitate the most appropriate ongoing treatment. Ten Paramedics have been selected to trial the pathway.
- 3) Provide 'Dementia Friends Awareness' training sessions to at least 40% of Swansea locality ambulance staff by April 2016.

Project results/evaluation

Our results so far are:

- 1) All Swansea locality Emergency Ambulances and Rapid Response Vehicles now carry 'Message in a bottle' containing 'This is Me' and to date around thirty have been distributed
- 2) The trial started in November 2015 is going well and five patients have been referred. Whilst this number may seem low, the impact of referral on the lives of these patients is extremely positive. Referral will lead to a corresponding reduction in workload for the ambulance service as these patients tend to be time intensive to deal with. We will shortly be extending the referral capability to an additional ten Paramedics
- 3) Around 15% of Swansea Locality staff have received Dementia Awareness training with more sessions planned in the coming weeks. It has been agreed that the training school will deliver dementia awareness training on the 2016/17 curriculum.
- 4) There have been 4 thank you letters regarding staff delivery of care to patients with Dementia.

Project area classification

Hospital care		Emergency care	X
GP care		Dementia	X
Social care		Learning disability	
Voluntary sector		Other mental health	

Financial services		Palliative care	
Police		Advance planning, LPAs	
Legal		Commissioning	
Community health care	X	Training	
Nursing and care home		For professionals?	
Acute care		For public and service users?	
Chronic care	X		