

Working Towards Dementia Friendly Dental Practice

It is reported by the Alzheimer's Research Trust that there are approximately 850,000 people with dementia in the UK today and this number is predicted to double in the next 30 years. [Figures for Wessex show an estimated 31,670 people with dementia in 2018 \(the area includes the constituency of Christchurch which is ranked number one in the country for the highest percentage of the population living with dementia \(number 3 in terms of actual numbers of people with dementia\). Whilst the Isle of Wight is ranked number one for actual numbers of people with dementia.](#)

Dementia Diagnosis by Parliamentary Constituencies 2018	
Hampshire	18,781
Dorset	12,889
Isle of Wight	2,743

Could you be part of developing dementia friendly dental practices in Wessex?

This project focusses on patients with dementia because poor oral health can have a huge impact on the general health for these individuals. The role of the general dental practitioner in helping people with dementia is therefore essential. There is evidence that being seen within familiar surroundings i.e. by the same dentist and having treatment delivered local to their home is an important factor in caring for these patients. To facilitate this, the NHSE/I Local Area Team and Health Education Thames Valley/ Wessex have developed a scheme to help members of the dental team to provide supportive care environments for their dementia patients. This involves staff undertaking relevant training, appointing a practice Dementia Champion and carrying out an audit to assess current progress towards becoming dementia friendly.

Settings who are able to demonstrate via the audit that they are positively supporting people with dementia as part of their practice ethos will be eligible to receive the NHSE/I and HEE Thames Valley/ Wessex, "**Working towards Dementia Friendly Dental Practice Accreditation**" status, which demonstrates commitment to improving the oral health for their patients with dementia. It is hoped that this project can provide the basis for the future development of dental services and care pathways for people with dementia within Wessex and support ongoing commissioning of services for this important patient group.

Aims and Objectives

The aim of this scheme is to improve the experience of dementia patients attending general dental practice and community dental/ special care services by: -

- Raising awareness and understanding of dementia.
- Facilitating earlier diagnosis and intervention.
- Assisting the development of dementia friendly care environments.
- Thus, enabling a higher quality of care by an informed and effective workforce.

The Requirements to Achieve “Working Towards Dementia Friendly Dental Practice” Status and to receive the funding

1. *Identify a Dementia Champion for the practice and staff sign up to become Dementia Friends under the Alzheimer’s Society scheme*

Those that have attended the free training event already become Dementia Friends.

Dementia Friends is an Alzheimer’s Society initiative changing the way society thinks, acts and talks about dementia.

To create Dementia Friends within the practice, you need the Dementia Champion or to deliver the ‘Dementia Friends script’ (see separate page below), and show Alzheimer’s Society’s Dementia Friends videos. These videos can be accessed at www.dementiafriends.org.uk/dforganisations. You should input your unique code, **dentistry123**, how many people are in the room watching the videos, and the postcode of your practice. This will automatically track how many Dementia Friends you have created. You need to watch at least 2 of the 5 videos to become a Dementia Friend.

You will all receive a badge and action card. You will receive these from the project lead alongside your practice certificate at the end of the project. It is important to understand your badge indicates to people affected by dementia that you understand their challenges and you have made a pledge to take action. Please wear your badge with pride. Please also fill out your action cards and let Alzheimer’s Society know your actions.

2. *Staff receive training, and provide evidence of at least one of the following (a, b or c)*

Resources and training in dementia awareness for members of the dental team

Dementia training is important and is relevant for all members of the dental team. The principles of caring, compassion, good communication, competence and commitment apply to all patients regardless of their age.

Guidelines for developing dementia training for health and social care staff have been developed and from these it is recommended that Tier 1 is undertaken by all care staff as a minimum requirement. The national HEE website has been updated to include dementia training for all health professionals. These training materials, eBook and films are the result of quality improvement projects developed in collaboration with our stakeholders to improve person centred care and support the 2020 Dementia Challenge.

<https://www.hee.nhs.uk/our-work/dementia-awareness/resources-tier-one-two-three>

<http://www.skillsforhealth.org.uk/services/item/176-dementia-core-skills-education-and-training-framework>

a) Attend a dedicated training session as part the programme (see separate flyer for more information).

- b) Watch "The Appointment" and use the accompanying resources as the basis for a team discussion. This film highlights the crucial role played by the whole dental team, including receptionists and dental nurses in supporting patients with short term memory problems and undiagnosed dementia. The accompanying resources stimulate discussion and facilitate planning to meet the needs of such an individual in the dental practice environment.

(This can accrue one-hour CPD for participants, if there is written evidence that practice staff have attended a training session where the film was watched (running time under 15 minutes) and the resource pack was used. A list of names, signatures and GDC numbers should be submitted to HEETV/W).

- » [Click here to view "The Appointment" on Youtube](#)
- » [Click here to download "The Appointment" in MP4 file format](#)
- » [Click here to download the resource pack for The Appointment \(pdf\)](#)

N.B These sessions may provoke strong emotions. Please let people know in advance that you will be showing the film and make sure support is available if required

It is helpful to remember:

- To ask the audience to turn off their phones at the start
- This film has been designed to trigger discussion. It is not intended to tell people what to do but to help them to develop a sense of things that they could do.
- Allow space and time for them to think about what they have seen before you start the discussion.

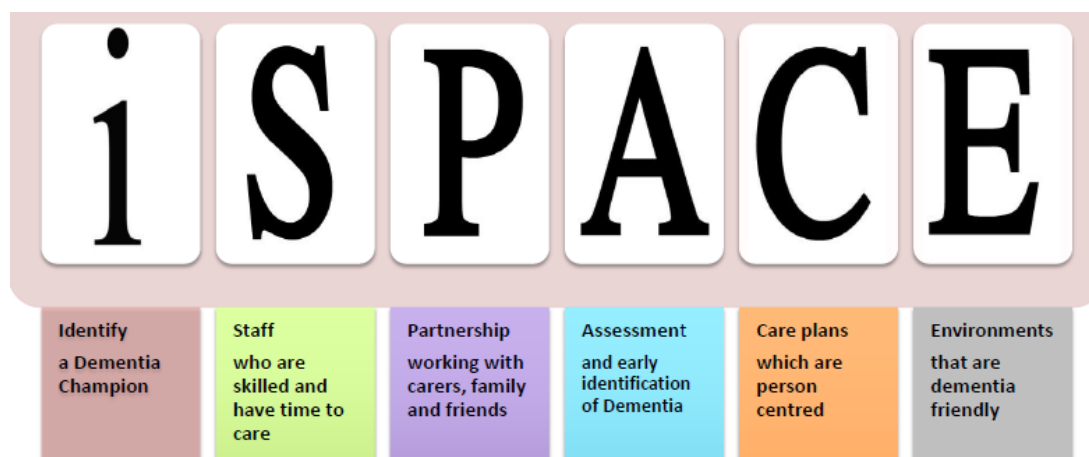
- c) Complete online learning by undertaking modules on dementia at <https://www.e-lfh.org.uk/>

Compulsory Module 1 Dementia awareness - Person-centred dementia care

Recommended Tier 2 modules

- Communication, interaction and behaviour in dementia care
- Health and wellbeing in dementia care
- Equality, diversity and inclusion in dementia care
- Law, ethics and safeguarding in dementia care

3. *Practice completes audit on existing practice* based on ISPACE in general medical practice (Wessex Academic Health Science Network). The audit takes approximately 30 minutes to complete and can be undertaken by any member(s) of the dental practice.



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If you require further information, please contact Katy Kerr at Katy.Kerr@hee.nhs.uk

From the audit the members of staff generate an action plan, to include short term changes that can be achieved within three months, but also to look at long term planning to achieve change that may require more time and/ or funding. The items on the audit in purple font should be in place to achieve accreditation, if not in place at the time of the first audit then these should be put on the action plan. Changes/ actions should be identified, and a date set for re-auditing the practice.

Practice re-audits, reviews action plan and records progress made

On completion, accreditation status will be awarded on the basis that all the necessary evidence has been submitted to HEETV/W either in hard copy or electronically.

In summary, the evidence that should be submitted to Katy.Kerr@hee.nhs.uk

1. The name of the dementia champion for the practice and those who have become Dementia Friends in order for the correct number of badges and action cards to be supplied.
2. Evidence that at least one form of training, as listed above, has been completed by 75% of practice staff. **A list of all staff** highlighting those who have had dementia training with the dates of the training should be provided.
3. The three-stage audit has been completed. Changes/ actions are identified, and an action plan established to work towards becoming more dementia friendly.
4. The action plan is reviewed by repeating the audit three months later and any improvements that have been made sent as evidence to the project lead. The items listed on the audit in purple font should be confirmed as in place within the practice.



Rolling out Dementia Friends using online videos - Manager/Supervisor Script

Every 3 minutes someone develops dementia and by 2020 over 1 million people will be affected by the condition. Dementia is one of the nation's greatest health challenges and with nearly 44% of people either directly or indirectly affected, a large number of your patients will be dealing with dementia in some way. Some of you may already care for someone with dementia and you will almost certainly have had an interaction with someone affected by dementia either in or out of work. People with dementia sometimes need a helping hand to do the things they have always done, with confidence and without fear, stigma or prejudice from others, this includes accessing goods and services and still being able to visit their dentist and maintain good oral health.

Dementia Friends is an initiative transforming the way the nation think, acts and talks about dementia. There are more than 3 million Dementia Friends in England and Wales, an amazing total you will be contributing to. In a moment we will watch videos that show some of the challenges that people with dementia can face and how we can support them to feel confident about continuing to go out into the community. By dental team members becoming Dementia Friends and taking action, it means that we're helping to create safe and more inclusive communities for people living with or affected by dementia, which is extremely important.

*Video Session starts... [Access the videos at www.dementiafriends.org.uk/dfororganisations using the code **dentistry123** – you need to show at least 2 of the 5 videos.] Video Session ends...*

Dementia Friends also has a number of key messages that everyone should know about dementia and these are:

- **Dementia is not a natural part of ageing**

Not everyone who grows old will develop dementia and not everyone who develops dementia is old. People in their 20s have been diagnosed with dementia, although this is very rare.

- **Dementia is caused by diseases of the brain**

In the same way that any other organ can be damaged by disease (e.g., kidney disease, liver disease), dementia is caused when diseases physically damage the brain. Just like with other diseases, a healthy lifestyle that features regular exercise, a balanced diet and not smoking can help reduce your chance of developing dementia. What's good for your heart is also good for your brain.

- **Dementia is not just about losing your memory**

Other functions that the brain controls that could be affected by dementia are:

- Communication – forgetting words or using the wrong words e.g. calling a dog a horse.
- Motor skills – being able to use a knife and fork.
- Sequencing – difficulties with performing a task e.g. putting on two jumpers but no skirt.
- Changes in inhibition – e.g. used to be a very quiet shy person, now outgoing.
- Vision – e.g. judging distances.

- **It is possible to live well with dementia**

People with dementia may still be able to do the same things they did before they were diagnosed such as work, drive and have relationships. What they can do and how long they can do it for will depend on their particular circumstances. Living well will mean different things for different people and it may bring challenges, but despite these challenges it is still possible to live well with dementia.

Q: What do you think is one of the most important things someone needs in order to live well with dementia?

A: Support and understanding.

- **There is more to the person than the dementia**

In the same way that we would look at someone with cancer or diabetes and see the person first, it should be exactly the same with someone who has dementia. The person still has hobbies, hopes, dreams and a life and we have to remember that.

- **Dementia Friends is about turning understanding into action**

Think about what you can do differently in your day-to-day life that may help people living with dementia. This can be anything from being more patient if someone is struggling or continuing to visit someone with dementia and creating positive experiences for them.