

Impact case study (REF3)

Institution: University of Worcester		
Unit of Assessment: 3 Allied Health Professions, Dentistry, Nursing and Pharmacy		
Title of case study: Improving Quality of Care for People living with Dementia in Care Homes		
Period when the underpinning research was undertaken: 2011-2019		
Details of staff conducting the underpinning research from the submitting unit:		
Name(s):	Role(s) (e.g. job title):	Period(s) employed by submitting HEI:
Professor Dawn Brooker	Professor of Dementia Studies	2009 - present
Dr Simon Evans	Principal Research Fellow	2011 - present
Dr Isabelle Latham	Senior Lecturer	2011 - present
Jennifer Bray	Research Assistant	2010 – present
Period when the claimed impact occurred: 2013-2020		
Is this case study continued from a case study submitted in 2014? N		
1. Summary of the impact		
<p>Research undertaken by the Association for Dementia Studies has sought to improve the lives of people living with dementia in care homes through exploring care practice and developing interventions to improve this practice. The research has informed policy, most notably NICE guidance for the assessment, management and support of people living with dementia. It has shaped and changed practice in care homes and other settings, not only through its influence on policy but also, more directly, through the centre's research-informed education and training programmes. Most fundamentally, it has improved the quality of life and care for people living with dementia.</p>		
2. Underpinning research		
<p>The Association of Dementia Studies, a research centre at the University of Worcester, has, over the last 12 years, conducted a programme of research designed to improve the lives of people with dementia. Its director, Professor Dawn Brooker, is an influential national and international figure in dementia care research, having been awarded the 2019 lifetime achievement award at the National Dementia Care Awards and made an MBE in 2020 for services to supporting those affected by dementia, through research, education, and policy advocacy.</p> <p>This ongoing programme of research seeks to enhance the quality of care for those living within care homes by examining and understanding care home culture and practice and the experience of those in care settings, and developing and evaluating interventions that seek to develop care home staff's knowledge and embed person-centred dementia care. The underpinning research has comprised:</p>		
VIPS Practice Model		
This research established a definition of, and framework for, person-centred dementia care in practice (Reference 1).		
PANICOA Care Homes Research		
People with advanced dementia face significant challenges and are vulnerable to poor quality care, neglect and abuse. The PANICOA programme commissioned eleven studies on this theme, including PIECE-Dem (Grant 1). This research developed an observational tool to elucidate the experience of people with advanced dementia. PIECE-Dem was then utilised to		

examine the impact of organisational care culture on the experience of care home residents (Reference 2 and Grant 2). Analysis found seven inter-related cultural elements of importance for quality of care, including values and norms of practice. The research has since been used to underpin practical tools for use by care home practitioners and organisations, including training for care home staff.

FITS into Practice Programme

People with advanced dementia in care homes are at-risk of over sedation, particularly through high rates of anti-psychotic medication prescribing. The FITS into Practice Programme developed, then evaluated, a 10-day educational intervention to increase staff knowledge and attitudes about dementia, person-centred care approaches, and reduce reliance on anti-psychotics. (References 3 & 4, Grant 3). The intervention was delivered to 100 care home staff who were then designated as 'Dementia Care Coaches', assuming responsibility for implementing change within their workplaces. Effectiveness data included level of antipsychotic prescribing, knowledge and attitudes. Qualitative data was gathered to understand implementation issues. Results showed significantly increased knowledge and staff confidence, as well as improved attitudes towards dementia. There was a 31% reduction in antipsychotic prescribing with additional dose reductions reported alongside improved personalised goal attainment. Barriers to implementation were highlighted, alongside methods to overcome these in practice.

Namaste Care Intervention

People with advanced dementia in care homes often have very little interaction. This research (Reference 5, Grant 4) evaluated the implementation and impact of a structured daily programme of Namaste Care (physical, sensory and emotional care) delivered by care home staff. The research has revealed areas of impact for care home residents including:

- Significant increases in quality of life.
- Significant reduction in levels of agitation.
- Observations of enhanced wellbeing, responsiveness and communication.

Quality of care improvements were recorded by family and staff such as improved relationships, feeling more empowered to provide care, seeing that care made a difference to residents' lives.

3. References to the research

1. Rosvik J, **Brooker D**, Mjorud M, Kirkevold O. (2013). What is person-centred care in dementia? Clinical review into practice: the development of the VIPS practice model. *Reviews in Clinical Gerontology*, 23, 155–163. <https://doi.org/10.1017/S0959259813000014>
2. Killeth, A., Burns, D., Kelly, F., **Brooker, D.**, Bowes, A., La Fontaine, J., **Latham, I.**, Wilson, M. and O'Neill, M. (2016). Digging deep: how organisational culture affects care home residents' experiences. *Ageing & Society*, 36(1), 160-188. <https://doi.org/10.1017/S0144686X14001111>
3. **Brooker, D.J., Latham, I., Evans, S.C.**, Jacobson, N., Perry, W., **Bray, J.**, Ballard, C., Fossey, J. and Pickett, J. (2016). FITS into practice: translating research into practice in reducing the use of anti-psychotic medication for people with dementia living in care homes. *Aging & Mental Health*, 20(7), 709-718. <https://doi.org/10.1080/13607863.2015.1063102>
4. **Latham, I. & Brooker, D.** (2017) Reducing anti-psychotic prescribing for care home residents living with dementia: learning from the FITS into Practice approach, (Focussed Intervention, Training and Support). *Nurse Prescribing* 15 (10), 504-11. <https://doi.org/10.12968/npre.2017.15.10.504>
5. **Latham, I., Brooker, D., Bray, J.**, Jacobson-Wright, N. and Frost, F. (2020). The Impact of Implementing a Namaste Care Intervention in UK Care Homes for People Living with Advanced Dementia, Staff and Families. *International Journal of Environmental Research and Public Health* 17(16), 6004. <https://dx.doi.org/10.3390%2Fijerph17166004>

Grants

1. **Brooker D.** & Surr C. (2009-2010) Development of observational tools for the detection of abuse and neglect in care home. NIHR Policy Research Programme (NHS) grant, £65,000
2. Killett, A., Bowes, A., **Brooker, D.**, O'Neill, M., Burns, D., La Fontaine, J. & Kelly, F. (2011-2013) PANICOA Care Homes study: In depth examination of care culture. NIHR & Comic Relief – Policy Research Programme grant, £551,407
3. **Brooker, D., Evans, S.**, La Fontaine, J. & Moore, D. (2012-2014) Implementation and field testing of Focused Intervention for Training of Staff (FITS) programme in 150 early adopter care homes. Alzheimer's Society Research grant, £223,618
4. **Brooker D.**, Baker, C., Dibble, R., Dibble, R., Baines, D. (2016-2019) Delivering Excellent Care Every Day for People Living with Advanced Dementia: Namaste Care Intervention UK. Alzheimer's Society Implementation Research grant. £389,555

Outputs 2 and 3 are included in the unit's output submission. Outputs 4 and 5 were subject to peer review as part of the University's REF2021 Code of Practice and identified as of at least 2* standard.

4. Details of the impact

The research has had three primary impacts:

- It has informed policy, specifically national practice guidelines for the care of people living with dementia and their carers, and training standards for the workforce providing this care.
- It has directly informed the practice of care homes through a research-informed education and training programme and through the provision of guidance and support on best practice to organisations, notably during the Covid-19 pandemic.
- Most significantly, it has improved quality of care for those living with dementia in care home settings.

Impact on policy

The VIPS definition of person-centred care has been adopted within NICE guidance for the assessment, management and support of people living with dementia (Source A). The guidance is key for informing care home practice but there is evidence that this approach is being implemented beyond care home settings, to assess person-centred care within hospitals (Source B).

The research informed the development of the *Dementia Training Standards Framework* (2015 updated in 2018), commissioned and funded by the Department of Health and developed in collaboration by Skills for Health and Health Education England in partnership with Skills for Care: <https://skillsforhealth.org.uk/wp-content/uploads/2021/01/Dementia-Core-Skills-Education-and-Training-Framework.pdf>. Brooker was part of the expert group that supported its development: the Head of Research at *Skills for Health* emphasises the key role the centre played in shaping this framework and the organisation's wider work (Source C). An example of this is 'Stand by Me', an e-learning resource based on the VIPS framework, developed through two grants, one from the NHS Workforce Deanery (£10k) and the other from the Dementia Workforce Advisory Group at the DoH (£60k), freely available on the *Skills for Health* platform.

Impact on practice

The research has informed an innovative programme of continuing professional development for care home professionals designed by staff in the centre, from a Postgraduate Certificate in Person Centred Dementia Studies, short courses and individual workshops delivered by staff in

the centre to bespoke programmes for care home providers. Examples of the programmes and their impact on practice are:

- Care UK, the largest independent care provider in the UK with 120 care homes, caring for approximately 8,000 people, implemented the centre's FITS into Practice programme across all its care homes from 2015-18, improving the "knowledge and skills of staff supporting people with dementia" and reducing antipsychotic prescribing (Source D)
- 31 staff at Hallmark Care Homes, another major UK care provider, from across 17 care homes, completed a 12-month Dementia Coaching Programme in 2020, based on the FITS research, the aim of which is to upskill managers and leaders to train and support other staff across the organisation. Evaluation of the programme has highlighted the positive impact on the delivery of person-centred care and states that it has led to "better quality of life for people living with dementia in our services" (Source E).
- 4,000 people have completed the centre's Dementia Champions and Dementia Leaders programmes from 25 different UK Care Home Providers. The training has also been delivered in Australia, Singapore and Japan. Evaluation of the programmes has highlighted increases in knowledge and levels of confidence and positive shifts in attitude, emphasising the subsequent impact on quality of life for residents and their family members (Source F).

The centre also provides a suite of free resources designed to inform practice. For example:

- It developed [Care Fit for VIPS](#), through a grant from NHS West Midlands' End of Life and Dementia Programme (£10k). This web resource, which brings together up-to-date, research informed guidance for care in a variety of settings, enables care providers to self-assess their practice, identify areas for improvement, then develop a Plan-Do-Study-Act template. There are currently 7,000 registered users from across the world (53% UK). From 2019-20, 4,800 users accessed 21,000 pages .
- During the Covid-19 pandemic, the centre has provided situation-specific guidance, e.g. how to maintain person centred care for individuals who need to be isolated, which has been disseminated by the centre itself, through its extensive practice networks, and by Worcestershire County Council and has also been incorporated into guidance provided by the National Activity Providers Association supporting care home staff to cope with loss during the pandemic (Source G).

Impact on quality of care

The research itself highlights the positive impact of various interventions on quality of care (Reference 4 and 5). This is further highlighted in the outcomes of Care Quality Commission (CQC) inspections. For example, the Deputy Chief Inspector of Adult Social Care cites the use of a specialist toolkit developed by the centre as one of the areas of outstanding practice which led to the home's "Outstanding" rating (Source H). Further, care home managers have highlighted the role the centre's research and training has played in their first "Outstanding" rating (Source I).

Namaste Care is now being used with hundreds of care home residents across the UK, supported by a Namaste Community of Practice with 189 active members. The impact of the Namaste intervention on quality of care has been highlighted by care home staff in video testimonies collated through an Alzheimer's Society Dissemination grant (Source J). It is noted in these testimonies that the intervention is a rewarding approach to deliver that reduces resident's agitation, whilst enhancing staff-resident engagement.

5. Sources to corroborate the impact (indicative maximum of 10 references)

A. NICE Dementia Guideline 2018: <https://www.nice.org.uk/guidance/ng97/chapter/Person-centred-care>

B. Implementation of VIPS into hospital settings: Letter from Public Health Wales

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- C. Testimony from Head of Research, Skills for Health
- D. Testimony, Head of Nursing, Care UK
- E. Evaluation of FITS Programme, Hallmark Care Homes
- F. Evaluation data (including individual testimonies) on impact of CPD
- G. National Activity Providers Association, Saying Goodbye: A Resource for Care Homes - <https://napa-activities.co.uk/wp-content/uploads/2020/10/Saying-Goodbye-A-Resource-for-Care-Homes.pdf>
- H. Press release from CQC on care home's outstanding rating: <https://www.cqc.org.uk/news/releases/berkshire-care-home-rated-outstanding-care-quality-commission>
- I. Testimony from care home providers on impact of centre's research and education on their outstanding award
- J. Film documenting the impact of Namaste Care on care home residents and care home staff: <https://www.youtube.com/watch?v=2kShvJxScUM&feature=youtu.be>.