

Dementia - Monitoring the quality of dementia services

What did we do?

People living with dementia reported different experiences of the quality of the services they receive. We made a commitment to monitor these services:

- We visited 10 services including care homes, day support centres and a specialist dementia hospital unit.
- Using specially designed questionnaires we interviewed 43 people with dementia, 13 carers and 25 staff members about the quality of support they received.
- We completed observations of the environment and interactions.

Why did we do it?

- Dementia is one of Healthwatch Wiltshire's priority areas.
- We wanted to ensure that people living with dementia were involved in our engagement.

What did people say?

- Almost everyone said staff listened to them and talked to them nicely.
- We observed positive interactions between staff and service users and some that we felt could be better.
- Many service users said they would like to be involved in more activities.
- Some staff members said they would like further dementia training
- At some services people thought cleaning and tidying could be improved.
- We observed opportunities to create a more 'dementia friendly' environment at some services.

What happened next?

- Visits reports were shared with providers and relevant organisations e.g. CQC, the council's Quality Assurance team and Commissioners.
- Areas of good practice was recognised and those we thought could be improved.
- Some day services were encouraged to arrange dementia friends sessions for staff and volunteers.
- Providers said they welcomed our feedback and responded to our suggestions.
- Wiltshire Council are looking at how to improve quality and consistency of dementia training of care staff.

What was the impact?

Dementia services are monitored from a service user perspective. Views and experiences about the quality dementia services are being heard and acted on.