

New ways of working in Memory Assessment Services

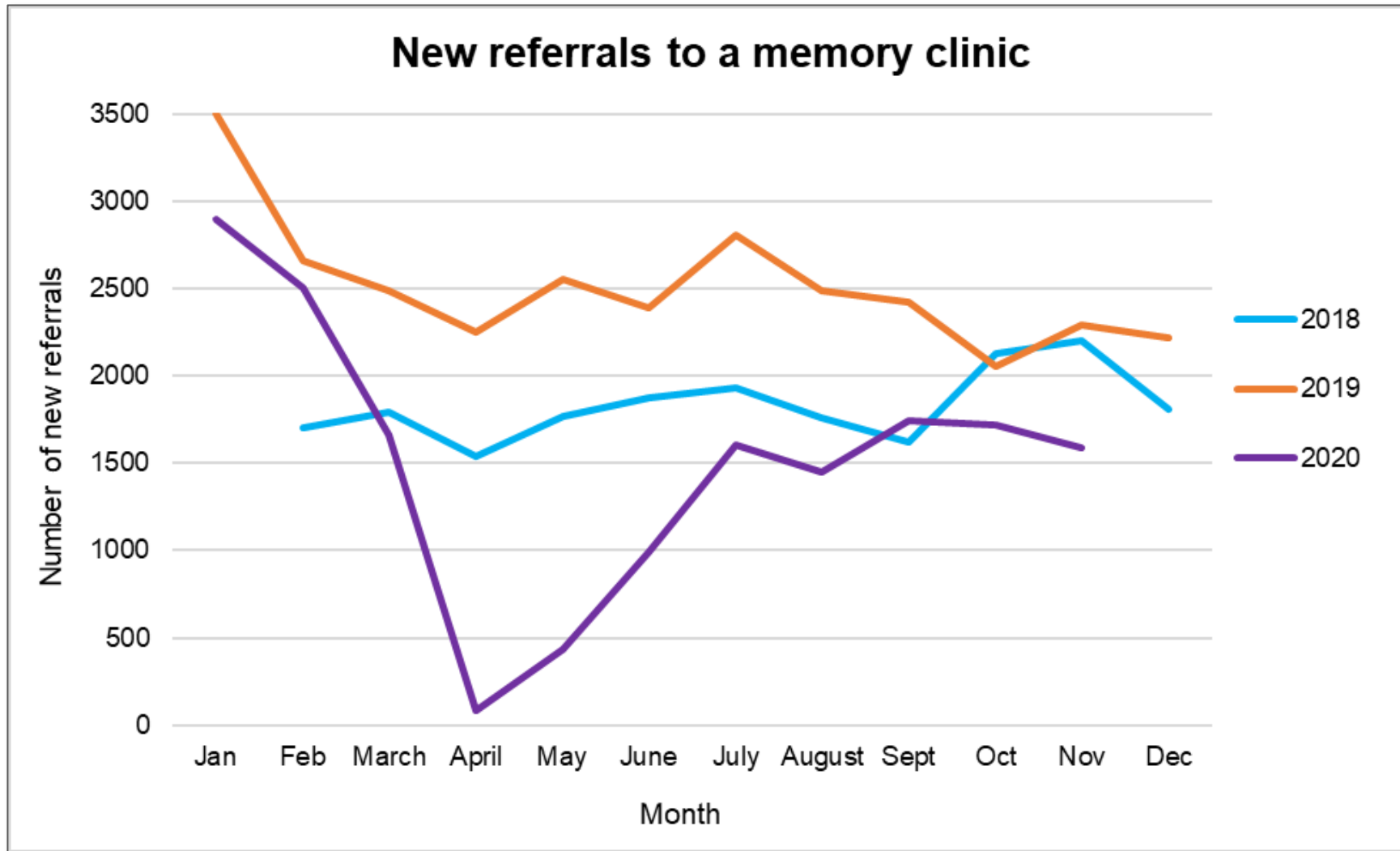
Alistair Burns

Thanks to Vicky Cartwright for the slides

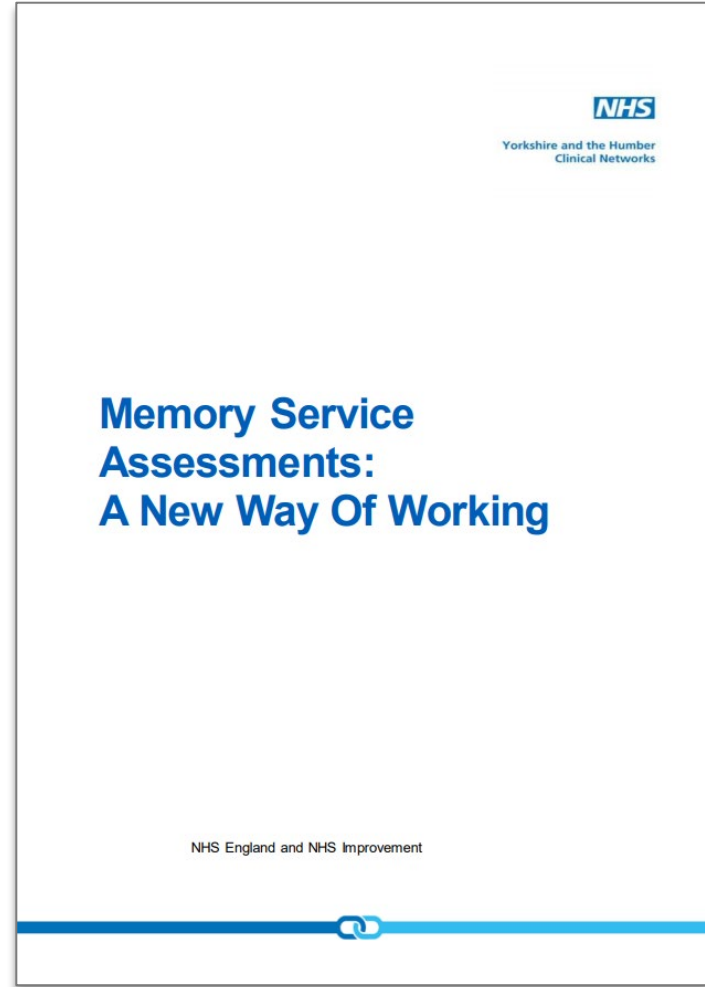
NHS England and NHS Improvement



Dementia in 2020



Memory Service Assessments: A New Way of Working



General Principles

The service should be needs led

Quality of diagnosis is paramount

There should be equality of access

Risks should be monitored

Feedback from people with dementia and their carers

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- [...] had no experience in doing video but then she said afterwards that it worked out really well and she just took that leap of faith and now feels much more confident in using it. So, I think there are benefits, it's just investing the time to support people.
- My partner has Alzheimer's, and if she speaks to somebody on the telephone [she says] "No, no, I'm okay. You know, everything's fine". If you put her face to face with somebody, she's much more open - she explains more, she's more truthful about her problems. And if you don't have the truth, and the kernel of the problem and how it's progressing, it's very difficult to get a proper view of how things are.

Feedback from people living with dementia and their carers

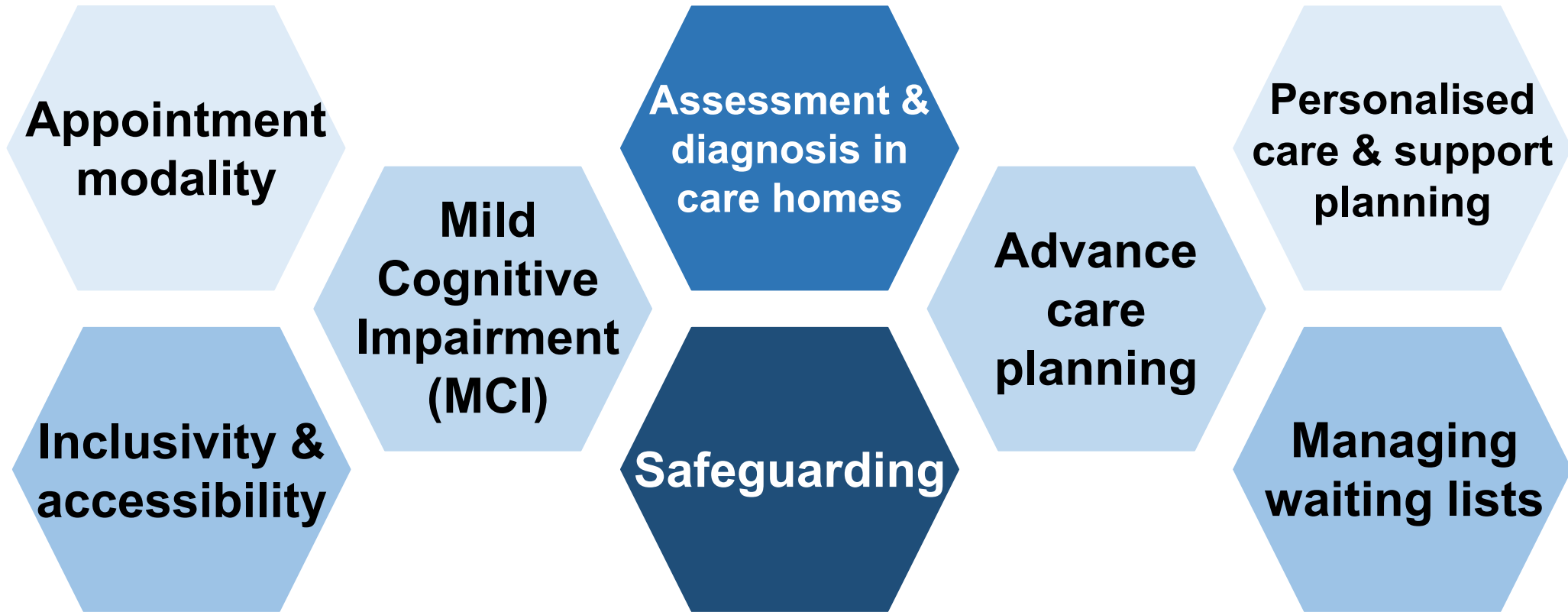
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Additions to the paper



Working diagnosis of dementia

Managing waiting lists

Get to know your waiting list

e.g. how many people have been waiting for more than 12 weeks?

Understand their needs

identify individual needs of patients on the waiting list and signpost pre-diagnostic support wherever possible.

Link with primary care

What do the referrers need? Can they tell you who the urgent referrals are?

Personalised approach

Who can be seen virtually, who needs a home visit? One size doesn't fit all and digital doesn't work for everyone. Contact the patient to ask where they want to be seen.

Prioritisation according to need

- High priority: behavioural problems, younger patients, those with other risks
- Lower priority: routine assessments

Communication

- Information for patients on waiting list about waiting times;
- Questionnaires sent out for completion by patients and carers to contribute to history taking;
- Information about dementia where appropriate

Vaccination in people with dementia

- V** Visual aids can be helpful
- A** Assess capacity to consent, use 'best interests' if needed
- C** Choose your moment
- C** Communicate clearly and offer reassurance
- I** Individualised approach
- N** Never rush
- E** Engage family and relatives



Merry Christmas

