

# 10-60-06 Steps to Enhance Dementia Care

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# Overview

- Background to change
- How 10-06-06 was developed
- The Key elements of 10-06-06
- The Results
- Next Steps



# Background

- Barchester Healthcare have over 200 care homes
- 150 homes have dementia care facilities called Memory Lane Communities
- Originally there were 3 staff in dementia care team
- Previously homes completed a 'check list'
- Previously homes completed 20 days of training!
- However consistency limited across the homes



# The Beginnings of 10-60-06

- Increased team to 8 people
- 4 Day workshop in June 2015 to create programme
- 13 homes began on pilot in September 2015
- 11 homes accredited
- 1 did not get through 1<sup>st</sup> time
- 1 put back to Wave 2



# So what is 10-60-06?



# 10 Main Themes

- Staff Training & Knowledge
- Meaningful Activities
- Involving the Resident & Family
- An Orientating (and interesting) environment
- Reducing Distress
- Improving Well-being
- Providing help with the diagnosis
- Medication
- Nutritional Needs
- Legislation

Each of the 10 Main Themes have 6 criteria

# Example of Criteria

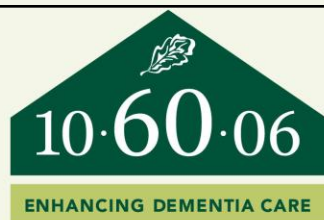
## Nutritional Needs in Dementia Care

Ensuring that residents are able to maintain or increase their weight and are able to enjoy food and drinks that they prefer regardless of their ability to eat independently.				
Number		Action Plan	Good	Excellent ★
1	Residents who are at risk of losing weight are provided with coloured crockery to help them to distinguish the food against the plate and to alert staff that the resident may need assistance or additional portions.			
2	Food is presented in a way that is appealing to the eye and should be offered to the resident as a choice of 'plates' when they are ready to eat i.e. a sample of fish of chips and a sample of steak and kidney pie. Pureed food should be shaped and distinguishable in colour to appear attractive and appetising.			

# Example of Accreditation Document

## Barchester Healthcare 10-60-06 Standards

The '10' Key Interventions/Practices that must be adopted and achieved at 'Outstanding' Level across the entire home		
Standard	The General Manager of the Care Home ensures that the 10 Key Interventions/Practices are understood and implemented by all staff to ensure consistency of good practice in both the Memory Lane Community and any other unit within the home.	
Rationale	The underpinning criteria apply to all residents regardless of diagnosis but the 'essentials' of care need to be in place before any specialism can ensue	
Evidence Base/Legal/Regulatory Ref	Care Act 2014, CQC 2014, NICE Guidelines, DOH	
Criteria	Good (what do we see?)	Evidence Base/Legal/Regulatory Ref
1. 90% of ALL staff across the home have received person centred care training (including GM)	<p>75% of all staff within the whole home have completed Level 1 Introduction to Dementia. (Person Centred Care, Memory Lane Ethos)</p> <p>Training Matrix</p> <p>Staff have an understanding what PCC means and can provide examples of how they provide this.</p> <p><b>EXCELLENT:</b></p> <p>As criteria above however 90% of all staff within the whole home must have completed Level 1 Introduction to Dementia. (Person Centred Care, Memory Lane Ethos)</p>	<p>Effective &amp; Responsive</p> <p>NDS – Objectives 11 &amp; 13</p> <p>Effective</p> <p>Effective, Caring &amp; Responsive</p>





Each criteria has  
an accompanying  
SOP to help guide  
staff

Each 'Champion'  
has 6 criteria to  
focus on



#### Standard Operation Procedure 10-60-6

##### Activity Choices

##### *Meaningful Activities (1)*

**Every resident has a care plan in place detailing their activity choices and how these will be implemented on a daily/weekly basis.**

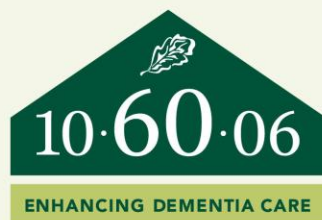
Meaningful activities involves tailoring a person's care to their interests, abilities, history and personality. This helps the person to take part in the things they enjoy and can be an effective way of preventing and exploring distress and any psychological symptoms.

The key points of meaningful activities are:

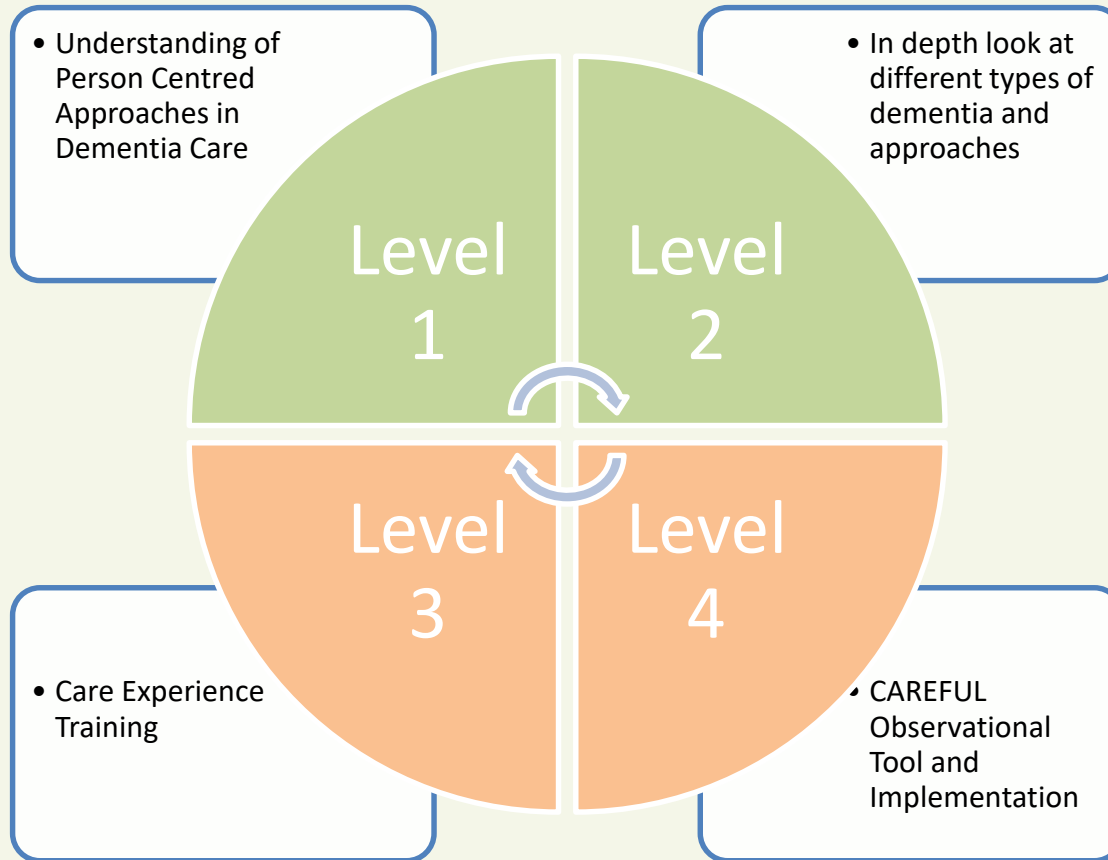
- Ensuring that individuals are given support and opportunities to try new things and to take part in activities they enjoy.
- Ensuring that team members recognise and understand individuals' life history, lifestyle, culture and preferences, including their likes, dislikes, abilities, hobbies and interests
- Providing opportunities for the person to have conversations and relationships with other people

##### As part of the 10-60-6 programme please ensure:

- There is a completed Memory Lane Activity Support Too for each resident, highlighting the activities suitable for their assessed need.
- There is a detailed care plan in place highlighting activities that are linked to individual's life story and evidences how this improves levels of well being.
- Evaluations clearly show how the resident benefits from specific activities.



# Training





# The CAREFUL Observational Tool *Manual*



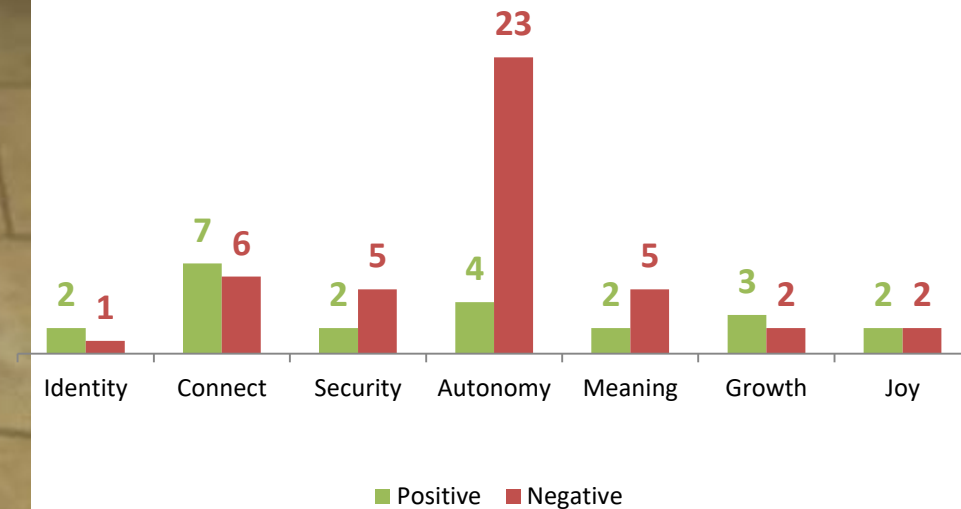
BARCHESTER  
*Celebrating life*

[www.barchester.com](http://www.barchester.com)

## 7 Activity Codes

Staff Interventions  
categorised within the 7  
Domains of Well-being  
(Power 2014)

### Gains and losses



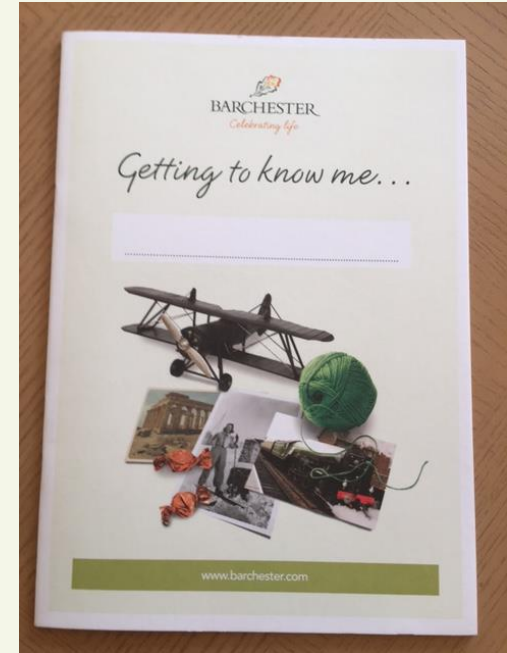
# 10-60-06 Process

- Baseline (Home and Specialist) agree
- Support Visits 4-6 weeks
- Ongoing Training
- Specific Intervention i.e Namaste
- 6 months duration (10 month for pilot)
- Accreditation (unannounced)
- Evaluation



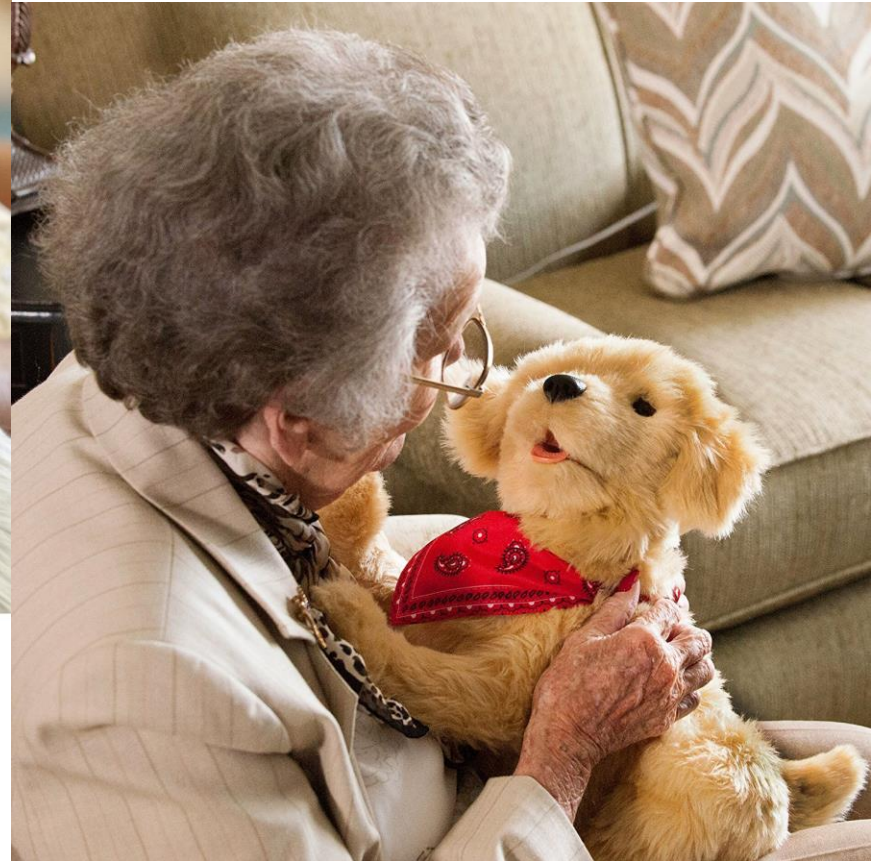
# Pilot Interventions that have continued

- Namaste
- Digital Slide Shows
- Individual Playlists
- Getting to Know Me
- Memory Café





# New Ideas being implemented



# The Interventions Published

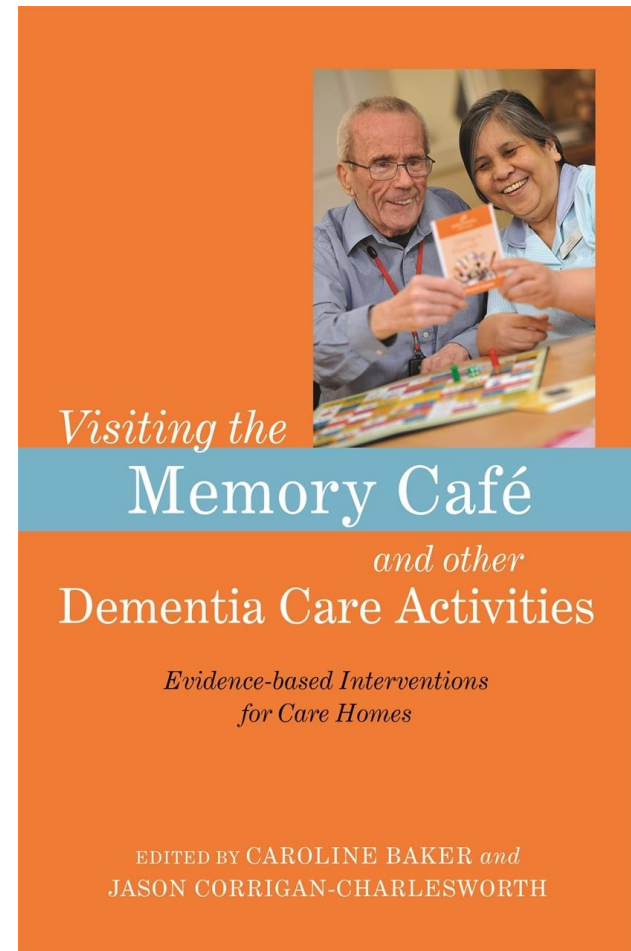
Visiting the Memory Café and  
other Dementia Care

Activities: Evidence-based  
Interventions for Care Homes

Edited by: Caroline Baker and  
Jason Corrigan

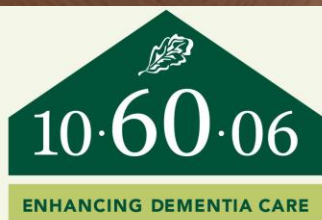
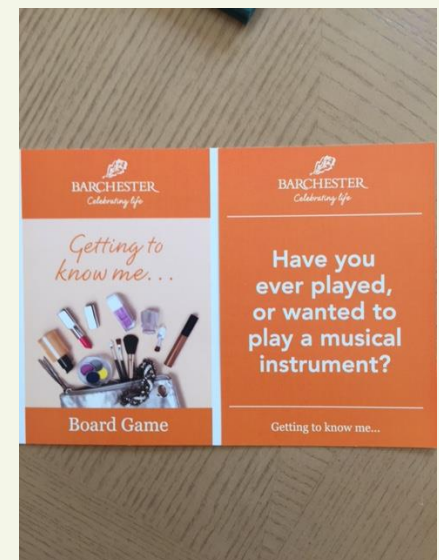
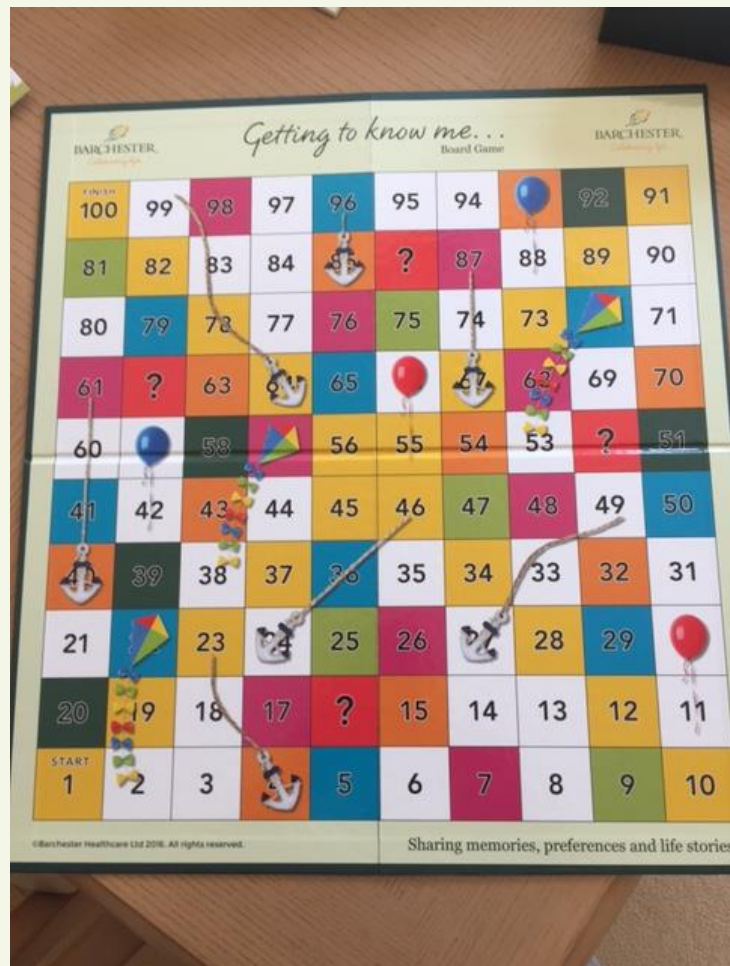
Publication Date: October  
2017

EVERY member of the  
team has a chapter 😊



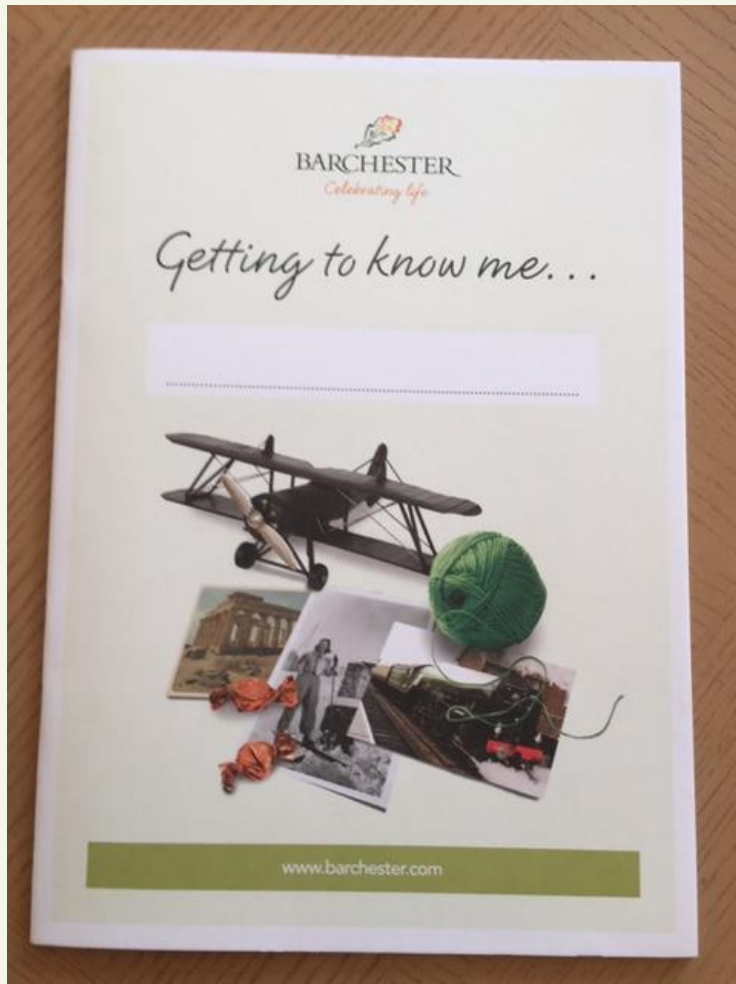
All proceeds to Charitable Foundation

# Getting to know me Board Game





# Life Story Booklet

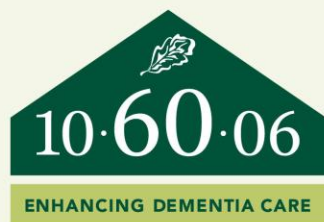




Individual thank you cards for staff who have gone the 'extra mile' depicting which of the 7 domains they have helped to achieve

# Main Measurements

- Cornell Depression Score
- Bradford Well-Being Score
- PainAD
- Prescribed Medication
- Falls (Clinical Governance Database)
- Distress (Clinical governance Database)
- Staff Retention (HR Department)



# Overview of Accredited Pilot Home Results

- An 11% reduction in falls across the accredited homes
- There was a reduction of 22% (average of all accredited homes) in distress reactions
- Anti-psychotic medication had reduced by 17% (average of all accredited homes)
- Anxiolytic medication had reduced by 79% (average of all accredited homes)
- Night sedation had reduced by 29% (average of all accredited homes)
- On average, 38% of residents had gained weight since being on the programme
- On average, 43% of residents had improved their well-being



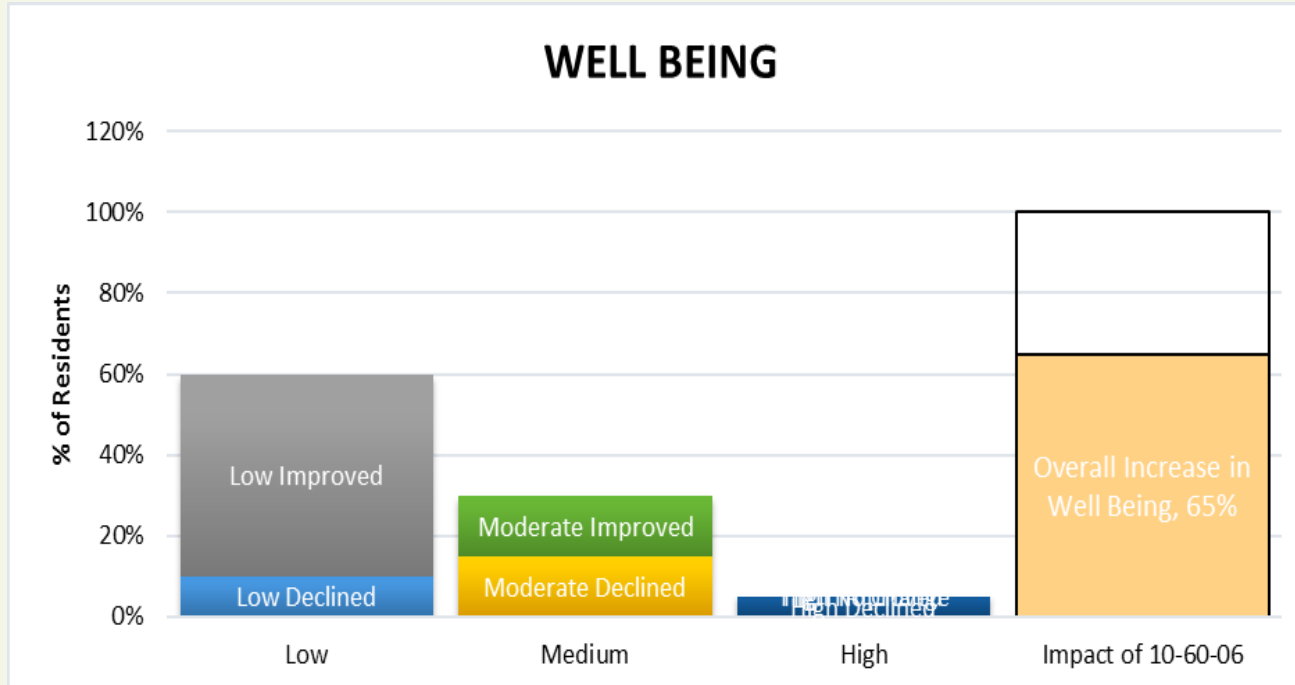
# Newton House Case Study

- Very large home in Grantham, Lincolnshire
- 2 Memory Lane Communities
- Had not received a very good inspection
- There were lots of resident to staff assaults
- Staff very willing but had not received a lot of training in dementia care at that time



# Case Study

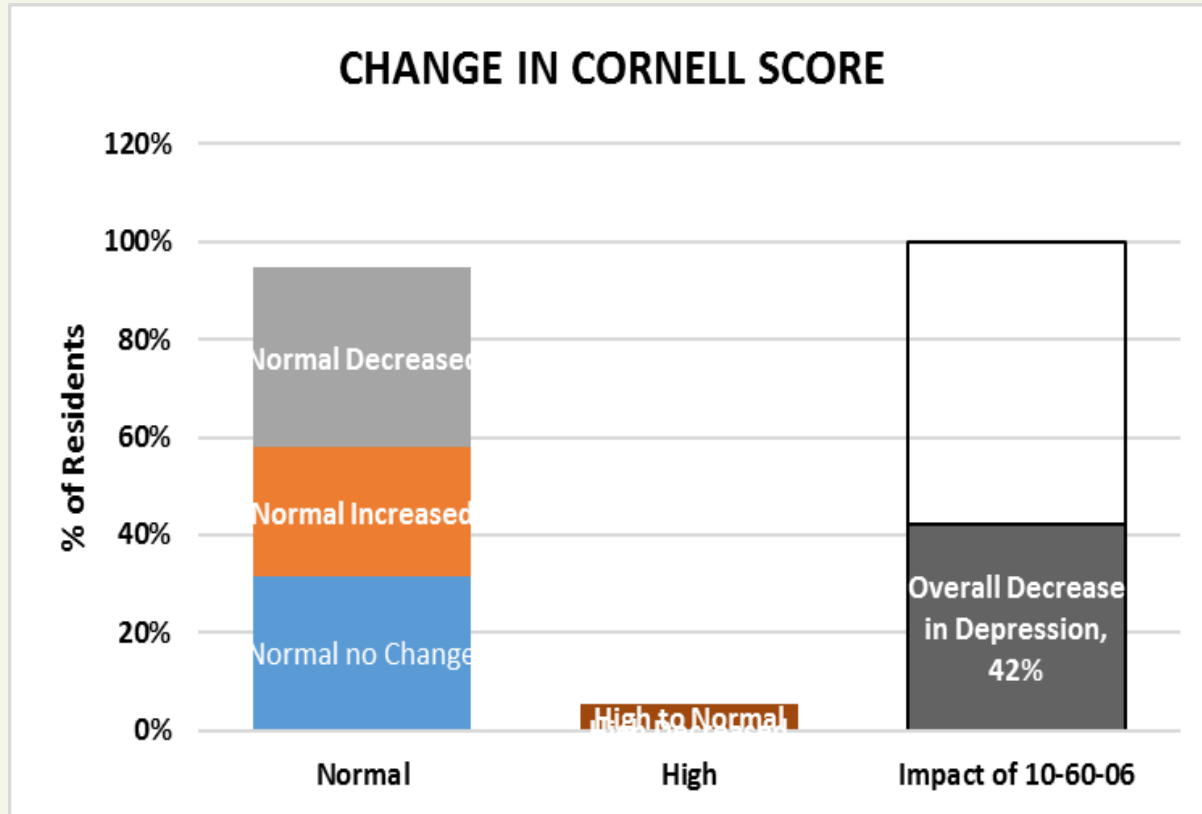
## Newton House – Accredited Jan 18



- Within this MLC there has been a 65% increase in well-being scores.
- Of these half of the residents were in the low improved category.

# Case Study

Newton House – Accredited Jan 18

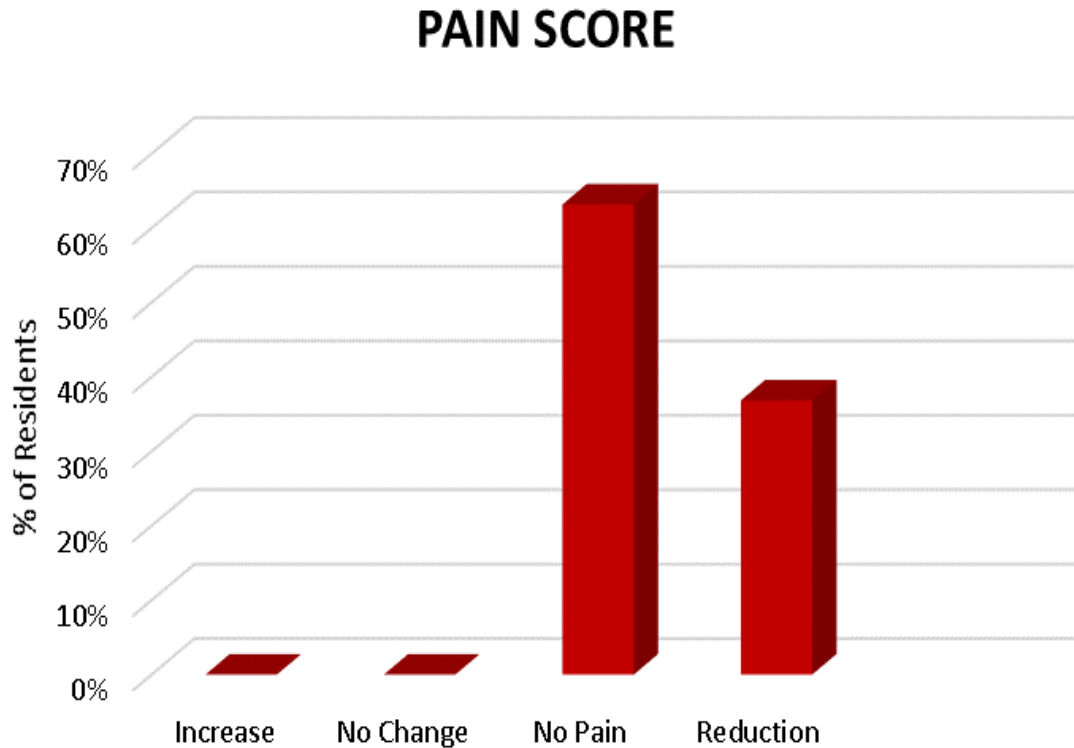


- Overall 42% reduction in depression scores
- 69% of people remained within normal range and decreased or no change
- Small increase who now have been prescribed anti-depressants



# Case Study

Newton House – Accredited Jan 18



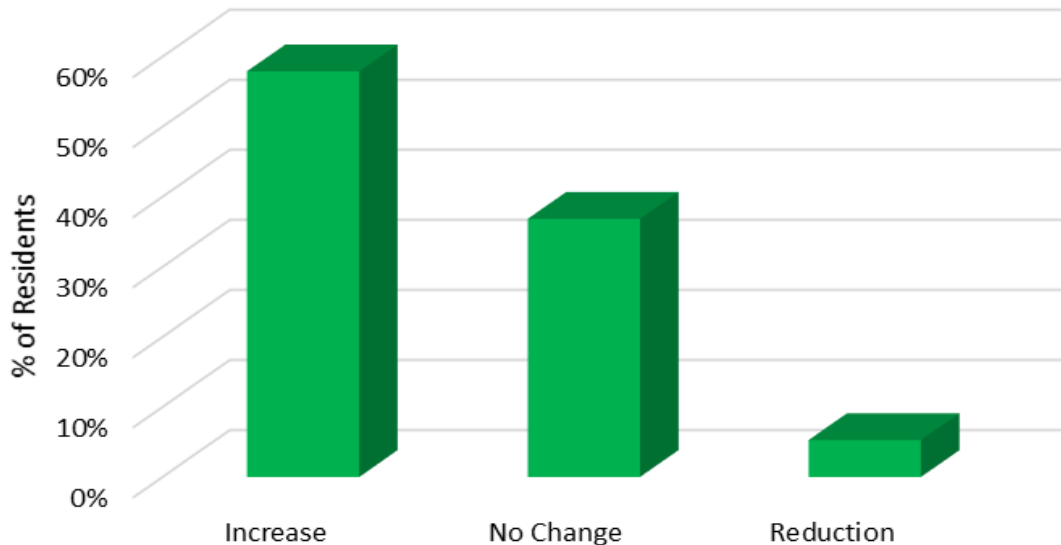
- 37% of the residents have decreased their pain score (and is now at zero)
- 63% of the residents remain pain free



# Case Study

## Newton House – Accredited Jan 18

### WEIGHT MANAGEMENT



- 95% of residents with this MLC have increased their weight (58%) or maintained their weight (37%).
- Average weight gain is 3.2kg
- Nearly 50% of the residents are aged between 86 and 95 years old
- 11% are 95 years or over
- Nearly half of the residents have lived at the home for 2 years or more

# Case Study

Newton House – Accredited Jan 18

	Dec-15	Dec-16	Sep-17
Safe			
Effective			
Caring			
Responsive			
Well led			
Overall			



# Case Study – CQC (Regulator) comments

(CQC 2017)

## Newton House – Accredited Jan 18

- The decor and facilities in the home have been refurbished and now reflect the needs of people living with dementia.
- ... Similarly a reduction in falls and violent incidents. There has been a 69% reduction in violent incidents between people recorded in the 3 months preceding our inspection.
- The home has now got a sensory room which does relax people.
- A staff member said in relation to dementia training. It is very informative and provided me with more knowledge of what is happening and how I can best help.
- Staff were clear about people's preferences
- Staff have completed a booklet that highlights likes and dislikes and key support requirements which staff found particularly helpful in getting to know someone when they first moved in



# Red Oaks Care Home

- Commenced 10-60-06 in November 2016
- Accredited in May 2017
- Inspected by CQC in February 2018 and rated Outstanding (only 3% care homes have been rated Outstanding in the UK)



People living with dementia benefitted immensely from care that responded to their individual needs. Staff used people's histories to identify and manage activities or routines that could trigger distress or anxiety in people

There was an emphasis of providing care using therapeutic rather than medical interventions to support people live fulfilling lives


staff were able to provide personalised care that drilled down to minute details of how people's history shaped their day to day living.

Healthcare professionals and relatives commended highly the efforts of staff and the effectiveness of the 'memory lane' project

People using the service and their relatives were highly complementary about the service



## Red Oaks Care Home – International Visitors



*The program approach that you presented is  
one of the most structured ways I have seen  
so far to introduce such mindsets and  
behaviours - Joris Wiersinga – March 2018*

# Recognition

- Finalist in many Dementia Care related Awards
- Book of interventions and approaches published in 2017
- Presentations UK, Budapest, Oslo, Chicago (and now Ireland 😊)
- Published Nursing Articles
- 10-60-06 homes have won individual awards



# Next Steps

- 67 homes accredited
- 30 going through next wave
- Looking to re-develop programme as part self-assessment and part specialist input from June 19 for remaining 50





# Thank you for Listening



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