Admiral Nursing: Case management for families affected by dementia

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Who are Admiral Nurses?

Qualified specialist dementia nurses
Support family carers and people living with dementia throughout the trajectory of dementia, particularly during complex periods of transition
Provide education, leadership, development and support to other colleagues and service providers

Why is case management in dementia important?

The increasing numbers of people affected by dementia
Multiple morbidity and frailty in people with dementia
Multiple morbidity and frailty in family carers
Supporting well being and resilience in family carers
Getting best value on scarce resources
Supporting best practice in generalists
Admiral Nurses are well placed to provide care management
What do Admiral Nurses Do?

Family & relationship centred approach
Work in partnership
Specialist assessment & evidence based intervention
Promote and implement best practice
Provide supportive education
Provide psychosocial support for the carer and person living with dementia
Liaison with other professionals and organisations
Work in consultancy and supervisory role
We asked our Admiral Nurses to map how they work across the NHS Well Pathway for Dementia\(^1\) to provide expert clinical, practical and emotional support for families. This is what they told us:

### Preventing Well
- Raising awareness
- Reducing stigma
- Health promotion
- Health checks
- Disseminating information
- Carer education
- Community engagement
- Preventative management of risks to health, e.g. falls, delirium, poor nutrition, reduced mobility, incontinence, polypharmacy, depression etc.

### Diagnosing Well
- Peri-Diagnosis support
- Educating others about varying and atypical symptoms of dementia to improve early identification
- Specialist navigation of services
- Encouraging timely assessment
- Identifying barriers to seeking diagnosis

### Supporting Well
- Specialist holistic bio-psycho-social assessment
- Psycho-social interventions
- Family focussed interventions
- Managing and identifying co-morbidities and complex needs
- Person-centred care planning
- Developing coping strategies
- Non-pharmacological management of behavioural and psychological symptoms of dementia

### Living Well
- Positive risk taking
- Managing transition
- Advanced care planning
- Building resilience in families
- Symptom management
- Crisis prevention
- Relationship support
- Promoting independence
- Managing grief, loss and bereavement
- Enabling access to life outside caring
- Promoting/enable inclusion and participation

### Dying Well
- Difficult conversations
- Identifying end of life and access to preferred place of care
- Recognition of dying phase
- Emotional support and pre and post bereavement counselling for families
- Guidance on use of prognostic indicators
- Symptom identification e.g. pain

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**Admiral Nurse activities supporting people with dementia and their families throughout the pathway**

Case management and care co-ordination, advanced care planning, integration and partnership working, specialist support and advice for professionals, education and training, influencing policy and strategy, continuity and communication, research and evaluation, promoting best practice, navigation of health and social care system, advocacy, counselling, reducing stigma.

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Admiral Nursing - practice settings

- Community
- Care homes
- Admiral Nursing Direct
- Acute hospital
- Home care
- Hospice

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The Dementia UK ABC Tiered model of case management

ASSESSMENT

Admiral Nurses

Dementia Support Workers

Information & advice services

RESPONSE TO LEVEL OF NEED

Tier 3
Complex

Tier 2
Bespoke

Tier 1
Advice
Nurse case management

Relationship centred care
Continuity of care

**Triage and assessment**
- Needs Assessment of both person with dementia and carer(s)
- Assessment of safety & risk
- Arrange for other specialist assessment as appropriate
- Plan care

**Care coordination**
- Coordinate health and social care
- Coordinate healthcare appointments
- Prevent duplication of services
- Prevent duplication of information

**Case management**
- Arrange & manage in home medical services
- Arrange & manage in home personal and domestic care
- Respond to changing needs

**Support**
- Provide support, education & information and guidance
- Provide navigation around health and social care system
- Support decision making
- Support decision making

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Some theoretical underpinnings

The experience of dementia
Person centred care/Relationship-centred care /Whole systems approaches
Carer Stress & Resilience
Carers as experts
Psychosocial interventions
  - Emotion–focused strategies
  - Counselling
  - Cognitive Behavioural Therapy/strategies
Family Centred/ Relationship centred working
Health promotion
Problem solving/solution focused
Palliative and end of life care
Grief and loss work
Medication management

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Working with families

Develop therapeutic relationships
Assess and address the needs of the person with dementia
Assess the impact of caring and address the carer needs
Promote positivity in living with dementia
Identify and support coping strategies for families and people with dementia
Build upon the carers understanding of dementia and enhance carers skill base
Promote the well-being of both the carer and person with dementia and maximise physical and mental health
Emotional support around transitions, to address feelings of loss and guilt
Enable the person with dementia and the carer to have a voice
Facilitate access to practical support

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Positive outcomes for families affected by dementia

Improved outcomes for family carers
- Lower levels of depression and anxiety in caring role
- Better access to information and supports
- Higher satisfaction in caring for family member with dementia

Improved outcomes for people with dementia
- Improved well-being and quality of life
- Better access to services and care

Reduced General Practitioner call outs
Reduced inappropriate acute hospital admissions
Reduced use of formal social care services
Delayed transition into care homes
Better support for generalist professionals

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Supporting best practice

Provide education, leadership, development and support to other colleagues and service providers.

Awareness raising in the general population and care services
Facilitation of education & learning in others
Developing and supporting best practice in others
Advisor to generalist colleagues
Clinical supervision and mentorship
Academic partnerships to advance research & learning
Admiral Nurses Save Money

£430,000+ saved in an integrated community model over 10 months
✓ Decreased of unnecessary admissions to hospital
✓ Reduction or delay in admissions to residential or nursing homes
✓ Increased diagnosis rates
✓ Increased well-being reported by people living with dementia
✓ Families felt supported – anxiety and stress reduced

£322,000+ saved in acute hospital costs over 18 months
✓ Reducing ‘specialling’ costs
✓ Improved carer satisfaction
✓ Improved recognition and staff understanding

£250,000+ saved in acute hospital costs over 12 months
✓ Increasing recognition of dementia and delirium
✓ Reducing lengths of stay

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Dementia UK support

Business Development Team & Steering groups
Admiral Nurse Induction Programme
Facilitated, peer group clinical supervision
Professional & Practice Development Workshops
Bespoke Competency Framework (level 7 introductory module)
Communities of Practice
Master classes in a variety of topics
Peer support framework – promoting co-learning
Portfolio development and revalidation support - PebblePad
Research opportunities
Admiral Nurse Forum
GEANS (Getting Evidence into Admiral Nursing Services) programme

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Thank you for listening

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References and further reading


References and further reading

Admiral Nursing in the London Borough of Sutton

A case study of Admiral Nursing in Norfolk
https://www.dementiauk.org/for-healthcare-professionals/commission-or-host-a-service/a-case-study-of-admiral-nursing-in-norfolk/

GEANS

An Analysis and Evaluation of the Admiral Nurse Dementia Helpline