



# Dementia and Challenging Behaviour Service

Person-centred Care

Enhancing Quality of Life

Management of Risk and Challenging Behaviour

Evidence-based Outcome Measures

Partnership with Statutory Agencies and families

# Dementia and Challenging Behaviour Service

## Overview

Dementia is a term used to describe various different brain disorders that have in common a loss of brain function that is usually progressive and eventually severe. There are over 100 different types of dementia. The most common are Alzheimer's disease, vascular dementia and dementia with Lewy bodies. Alzheimer's disease is a chronic, progressive and degenerative disease that mainly, but not exclusively, affects older people. It can affect an individual's memory, thinking, comprehension, judgement, orientation, calculation and language skills.

The Dementia and Challenging Behaviour Service at St Andrew's is a service for adults, primarily over the age of 60, suffering from dementia with complex needs, including:

- Early onset dementia
- Acquired, static and progressive dementias

Those younger than 60 years of age with early onset dementia may also be considered suitable for admission.

The knowledge and experience of our comprehensive multi-disciplinary team mean that we can meet the needs of individuals with challenging behaviour who require a low secure environment. The clinical team, in addition to skilled nursing, includes experienced clinicians with particular expertise in these areas, namely physiotherapy, social work, dietetics, speech and language therapy, occupational therapy, neuropsychology and psychiatry. A designated pharmacist ensures that medication is administered appropriately and a Consultant Physician visits weekly in support of the hospital's primary care service. The Care Programme Approach/Single Assessment Process enables co-ordinated and effective management of symptoms as part of the team's collective aim of maintaining the best possible quality of life for our service users.

Active involvement of families is encouraged in order to help us to maintain awareness of the history and personal identity of each individual as well as to develop a supportive relationship for the family and carers. Families are welcome to visit the unit prior to admission as well as during the treatment process.



## Environment and Facilities

Bright, spacious and attractive accommodation with appropriate furniture and equipment is situated on the ground floor with direct access to a safe garden and beyond that the spacious grounds of St Andrew's. Individual bedrooms with personal washing facilities are provided for all service users. Disabled bathrooms and showers are also available for use. A variety of healthy and appetising meals are served, with retextured diets available as advised by our Speech and Language Therapist. Individuals are assessed and treated in the Physiotherapy Department, with access to the gymnasium and swimming pool, and the Occupational Therapy Department which organises frequent outings for community activities so as to maintain as varied and normal a lifestyle as possible.

In addition service users have access to spiritual support via the hospital chaplain, an optician service, hairdressing, podiatry and dentistry. Close working relationships with local palliative care services are maintained in the event that this becomes necessary.

## Care Pathway

An individually determined pathway of care is offered that includes regular, comprehensive assessments detailing physical and neuropsychiatric problems. The pathway aims to maximise an individual's quality of life through helping to maintain functional abilities and optimising physical health within the constraints of the disease. Skilled neuropsychological treatment aims to reduce the impact of cognitive deficits and associated behavioural disturbances and improve communication in conjunction with the speech and language therapist.

End of life wishes are ascertained where possible and respected. Careful implementation of the provisions of the Mental Capacity Act is being undertaken so that the rights of service users with dementia are supported.

There is no pre-determined limit on an individual's length of stay within the service. This could range through all stages of the illness but the multi-disciplinary team will work in partnership with NHS and Social Services organisations to return individuals to local healthcare teams once challenging behaviour has reduced.

Respite care is also available subject to bed availability. In addition outpatient assessment and treatment advice for other providers can be provided upon request.





## Treatment Approach

The ethos of the service is person-centred aiming to provide an environment that is safe, structured, respectful and caring of the individuals within it. This is delivered by highly trained and experienced nursing staff in conjunction with the extensive multi-disciplinary team.

Treatment begins with careful assessment and diagnosis of psychiatric and physical conditions, inter-personal skills and communication needs. This is followed by the creation of an individualised treatment and care plan that aims to reduce the impact of cognitive deficits and associated behavioural disturbances, which may include physical and neuropsychological problems. A comprehensive and holistic assessment of each individual's mental and physical health is undertaken. This includes a thorough assessment of risk that can include behavioural risks, mental health risks as well as those risks which are particularly relevant to those with dementia such as nutritional problems associated with swallowing difficulties, falls, exploitation and abuse. The goal of all treatment is to maintain functional abilities to the maximum level of independence of which the individual is capable, ensuring maximum quality of life for service users within the constraints of their physical and mental impairments.

Individual service user progress and outcome is assessed and monitored by a number of validated measures specific to the particular service and user need. Services are regularly audited against a range of standards. Treatment is informed by evidence-based practice and we pursue an active research and training programme and maintain professional contacts with other workers in the field.

The participation of families is encouraged at all stages of assessment, care planning, clinical reviews and discharge planning. Active liaison is maintained particularly through the team's dedicated Social Worker who assesses the family's need for support often in conjunction with local services.

## Service User Involvement

Active service user involvement is encouraged both to determine personal care and to shape the service. There are regular community meetings with representation on both the Divisional and Corporate service user groups. The support of an independent advocacy service is available.

## Diversity

The service is based on meeting individual needs and respecting service user differences. The chaplaincy service is able to meet the needs of people of many different faiths and cultures. There is a chapel and multi-faith room available for service users. Interpreters and translated written information are available as required. Accessibility and safety for people with disabilities is a major focus of the service.

## Communicating with us

Referrals are made to us via the hospital's Admissions Officer, to named Consultant Psychiatrists, to the Medical Director or through completing the divisional referral form available via the hospital's website. We will acknowledge referrals within seven days of receipt.

## Not-For-Profit

As part of St Andrew's Healthcare, the Dementia and Challenging Behaviour service operates within a not-for-profit charitable framework. All surplus generated is reinvested for the delivery of patient care, the improvement of facilities and the development of new services.



Where people matter



## **Empowerment, innovation and excellence in**

Men's Services

Women's Services

Adolescent Services

Services for Older People

Huntington's Disease Service

### ■ **Dementia and Challenging Behaviour Service**

Brain Injury Rehabilitation Service

## **General Enquiries**

For further information please contact us  
by telephone or email:

### **Freephone enquiries on**

0800 434 6690

Email: [enquiries@standrew.co.uk](mailto:enquiries@standrew.co.uk)

For **Dementia and Challenging Behaviour Service Information and Referrals**  
please contact the Operational Manager by telephone or email:

Tel: 01604 616095

Email: [townsend@standrew.co.uk](mailto:townsend@standrew.co.uk)



**St Andrew's**  
HEALTHCARE

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