

Elmbridge Borough Council

Dementia Services Client Policy

Background and purpose

Dementia services is meeting a growing need within the community, and we aim to deliver best in class service for our clients, families, and carers.

Our service supports clients with mild to moderate dementia, and we provide excellent accommodation in a secure environment. We want to support people to live independently, and during our sessions to socially interact just how we do, with a little extra support.

This policy details how clients will receive a safe and appropriate service to meet their individual needs and must be read and understood in conjunction with the Dementia Services Terms and Conditions.

Emergency contact details

Carers/clients must supply appropriate emergency contact details, including a second contact (where possible) if the carer is unreachable, in case of an emergency.

If a client is taken ill whilst using Dementia Services, and an ambulance is called, we do not provide a member of staff to escort them to the hospital. We will immediately contact the next of kin in this instance to inform them which hospital the client has been taken to. A copy of the client's assessment will be provided to the ambulance crew to ensure they have the relevant contact details and their medical needs.

Dietary details

Carers/clients must supply any dietary requirements, food allergies, likes and dislikes, and whether food needs to be cut up or mashed. This will be recorded as part of the assessment.

Medication

If any prescribed medication is required, carers/clients must complete a Medication Request Form. The medication will be held with the request form in a secure location. Appropriately trained staff will prompt and remind the client to self-administer their medication; they will not administer the medication. If the client refuses their medication, this will be logged, and the carer informed. PRN medication (ad-hoc, such as for pain relief) must also be prescribed and provided in labelled packaging. The earliest that staff will provide PRN medication will be 4 hours from the start of the client's session.



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Medication must be provided with

- a) Clear written and signed instructions, left in its original package with the dosage.
- b) The instructions must be as per the prescription, stating name of client and time to take.

Sickness

If a client has been unwell with vomiting and/or diarrhoea, they should not attend a dementia services session until they have not been sick or had diarrhoea for at least 2 days (48 hours).

Personal care

We are unable to provide a service for clients with bowel incontinence. Clients will be regularly reviewed but should a regular pattern of incontinence occur, we will contact the carer to discuss the suitability for the client to continue attending.

Carers/clients will need to provide us with information regarding any other continence needs and ensure the client has spare continence pads.

Our support staff will remind clients to use the toilet and chaperone them, if necessary. If clients need any further help i.e. personal care, in an emergency two support staff will be assigned to assist the client. If regular help is needed to manage continence a reassessment will be completed to review suitability.

Assessments and suitability for continued attendance

An assessment of a person's needs and suitability for the service is completed following referral, this allows for tailored support, while reviewing the requirement for additional support services, ensures a holistic approach to care.

Regular reviews are undertaken to ensure suitability. The review includes mobility, mild to moderate dementia, continence. Ad hoc assessments will also be carried out through daily observation. Most importantly the person is happy to attend. Groups are split to suit the needs of people attending and cognitive abilities, with a staff ratio of 1-5.

If the support staff have concerns about a client continuing to attend or if there is a need to reduce their hours, then the carer will be informed, and a discussion held to agree future action. If a client continues to attend 3 sessions per week, for example, but at reduced hours, the cost of the session will remain the same and will not be reduced.



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